

ORANGE BUSINESS CANADA

ACCESSIBILITY PROGRESS REPORT - 2025

INTRODUCTION

The Accessible Canada Act, along with the Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations, require Orange Business Canada, as a federally regulated entity and telecommunications service provider, to prepare and publish an Accessibility Progress Report.

The Principles of the Accessible Canada Act as set out in Section 6 are:

- (a) all persons must be treated with dignity regardless of their disabilities;
- (b) 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;
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- (d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- (e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- (f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and,
- (g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Orange Business Canada reviewed these principles when preparing this report and we continue toward a more accessible and accommodating workplace as one of the premier provider of telecommunications products and services to businesses throughout Canada and the world. Orange Business Canada will continue to evaluate and assess its programs and policies concerning accessibility.

GENERAL

The Orange Business Canada Head of Finance is designated to receive feedback on progress toward, and any barriers to, accessibility at the publicly accessible place of business:

770 Sherbrooke West, Suite 1500
Montreal, Quebec H3A 1G1
(514) 806-4910
Denis.Sonsing@Orange.com

(Orange Business Canada is in the process of relocating to new office space and will update this report with the new address and any new contact information when it becomes available.)

EMPLOYMENT

Orange Business Canada supports the inclusion of persons with disabilities and is open to the development of solutions to promote accessibility and autonomy in the workplace. Our ambition is to make Orange Business Canada an attractive employer for all talents, whatever their differences, by offering an environment where everyone can express their potential and contribute meaningfully to the success of the business. Throughout the company, there is a renewed focus on training to help add to the expertise of employees and attract diverse talent that will help lead the business into the future. As part of this, Orange Business Canada is ready to offer an accommodation to those who seek it to help all employees exceed their career aspirations.

THE BUILT ENVIRONMENT

Orange Business Canada is currently a tenant at its publicly accessible place of business in Canada. Its landlord is subject to the requirements set forth under Canadian law and regulation pertaining to the built environment accessibility. Any feedback received about the built environment will be evaluated and management will coordinate with the landlord to resolve any outstanding issues and make necessary improvements or modifications. There has been no specific feedback received as of the preparation of this report.

INFORMATION AND COMMUNICATION TECHNOLOGIES

Orange Business provides information and communication technology products and services. We welcome input from our customers, business partners and employees to identify any areas of potential improvement to our products and services and will work to enhance performance, functionality, adaptability and accessibility. We will continue to accept feedback and use it to enhance and adapt our products and services to improve upon accessibility. There has been no specific feedback received as of the preparation of this report.

COMMUNICATION

Workplace communication relies on hardware and software products and services available in the marketplace. While such products have improved in terms of accessibility, navigating the vast amount of content and complexities of communication throughout the business has remained a challenge. Orange Business Canada continues to assess the tools it leverages for efficiency and evaluate feedback received to accommodate all its employees and customers. There has been no specific feedback received as of the preparation of this report.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Orange Business Canada is not only a provider of telecommunications services, but is also a customer of other companies that provide products and services integral to our business. In procuring goods and services from other companies, we endeavor to prioritize the accessible format, profile and usability of such goods and services by our own customer and our employees. In addition, to the extent we intend to utilize new or different facilities, we will consider the accessibility of such facilities.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

In designing and delivering our suite of products and services to customers, Orange Business Canada considers the customer first. As part of this approach, we aim to ensure that the messaging to the customer is clear and concise and the customer knows full well that we are there to provide support and assistance wherever and whenever it is required. All customers should feel comfortable in knowing that Orange Business Canada is here to provide premier service, which includes the accommodation of those with disabilities. We continue to prioritize internal efforts focused on improving the customer experience and try to emphasize the importance of accessibility across our business.

TRANSPORTATION

This issue remains not applicable to Orange Business Canada.

CONSULTATIONS

A customer of Orange Business Canada can call or e-mail their account representative directly. Feedback can be provided anonymously. The person designated to receive feedback is Denis Sonsing, who will acknowledge receipt, unless it is provided anonymously. The personal information of a person who provides feedback will remain confidential, unless the person consents to disclosure. While Orange Business Canada intends to proactively consult persons with disabilities in the future, there has been no specific feedback received as of the preparation of this report.

CONCLUSION

Orange Business Canada continues to be a proud part of the effort to make a positive change for our business customers throughout Canada and the world. By reviewing the progress of our Initial Accessibility Plan, we are moving closer to the goals established by the lawmakers and regulators to remove barriers and help make Canada fully accessible by the year 2040. The products and services offered by Orange Business Canada already do much to connect the citizens of the world and, by working together, the quality and convenience and accessibility for all Canadians will continue to strengthen, improve and progress.