

ORANGE BUSINESS CANADA

SECOND ACCESSIBILITY PROGRESS REPORT (2026)

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 Accessibility Progress Reports.

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 again reviewed these principles in contemplating this report and continues toward a more accessible and accommodating workplace as one of the premier providers of telecommunications products and services to businesses throughout Canada and

the world. Orange Business Canada is committed to a continuing evaluation and assessment of 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:

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

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.

INFORMATION AND COMMUNICATION TECHNOLOGIES

Orange Business provides information and communication technology products and services and recently launched an accessible connectivity platform for business customers. The modular connectivity platform makes it easier to manage, secure and optimize information technology and network services. It allows customers to securely connect to the software and services offered by Orange Business and its partners via virtualized network links. From the outset, this platform was designed to offer users a high level of accessibility. The client interface and associated documentation have been designed according to the Web Content Accessibility Guidelines (“WCAG”) and best practices, including the use of contrasting colors, descriptive text associated with images, and the ability to zoom to 200% without loss of information. Accessibility compliance audits will be carried out at the corporate level and will be visible on the customer interface as part of a continuous improvement process. 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.

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, in conjunction with its corporate parent, is working to reduce the barriers to digital access faced by persons with disabilities by improving the accessibility of its products, portals and customer service, as well as by spearheading innovation in this area. 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 and review of this report.

PROCUREMENT OF GOODS AND SERVICES

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 continue to endeavor to prioritize the accessible format, profile and usability of such goods and services by our own customer and our employees. Orange Business also advises its partners to improve the accessibility of the customer web portal, on which they offer some of their services.

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 persons 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. With a focus on websites for customers, we offer general training on accessibility for all and specific training for developers to comply with

the WCAG standard. When a new website becomes available, a digital accessibility audit follows to evaluate adherence to the standard and the result is provided on the footer of the website.

CONSULTATION

Corporate social responsibility and innovation teams jointly lead a committee to address seniors, disabilities and digital accessibility at the corporate group level. This committee meets every two months to report on the status of key initiatives related to these themes, share best practices and promote innovative social projects. It brings together representatives from various corporate entities, including human resources functions and country subsidiaries. In addition, 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 Sarsing, 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.

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 again 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 in a positive way.