

# **ACCESSIBILTY PLAN**

***June 1, 2026***

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# Introduction

TERAGO values diversity and inclusion and appreciates the contributions made by all of its people. TERAGO is committed to building an inclusive society and providing an accessible environment, physically, socially and psychologically. All individuals at TERAGO should have access to the resources necessary to complete their jobs in a way that respects the dignity and independence of persons with disabilities.

TERAGO uses a broad definition of “disability,” acknowledging that it includes neurodiversity and not just physical diversity, and commits to the identification, reduction and removal of barriers to improve accessibility. In addition to its own commitment and values, TERAGO acknowledges its responsibilities under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (regulations).

This Plan builds upon the prior Accessibility Plan, taking into consideration input from employees and the Accessibility Committee.

This Plan is available in different formats upon request, including large print, braille or audio. 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 Senior 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.

The Accessibility Committee conducted an updated accessibility assessment and also solicited input from employees with a questionnaire. Employees were encouraged to indicate if they

identified as someone with a disability in order to ensure that input from people with disabilities was received, beyond the input of the Accessibility Committee.

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 full-time employees, including a confidential, external Employee and Family Assistance Program (EFAP). Short-term 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. *This barrier has been addressed in the prior Accessibility Plan.*

**2. Barrier: The Employment application process is entirely online, and feedback has never been received regarding accessibility of the process.**

a. TERAGO will gather feedback from employees and applicants regarding the employment application process.

b. TERAGO will then 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.**

a. Policies will be reviewed in 2026 and 2027, and accessibility language will be added where needed, as appropriate, to the following identified policies:

i. Accessibility

ii. Leave of Absence

- iii. Attendance & Hours of Work
    - iv. Communication
  - b. We will 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:** Although employees noted that physical disabilities are accommodated by TERAGO, survey results suggest increasing awareness around mental health concerns.
  - a. We will provide further information to employees about mental health supports available.
  - b. We will focus accessibility education efforts on non-physical disabilities.
- 5. **Barrier:** TERAGO does not have an existing Diversity and Inclusion program.
  - a. We will consider developing accessibility awareness and inclusion and diversity principles into a leadership training program as funds permit.
  - b. We will 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:** Not all of the physical buildings used by TERAGO have been specifically examined from an accessibility perspective.
  - a. Although the head office has been assessed under the last Accessibility Plan, other physical buildings owned or used by TERAGO need to be assessed for accessibility, specifically looking at:
    - i. Entrance into the building
    - ii. Movement within the building.
    - iii. Washroom facilities.
    - iv. Signage
    - v. Other issues raised by employees.
  - b. Feedback will continue to be obtained from clients accessing buildings as well as employees to determine if any accessibility concerns remain. No additional issues have yet been identified.
2. **Barrier:** Emergency procedures need to be examined from an accessibility perspective.
  - a. We will confirm with H&S committee that emergency procedures are accessible to people with disabilities, considering:
    - i. Alternative warnings.
    - ii. Exit from buildings. *[Note that this was addressed under the prior Plan, but will be re-assessed as needed]*
    - iii. Other processes, if identified.
  - b. We will review any future building leases before signing or renewal 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.
  - a. We will assess virtual meeting practices.
  - b. We will develop appropriate protocols as needed 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:** External website may not be WCAG compliant.
  - a. The Marketing department is using the WCAG guidelines to ensure that our website is compliant. Of the 54 guidelines for WCAG, 10 are not applicable to us, 5 are being worked on and 39 have been completed/implemented. We are at 90% compliance.

#### **D. Communication, other than ICT**

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

1. **Barrier:** The telephone line system has not been examined from an accessibility perspective.
  - a. Confirm with IT 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.
2. **Barrier:** Quarterly earnings calls such as investors calls may not be accessible.
  - a. With the efforts made under prior Plan, we confirmed that the vendor used to host the investor calls has options for persons with disabilities and impairments ranging from hearing impairment, visual impairment, cognitive disabilities, and those who suffer from seizures and closed captioning as a paid add on service. There is also the ability to adjust color, orientation and content view.
  - b. Participants will be asked if there are any additional changes required to the calls for better accessibility.

3. **Barrier:** Meeting rooms may not be accessible for all employees and external guests.

- a. Boardroom cannot be accessed without pushing or pulling the doors open. This has been identified as an accessibility issue, but there is no planned updates to the doors. We therefore currently 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. We have confirmed that there are no other meeting rooms to assess except for the Boardroom.

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

TERAGO is committed to purchasing or leasing goods, services, and facilities in an equitable and accessible manner. Employees are, and will be, encouraged to always consider accessibility criteria in all procurement decisions and throughout the procurement process to reduce any potential barriers.

1. **Barrier:** Existing goods, services and facilities were procured before accessibility legislation was in place and accessibility was not addressed.

- a. We will seek feedback from existing vendors to determine if any existing barriers need to be addressed by TERAGO.
- b. We will seek input from TERAGO supply chain personnel with respect to accessibility of procurement process.
- c. We will 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. Currently no barriers have been identified that differ from the prior Plan. Unfortunately, due to the nature of some of the sites TERAGO needs access to, 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 in the prior Plan. Barriers were identified and addressed in that Plan.