CIK TELECOM INC.

ACCESSIBILITY PLAN 2026–2029

Including 2026 Transition Progress Report

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cc: Human Resource Department

Document control

Item	Details
Organization	CIK Telecom Inc.
Document	Multi-Year Accessibility Plan 2026–2029 and 2026 Transition Progress Report
Planning period	2026–2029 (three-year planning cycle)
Source plan	Accessibility Plan 2023–2026, updated May 30, 2025
Accountable function	Human Resources, with relevant operational teams
Review cycle	Annual review and progress reporting; full plan review at least every three years

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Part I | Multi-Year Accessibility Plan 2026–2029

1. Objective Summary

CIK Telecom Inc. ("CIK" or "the Company") is committed to improving the accessibility of its products, services, premises, communications and employment practices. CIK aims to provide services and treat employees and customers in ways that respect dignity, independence, choice and equal participation.

This 2026–2029 plan builds on the priorities and barriers described in CIK's 2023–2026 Accessibility Plan. It continues work in employment; the built environment; information and communication technologies (ICT); communications other than ICT; procurement of goods, services and facilities; and transportation. The plan emphasizes practical implementation, consultation with people with disabilities, accessible-by-design practices and transparent annual reporting.

Developed with accessibility experts, customers, employees and organizations representing persons with disabilities, the plan reflects barriers identified through consultation and sets out actions for CIK's offices, retail locations, digital platforms and customer interactions. CIK will implement the plan through clear responsibilities, ongoing monitoring and regular evaluation. It will take steps to address identified barriers, carry out planned initiatives and prevent new barriers from arising over the three-year period.

CIK will review the plan annually, document progress against its commitments and publish an annual progress report describing completed actions, ongoing initiatives, challenges and areas for improvement. The plan may be updated to reflect progress, emerging needs and opportunities. Human Resources will remain informed of implementation progress and contribute to accessibility improvements for employees.

Accessibility is an ongoing responsibility. CIK will continue to seek feedback from employees, customers and persons with disabilities, review identified gaps and take appropriate follow-up action. This plan reflects CIK's commitments as of its publication date and may be revised in response to applicable requirements and changing accessibility needs.

2. General Information and Feedback

2.1 Purpose and guiding principles

CIK will work to identify, remove and prevent accessibility barriers. In carrying out this plan, CIK will consider dignity, equal opportunity, barrier-free participation, meaningful

choice, inclusive policies and services, the involvement of people with disabilities and continual improvement.

2.2 Scope

This plan covers the accessibility priority areas identified in the previous plan and the customer and employee experiences associated with them. Actions will be adapted where appropriate to CIK's operations, available resources, applicable requirements and feedback received.

2.3 Providing feedback

CIK welcomes feedback about this plan, accessibility barriers and the accessibility of its products and services. Customers can expect a response within 10 business days.

Feedback channel	Contact details
Mail	Attn: Accessibility Feedback CIK Telecom Inc. 241 Whitehall Drive, Markham, Ontario L3R 5G5
Telephone	1-877-776-7041 (Monday to Friday, 9:30 am to 6:00 pm ET)
Email	Accessibility@ciktel.com
Social media	Facebook: https://www.facebook.com/CIKTelecom

2.4 Accessible communication and alternate formats

CIK will work with individuals to identify suitable communication methods and, on request, provide documents in accessible formats or with appropriate communication support promptly and at no additional cost, consistent with applicable requirements. Options may include large print, accessible electronic documents, plain text and other formats or supports appropriate to the requester.

2.5 Self-service kiosks

CIK will consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks and will incorporate accessibility features where applicable.

3. Accessibility Priorities and Action Plan

The following action tables outline CIK's accessibility priorities, planned activities, target timelines and measures of progress. CIK will track implementation through its action register and annual progress reporting, documenting completed work, outstanding barriers and follow-up actions. Progress will be assessed using the measures identified in the tables, supported by completion records, review findings and other relevant evidence.

3.1 Employment Practices

Objective: Support an inclusive workplace throughout recruitment, hiring, onboarding, retention, performance management and career advancement, and make workplace accommodation processes clear and accessible.

CIK will continue to uphold the principles of the Accessible Canada Act (S.C. 2019, c. 10), strengthen accessibility practices and adapt to changing standards. This commitment guides the development of services, programs and initiatives so accessibility remains a priority.

Planned action	Target timing	Taken/Ongoing
Review recruitment postings, application routes, interview invitations and selection steps for accessibility; make accommodation options clear at each relevant stage.	2026; review annually	Reviewed recruitment materials; accommodation information; aggregate tracking of requests and resolution times.
Refresh manager and employee learning on disability awareness, respectful communication, accommodation, confidentiality and anti-discrimination.	Annually	Training materials, completion records and participant feedback. The previous plan reported training completion above 95%.
Review the workplace accommodation process, including how employees request support, receive decisions and review arrangements.	2026, then as needed	Documented process review, employee feedback and anonymized issue-log outcomes.

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Planned action	Target timing	Taken/Ongoing
Assess assistive technology, accessible software and hardware, and ergonomic support needs; explain how to request help.	2026–2027; ongoing	Published internal guidance; requests tracked and followed up; ongoing evaluation.
Offer accessible employee feedback channels and consult employees with disabilities, respecting privacy and voluntary disclosure.	At least annually	Accessible feedback channels; consultation record; follow-up actions documented.

3.2 Built Environment

Objective: Improve accessibility and navigation at CIK premises by reducing physical barriers for customers, employees and visitors.

CIK will work to provide barrier-free access to public areas and unobstructed routes throughout the workplace. It will collaborate with employees and external partners to identify and address barriers experienced by people with disabilities.

Premises reviews will document identified barriers, their locations and impact on accessibility, priority levels, interim measures and responsibility for follow-up. CIK will retain records of corrective actions and completion to support consistent monitoring, prioritize urgent issues and address recurring barriers across locations.

Planned action	Target timing	Taken/Ongoing
Validate the status of the previous service-centre audit and outstanding renovation items; create a prioritized barrier-removal register.	2026	Audit findings, renovation status and a prioritized barrier-removal register covering signage, product and counter placement, clear pathways and employee wayfinding.

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Planned action	Target timing	Taken/Ongoing
Inspect entrances, doors, routes, counters, restrooms, waiting areas and emergency accessibility barriers; address urgent issues promptly.	At least annually and after layout changes	Inspection checklist and follow-up records. CIK previously reported an emergency alarm, parking-line repainting and automatic-door upgrades at main entrances; review emergency accessibility arrangements as part of each inspection.
Maintain clear pathways and accessible product/display placement; include accessibility in store and office layout changes.	Ongoing	Documented checks and follow-up records.
Review signage for legibility, contrast, plain language and wayfinding; assess where tactile or Braille signage is appropriate.	2026	Signage review and completed changes documented.
Confirm whether an internal directory or other tool is needed to help employees locate colleagues in flexible office arrangements; assess accessibility before implementation.	2027	Decision record; accessibility assessment and location-wide audit, if implemented.
Keep an accessible channel for customers and staff to report physical access or navigation issues.	Ongoing	Feedback register reviewed at least quarterly.

3.3 Information and Communication Technologies (ICT)

Objective: Improve the accessibility of CIK's information and communication technologies so that people with disabilities can access information and services in formats suited to their needs.

CIK will review key customer journeys and compatibility with commonly used assistive technologies. Findings will be prioritized according to their severity and impact on users,

with responsibility assigned for corrective action and follow-up testing. Unresolved issues will be documented with the reason they remain open, planned next steps and a review date.

Planned action	Target timing	Taken/Ongoing
Complete or refresh a website accessibility review, including keyboard use, heading structure, text alternatives, forms, contrast, zoom and reflow, and assistive-technology compatibility.	2026 baseline; annual checks	Audit findings, prioritized remediation log and retest results, using WCAG 2.1 Level AA as the stated website and portal target.
Prioritize fixes by severity and user impact; include accessibility checks in website releases and digital-tool procurement.	Ongoing	Release checklist; resolved issues and documented outstanding risks.
Test key customer journeys with people with disabilities where feasible, including finding service information, contacting support and accessing account or help content.	2026–2028	Test scenarios, feedback summary and action plans.
Use plain language in service explanations, troubleshooting instructions and customer-facing digital content; define technical terms where needed.	Ongoing; annual sample review	Content review sample and revised materials.
For new or substantially revised video, provide accurate captions and assess the need for audio description; ensure accessible player controls where applicable.	From 2027 onward	Video publishing checklist and sample review.
Review support options (phone, email and any available text-based channel) for accessibility; publish clear troubleshooting content in accessible formats.	2026–2027; ongoing	Support-channel review, published guides and feedback trends.

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Planned action	Target timing	Taken/Ongoing
Train support representatives to identify and respond respectfully to accessibility needs and offer reasonable communication alternatives.	Annually	Training records and quality-review themes.

3.4 Communications Other Than ICT

Objective: Improve the accessibility of customer communications, marketing, advertising and printed materials, and clearly explain how customers can request alternate formats or communication methods.

CIK will incorporate accessibility requirements into its brand guidance, document templates and content review processes. These practices will support consistent, accessible communications and the provision of information in formats suited to the needs of people with disabilities.

Content reviews will address reading order, heading structure, descriptive link text, alternative text for images, colour contrast, captions and the accessibility of downloadable documents. Reusable templates and a documented review process will help staff apply these practices consistently.

Planned action	Target timing	Taken/Ongoing
Create or refresh practical accessibility guidance for marketing and customer communications, including readable text, meaningful image descriptions, captioning and colour contrast.	2026	Approved guidance and reusable templates.
Include accessibility checks in content drafting and approval workflows; provide onboarding and refresher guidance to relevant staff.	From 2026 onward	Workflow checklist and training records.
Explain the availability of alternate formats and how to request them in appropriate customer-facing materials.	From 2026 onward	Review of website and marketing materials.

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Planned action	Target timing	Taken/Ongoing
Review a sample of social posts, ads and printed materials for accessibility; gather feedback and address recurring issues.	At least annually	Annual sample audit and remediation log.

3.5 Procurement of Goods, Services and Facilities

Objective: Integrate accessibility considerations into procurement and vendor engagement to prevent avoidable barriers in purchased products, services, facilities and digital tools.

CIK will consider accessibility requirements when evaluating purchasing options and engaging vendors. Where a requirement cannot be met, CIK will document the constraint, alternatives considered and planned measures to reduce the resulting barrier. Relevant vendor accessibility documentation will be retained with procurement records to support purchasing decisions and follow-up.

Planned action	Target timing	Taken/Ongoing
Review procurement steps and templates for barriers in requests for proposals, vendor communications, evaluation and contracting.	2026	Process review and revised templates where appropriate.
Include accessibility requirements in procurement specifications when relevant and proportionate; request accessibility documentation from vendors for applicable products and services.	From 2026 onward	Sample procurement files showing accessibility was considered.
Guide procurement staff on evaluating accessibility and documenting exceptions or constraints.	Annually or on role assignment	Training records and decision documentation.
Make procurement documents and vendor communications available in accessible formats or through alternative channels on request.	Ongoing	Published contact route and tracked accommodation requests.

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3.6 Transportation

Transportation services are not provided by CIK. CIK recognizes the importance of convenient commuting options for employees and will remain attentive to office accessibility.

Planned action	Target timing	Taken/Ongoing
Ask employees and other relevant stakeholders whether transportation-related barriers arise in CIK activities; document issues and determine proportionate follow-up.	Annual review	Review record; action assigned if a barrier is identified.

3.7 Self-Service Kiosks and Customer Service

Where CIK operates or produces self-service kiosks or systems during this period, it will:

- Assess applicable accessibility features and usability before purchasing, replacing or materially changing a kiosk or self-service system.
- Provide a clear alternative route to assistance when a customer cannot use a self-service option.
- Record accessibility requirements and testing in procurement or implementation documentation.

4. Governance, Monitoring and Reporting

- Human Resources will coordinate implementation of the plan, maintain the annual action register and keep relevant teams informed of progress.
- Action owners will update the register at least quarterly, documenting progress, supporting evidence, identified barriers, dependencies and any revised target dates.
- CIK will review the plan annually, prepare a progress report each year, and publish the plan and reports through appropriate corporate channels.
- The plan and progress reports will be available in accessible formats upon request.
- Feedback from customers, employees and organizations representing persons with disabilities will inform annual reviews, priorities and updates to the plan.
- The action register will use consistent status categories: not started, in progress, completed or deferred. Deferred or overdue actions will include the reason for delay, interim measures where applicable and a revised target date.

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- Annual reviews will assess both the completion and effectiveness of actions, including their impact on identified barriers, feedback received, outstanding risks and dependencies, and priorities for the next reporting cycle.

5. Consultation

CIK engaged representatives from Human Resources, health and safety, customer service, website design, and product and service teams. It also worked with accessibility experts and consulted customers, employees and organizations representing persons with disabilities.

Throughout the 2026–2029 plan period, CIK will continue meaningful consultation with persons with disabilities to inform accessibility priorities and improvements. Consultation records will document the stakeholder groups involved, methods used, accessibility supports provided, key feedback themes and how feedback informed the plan and its implementation.

CIK's consultation process will:

- Offer multiple feedback methods and accessible participation options.
- Allow individuals to provide accessibility feedback without disclosing a diagnosis.
- Summarize feedback in a manner that protects participants' identities and personal information.
- Document actions taken in response to feedback and, where a suggestion cannot be implemented, the reasons for that decision.

6. Conclusion

CIK Telecom Inc. remains committed to identifying, removing and preventing barriers across its products, services, premises, communications and employment practices. Building on the previous plan, the 2026–2029 Accessibility Plan establishes priorities, timelines and measures to guide implementation and monitor progress.

Through ongoing consultation with persons with disabilities, regular review and transparent reporting, CIK will assess the effectiveness of its actions and respond to emerging accessibility needs. The plan will be reviewed annually and updated as needed to reflect progress, feedback and opportunities for improvement.

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Part II | 2026 Transition Progress Report

Summary

CIK Telecom Inc. is committed to improving accessibility so that persons with disabilities can access and benefit from its telecommunications services. This transition report summarizes progress reported under the previous accessibility plan and provides context for the priorities established in the 2026–2029 Accessibility Plan.

The following sections outline reported accomplishments, ongoing initiatives and lessons that will guide continued efforts to identify, remove and prevent accessibility barriers.

Progress reported in the previous plan

CIK reported the following accomplishments during the previous plan period:

Priority area	Progress reported for 2023–2026
Employment	Training, accessible communications, promotion of accommodation resources, inclusive policy review, support for self-disclosure, under consideration, leadership engagement and feedback mechanisms.
Built environment	A service-centre audit had been conducted; customer surveys were described as ongoing; renovations such as ramps and widened doorways were in progress; accessible restroom facilities were reported installed; signage had been standardized; layout and pathways were published; parking-space lines were repainted to improve visibility.
ICT	Website accessibility audit and improvements, plain-language content, captions and audio descriptions, and improvements to accessible remote support and troubleshooting content.
Communications other than ICT	An audit of social and marketing content, accessibility guidance, staff training, alternate-format notices and pre-publication checks were reported as improved.
Procurement	Accessibility assessments, staff training, accessibility criteria, accessible documentation, multiple vendors contact channels and technical support were reported as completed.

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Lessons carried into the 2026–2029 plan

- Strengthen accountability by assigning responsibility, target dates and clear measures of completion to each action.
- Maintain an action register to monitor ongoing initiatives, document progress and track outstanding actions through to completion.
- Integrate accessibility checks early in website development, content production, procurement and changes to facilities.
- Continue providing alternate communication methods and accessible document formats to support individual needs.
- Collect and review accessibility feedback consistently, using findings to prioritize improvements and assess the effectiveness of actions.

Appendix | Accessibility Principles and References

The Accessible Canada Act principles reflected in the previous plan include dignity; equal opportunity; barrier-free participation; meaningful choice and support; consideration of different disabilities and intersecting barriers; involvement of persons with disabilities in developing policies, programs, services and structures; and the objective of achieving the highest level of accessibility through standards and regulations.

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have, regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services and structures must take into account disabilities, the different ways people interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
- Accessibility standards and regulations should be developed and revised with the objective of achieving the highest level of accessibility for persons with disabilities.

Source references

This section lists the legislation, standards and guidance referenced in the plan.

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Reference	Source
Accessible Canada Act (S.C. 2019, c. 10)	https://laws-lois.justice.gc.ca/eng/acts/a-0.6/page-1.html
CRTC broadcasting distribution undertaking decisions (2018-320, 2018-321 and 2018-322)	https://crtc.gc.ca/eng/archive/2018/2018-320.html https://crtc.gc.ca/eng/archive/2018/2018-321.html https://crtc.gc.ca/eng/archive/2018/2018-322.html
CRTC customer information and service decisions (2001-690, 2010-132 and 2022-234)	https://crtc.gc.ca/eng/archive/2001/o2001-690.html https://crtc.gc.ca/eng/archive/2010/2010-132.html https://crtc.gc.ca/eng/archive/2022/2022-234.html
CRTC website accessibility and accessibility-service information (2009-430)	https://crtc.gc.ca/eng/archive/2009/2009-430.html

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