

**ACCESSIBILTY**

**Progress Report**

***June 1, 2024***

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# Introduction

This Progress Report summarizes TERAGO's efforts under each of the barriers identified in the Accessibility Plan [<https://cdn.terago.ca/wp-content/uploads/2024/10/02134356/Accessibility-Plan.pdf>]

An update in **purple ink** appears beneath each of the barriers identified in the Accessibility Plan

This Progress Report will be available in different formats upon request, including large print, braille, or audio upon request to the

If you require a copy of this Plan in a different format, or have any accessibility questions or concerns, or any feedback about accessibility at TERAGO or this Plan, please contact the Director, People and Culture:

- via email to [hr@terago.ca](mailto:hr@terago.ca) with "accessibility" in the subject heading
- via telephone at 1-866-837-2461 ext. 5
- via mail:

800-55 Commerce Valley Drive W.  
Thornhill, ON. L3T 7V9

Confidentiality will be protected, and feedback can be anonymous as desired. Unless messages are sent anonymously, receipt of message will be acknowledged as soon as practicable. This feedback process information is available in alternative formats upon request.

## Progress for Areas Under S. 5 of ACA

Section 5 of the ACA requires consideration of barriers and accessibility under seven headings or pillars: (A) employment, (B) the built environment, (C) information and communication technologies (ICT), (D) communication other than ICT, (E) the procurement of goods, services, and facilities, (F) the design and delivery of programs and services, and (G) transportation.

A working committee was formed with representatives from People & Culture as well as an external legal consultant to conduct an accessibility assessment. Additional input was solicited from employees identified as people with disabilities and from clients.

TERAGO recognizes that achieving full compliance with the letter and spirit of the ACA will require a steady and sustained effort. This Accessibility Plan will guide the effort through establishing clear objectives and priorities for implementation. This plan lists the items that TERAGO will pursue with available funding.

## A. Employment

The Committee assessed accessibility across the employee lifespan, from applying for jobs, to interviewing, to onboarding, to management. The focus of the Accessibility Assessment with respect to the pillar of employment was on the access to employment opportunities for all potential and current TERAGO employees. Barriers were identified and assessed from a disability perspective, as broadly defined above.

TERAGO already has a number of accessibility-related programs, policies and initiatives for its employees. Comprehensive benefits are available to all employees, including a confidential, external Employee and Family Assistance Program (EFAP). Short- and long-term disability leave is available for employees and an external disability management team assists in the return-to-work process.

Based on the Accessibility Assessment, with respect to the pillar of employment, TERAGO commits to the following plan:

1. **Barrier:** Lack of feedback mechanism and measurement for accessibility.
  - a. *The Sr. Director of People and Culture was appointed as the individual for oversight of accessibility at TERAGO.*
  - b. We set up process for feedback about accessibility, both internally and externally. *We added the Accessibility Plan to the website, in addition to the feedback process. We also added the Accessibility Plan to our third-party provider of payroll services ADP. There is direction of who to contact with feedback or concerns.*
2. **Barrier:** Employment application process is entirely online, and feedback has never been received regarding accessibility of the process. *This will be addressed in 2025/2026.*
  - a. Canvass vendors to address accessibility for process external to TERAGO.
  - b. Evaluate existing system to determine if any changes could be made to make process more accessible.
3. **Barrier:** Accessibility-related policies exist but need to be reviewed. *This will be addressed in 2025/2026.*
  - a. Accessibility for People with Disabilities
  - b. Leave of Absence
  - c. Attendance & Hours of Work
  - d. Vaccination

- e. Communication
  - f. Consider whether additional policies are needed or whether existing policies addressed based on consultations with persons with disabilities:
    - i. Environmental factors:
      - 1. Scents
      - 2. Sounds
      - 3. Allergens
      - 4. Lighting
    - ii. Support animals
    - iii. Other accessibility issues
4. **Barrier:** TERAGO does not have an existing Diversity and Inclusion program. *This will be addressed in 2025/2026.*
- a. Consider developing accessibility awareness and inclusion and diversity principles into a leadership training program.
  - b. Develop a committee dedicated to IDEA (inclusion, diversity, equity, and accessibility) with a goal of improving the environment for all employees. The committee will:
    - i. Be a first step in developing less of an “ableist” culture at TERAGO and building awareness of the broad definitions and range of visible and latent and neuro diversity.
    - ii. Be involved in developing appropriate training and other education and awareness-building.
    - iii. Set goals, provide education and information, evaluate processes and programs with an aim to reduce stereotypes and barriers in the workplace for all.

## **B. The Built Environment**

The Committee assessed accessibility from the perspective of the physical environment, noting that there was no evidence of an audit of the physical buildings at TERAGO. Although many employees work remotely for the majority of their work hours, the Committee noted that additional assessment of all TERAGO workspaces would be beneficial.

1. **Barrier:** The physical buildings used by TERAGO have not been specifically examined from an accessibility perspective.
  - a. Accessibility committee will assess each TERAGO building, specifically looking at:
    - i. Entrance into the building: *Head office - can be accessed by a ramp or stairs. The front door has a noncontact opener*
    - ii. Movement within the building. *Head office- The building has three elevators to gain access to all designated floors.*
    - iii. Washroom facilities. *Head office - There is a handicapped one in both men and women. However, you have to push the door open. The landlord has no intention of installing automatic door openers at this time but our concern has been documented.*
    - iv. Signage. *This will be addressed in 2025/2026.*
    - v. Other issues raised by employees. *No issues have been raised by employees to date.*
  - b. Feedback will be obtained from clients accessing buildings as well as employees to determine if any accessibility concerns remain. *This will be addressed in 2025/2026.*
2. **Barrier:** Emergency procedures need to be examined from an accessibility perspective. *This will be addressed in 2025/2026.*
  - a. Confirm with OH&S committee that emergency procedures are accessible to people with disabilities, considering:
    - i. Alternative warnings.
    - ii. Exit from buildings.
    - iii. Other processes.
  - b. Review building leases from an accessibility perspective and, if renewals occur, ensure accessibility concerns are addressed.

## C. Information and Communication Technologies (ICT)

The Accessibility Assessment considered the accessible digital content and technologies used by employees at TERAGO.

1. **Barrier:** Although many meetings are conducted through technology (Teams), there are no standards to address potential barriers for persons with disabilities. *This will be addressed in 2025/2026.*
  - a. Assess virtual meeting practices.

- b. Develop appropriate protocols based on input from persons with disabilities, including cognitive, emotional, and learning disabilities. For example, feedback was obtained from an individual with a mental disability who suggested that audio-only meetings are difficult to attend, and video would be more inclusive. Another person with a disability mentioned heightened anxiety if meetings do not have structure, such as an itinerary. This feedback will be incorporated into the development of appropriate protocols for online meetings.
2. **Barrier:** Workforce Now is the main internal website for employees to gain access to information but has never been assessed from an accessibility perspective.
- a. Conduct audit of Workforce Now platform. *WFN is a site that need to be accessed via a secure login. You can adjust the setting on the app menu to increase or decrease the size of the font, colours and a zoom feature.*
  - b. Review contract with external provider and confirm that accessibility concerns are addressed. *No concerns have been raised to date.*
3. **Barrier:** External website may not be WCAG compliant. *This will be addressed in 2025/2026.*
- a. Confirm with marketing department that external-facing website has been assessed for accessibility using WCAG or similar checklist.
  - b. If not, conduct audit of website for WCAG compliance (or similar).

#### D. Communication, other than ICT

TERAGO aims to provide barrier-free services and spaces for persons with communication disabilities. Communications at TERAGO include a telephone line system available to the public.

4. **Barrier:** The telephone line system has not been examined from an accessibility perspective. *This will be addressed in 2025/2026.*
- a. Confirm with marketing and operations to determine accountability and processes for telephone communications.
  - b. Test the telephone system for accessibility issues.
  - c. Seek input from users of the phone system to determine if additional changes are needed to improve accessibility.



5. **Barrier:** Quarterly earnings calls such as investors calls may not be accessible. *This will be addressed in 2025/2026.*
  - a. Calls are run through a third-party company and the contract with that vendor should be examined to ensure accessibility concerns are considered.
  - b. Participants should be asked if there are any changes required to the calls.
6. **Barrier:** Meeting rooms may not be accessible for all employees and external guests.
  - a. Boardroom should be assessed for accessibility and a plan developed depending on the issues identified. *Board rooms cannot be accessed without pulling or pushing the door open. We would need to install automatic openers/closers on each one. At this time, we are not in a position to do this. We ensure that whoever is having the meeting, is aware and takes care of any access issues with the people they are meeting with to address any accessibility issues ahead of the meeting.*
  - b. All physical meeting rooms should also be assessed.

## E. The Procurement of Goods, Services & Facilities

TERAGO is committed to purchasing or leasing goods, services, and facilities in an equitable and accessible manner. *This role is currently vacant, and the action plan is under review.*

7. **Barrier:** New Contracts Manager has recently been hired but has not received any specific accessibility awareness training.
  - a. Accessibility Manager will meet with Contracts Manager and provide training regarding accessibility.
  - b. Contracts Manager will ensure contracts going forward include accessibility concerns are addressed.
8. **Barrier:** Existing goods, services and facilities were procured before accessibility legislation was in place and accessibility was not addressed.
  - a. Seek feedback from existing vendors to determine if any existing barriers need to be addressed by TERAGO.
  - b. Seek input from TERAGO supply chain personnel with respect to accessibility of procurement process.
  - c. Consider change recommendations based on feedback and input received.

## F. The Design and Delivery of Programs and Services

TERAGO provides internet, networking and managed SD-WAN services to a large number of industries. This involves designing and delivering technological equipment, programs, and services on site as well as remote support.

9. **Barrier:** Physical equipment is installed on site and requires attendance on various sites. Protocols for accessing sites have not been examined from an accessibility perspective.
  - a. Accessibility Committee will solicit feedback from the field team to assess accessibility within protocols. *The nature of the Field Services position that is the ones who deal with the installation of equipment, there is physical barriers that cannot be overlooked or accommodated for. Employees who need to install equipment need to be physically able to meet the requirements of the role.*
  - b. Accommodation policy will be reviewed for employee accessibility concerns. *An accommodation policy in the Field Services area is not applicable due to the physical requirements of the role. You need to be physically able to perform the duties and demands of the role and we cannot accommodate people who do not possess all the capabilities needed in the role.*
  
10. **Barrier:** Physical equipment needs to be maintained on site.
  - a. See above for plans to address worksite accessibility. *Due to the nature of some of the sites TERAGO needs to access that need an install or upgrade are sometimes very difficult to access. Unfortunately, there is nothing that TERAGO can do, other than request assistance of landlords and be very careful and safety diligent. Therefore, this is a barrier but not one we can accommodate for or make more accessible.*

## G. Transportation

The transportation pillar aims to provide a barrier-free federal transportation network. Although TERAGO is not in the business of providing any form of transportation, employees in the field may have access to fleet vehicles for work purposes. The transportation pillar was therefore examined for accessibility from the perspective of the field employees using TERAGO leased vehicles.

11. **Barrier:** Work vehicles are leased, and employees use them for work purposes. These vehicles have not been assessed for accessibility concerns. *This will be addressed in 2025/2026.*
  - a. The Committee will request the Field Services Team to audit available vehicles for accessibility, including size of vehicles, options available, etc.