

ORANGE BUSINESS CANADA INITIAL ACCESSIBILITY PLAN - 2024

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 Initial Accessibility Plan.

The Principles of the Accessible Canada Act as set out 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 considered these principles when preparing this Initial Accessibility Plan. We are pleased to present the initial plan to help steer our company toward a more accessible and accommodating workplace and continuing to be a 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 geared toward accessibility and will provide updates and modifications as necessary and appropriate.

GENERAL

The Orange Business Canada Head of Finance is designated to receive feedback on barriers and the Initial Accessibility Plan at the publicly accessible place of business:

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 in order to help all employees exceed their career aspirations.

THE BUILT ENVIRONMENT

Orange Business Canada is 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. Feedback received concerning the built environment will be evaluated and management will coordinate with the landlord to resolve any outstanding issues and make necessary improvements or modifications.

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.

COMMUNICATION

Workplace communication relies heavily on hardware and software products and services widely available in the marketplace. While much of it has improved in terms of accessibility, navigating the vast amount of content and complexities of communication throughout the business can be challenging. Orange Business Canada will continue to assess the tools it routinely leverages for efficiency and evaluate feedback received to accommodate all its employees and customers.

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 will 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 try 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 will continue to prioritize internal efforts focused on improving the customer experience and will emphasize the importance of accessibility across our business.

TRANSPORTATION

Not currently 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 Sosing, 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. Orange Business Canada also intends to consult persons with disabilities in the preparation of an Accessibility Plan. While maintaining respect for consultation participants' right to privacy, we will describe how we consult, with whom we consult and what comments or data we receive.

CONCLUSION

Orange Business Canada is proud to be a part of this effort to make a positive change for our business customers throughout Canada. By introducing our Initial Accessibility Plan, we are progressing toward the goals established by the lawmakers and regulators to remove barriers across the land 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 our hope is, day-by-day, by working together, the quality and convenience and accessibility for all will continue to strengthen and improve.