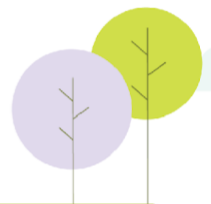




beanfield

Beanfield Accessibility Plan 2026 - 2029



1. General Information

At Beanfield, we are committed to delivering accessible and inclusive services to all our customers. We understand the importance of accessibility in today's digital and connected world and are dedicated to ensuring that everyone, regardless of ability, can fully access and benefit from our telecommunications services.

This Accessibility Plan covers the three-year period from 2026 to 2029 and has been prepared in accordance with the Accessible Canada Act (ACA). It builds on the progress achieved under our previous Progress Report and sets out the barriers we have identified and the actions we will take to address them over the next three years.

We welcome your feedback on how we can improve accessibility. You can contact us in any of the following ways:

- Complete our [online accessibility feedback form](#)
- Call us at 1-855-532-1555
- Email us at accessibility@beanfield.com

Your feedback will be directed to our Chief Human Resources Officer, who is responsible for accessibility oversight at Beanfield. All personal information shared will be kept confidential.

2. Executive Summary

Connectivity and community are the principles that guide every aspect of our work at Beanfield, from how we build and deliver services over our fibre-optic network to our commitments to sustainability, inclusion, and community engagement.

Our approach to accessibility is rooted in more than just legal compliance, it is a reflection of our core values and our responsibility to create an inclusive environment where everyone can fully access and benefit from our telecommunications services. We remain aligned with the Accessible Canada Act and are committed to ongoing improvement and compliance with evolving accessibility standards, and we actively design our services and initiatives to reflect that commitment.

Since publishing our Report, we have made meaningful progress. Key achievements from the 2024-2025 cycle include:

- a) Achieving WCAG 2.1 AA conformance across beanfield.com and the MyBeanfield commercial portal.

- b) Completing the transition from our internally developed customer experience platform, BeanDesk, to ServiceNow, an accessibility-compliant off-the-shelf solution.
- c) Successfully revising and piloting inclusive emergency evacuation procedures, including the deployment of evacuation chairs and buddy systems.
- d) Reaching 94.6% of employees trained on accessibility and inclusion.
- e) Implementing ARIA tags, semantic HTML, improved text contrast, descriptive link titles, and an accessible online ordering process across our digital platforms.
- f) Redesigning the MyBeanfield commercial portal to meet evolving accessibility requirements.
- g) Establishing inclusive language guidelines for physical communication materials and templates.
- h) Introducing accessibility KPIs and checklists into HR programs and conducting annual internal accessibility audits.

As part of our inclusive practices, we ensure the following:

- **Respect and Dignity:** All individuals engaging with our services are treated with respect and fairness.
- **Equal Opportunity:** Our programs and feedback mechanisms are structured to ensure inclusive participation and reflect diverse perspectives.

- **Barrier-Free Access:** We offer materials in accessible formats to eliminate participation barriers.
- **Autonomy and Choice:** Individuals can express feedback and access services with or without assistance, based on their preference.
- **Inclusive Design:** We consider a wide range of disabilities and intersectional experiences in the creation of services and tools.
- **Commitment to Accessibility Standards:** We align with recognized accessibility standards by ensuring equal access, accessible communication channels, captioning and subtitling, adherence to web accessibility guidelines, and by providing ongoing training and awareness for our staff.

We are dedicated to continuous enhancement, ensuring our services and systems evolve to meet the needs of our diverse community.

3. Accessibility Plan: Key Areas

This Accessibility Plan is organized around the seven priority areas identified in the Accessible Canada Act. For each area, we describe the barriers we have identified and the actions we will take to address them over the 2026-2029 period. Responsibility for identifying and addressing accessibility

barriers is shared across various operational teams at Beanfield. This collaborative structure supports our ability to engage individuals with accessibility needs directly and gather meaningful feedback to guide improvements in each area.

A) Employment

Beanfield is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, and more. We are committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, programs, and activities. While Beanfield's offices do not serve external clients, they must remain accessible to all employees and visitors, including candidates, vendors, and delivery personnel.

Identified Barriers

Beanfield has identified the following barriers to accessibility in the area of employment:

- A need for continued engagement, promotion, and communication to encourage self-disclosure and foster a workplace culture that supports accessibility and inclusion.

- A need for ongoing employee awareness regarding the accommodation process and the barriers faced by individuals with disabilities.
- The accommodation request and tracking process could benefit from more formalized documentation and reporting to support continuous improvement.

Planned Actions (2026-2029)

- **Inclusive Onboarding:** Continue and expand the onboarding process to include training and information on available accessibility resources and accommodations.
- **Training and Awareness:** Deliver ongoing accessibility and inclusion training to management and staff. Achieve and maintain accessibility training completion rates at or above 95% annually.
- **Employee Education:** Continue investment in employee education through accessibility-focused workshops, seminars, and resources.
- **Gap Assessment and Planning:** Continue development and execution of the internal plan to identify and close accessibility gaps for current and prospective employees.
- **Employee Engagement:** Promote employee participation in Employee Resource Groups (ERGs) and open discussion forums focused on accessibility and inclusion.

- **Accommodation Process Awareness:** Hold regular information sessions to increase employee awareness of the accommodation process and support mechanisms.
- **Recruitment Support:** Provide hiring managers and recruiters with tools and guidance to ensure recruitment practices are inclusive and barrier-free.
- **Accommodation Tracking:** Implement a formalized system for tracking accommodation requests and outcomes (separate from WSIB claims) to support data-driven improvements.
- **Ongoing Evaluation:** Conduct regular review and evaluation of accommodation practices and accessibility initiatives to identify areas for improvement.

B) The Built Environment

Identified Barriers

- While annual accessibility audits are now conducted, there is an opportunity to expand the scope and consistency of audits across all Beanfield locations in Toronto, Montreal, and Vancouver.
- Automatic door installations at building entry points are the responsibility of the building owners and are outside Beanfield's direct control. Beanfield has an interim accommodation process in place to ensure barrier-free access to its offices.

- Workstations may continue to present physical accessibility limitations that require individual assessment and modification.

Planned Actions (2026–2029)

- **Accessibility Audits:** Conduct annual accessibility audits across all Beanfield office locations, including newly occupied spaces, to identify and resolve physical accessibility barriers. Expand audit scope to cover all locations in Toronto, Montreal, and Vancouver.
- **Automatic Door Accessibility:** Automatic door installations at building entry points are the responsibility of the building owners. Beanfield will continue to engage with building management to encourage the installation of automatic doors at key access points and will review the status with building management on an annual basis. In the interim, individuals who require assistance are met at the building entrance by a Beanfield team member and building security, guided to an accessible lift that brings them from the ground level to the elevators, and accompanied through any non-automated doors within the premises.
- **Inclusive Emergency Planning:** Maintain and regularly review the inclusive emergency evacuation procedures implemented during the previous plan cycle, including

evacuation chairs and buddy systems. Conduct annual drills and update procedures as needed.

- **Workstation Accessibility:** Continue to evaluate and modify workstations upon request to accommodate individual accessibility requirements.

C)Information and Communication Technologies (ICT)

Beanfield is committed to advancing accessibility by integrating inclusive design into our technology and media services. We continuously work to identify and remove barriers across our websites, computer systems, and customer-facing products. By applying high accessibility standards, we aim to create a more inclusive digital experience for both our customers and team members.

Identified Barriers

- Ensuring consistent tracking and assessment of the accessibility of all communication platforms and assistive technologies in use.
- Enhancing the accessibility of multimedia and visual content across internal and external channels.
- Meeting the new ACA digital accessibility amendment requirements, including deadlines for accessible web pages, digital documents, accessibility statements, digital

accessibility training, and accessibility assessments for digital purchases.

Planned Actions (2026–2029)

- **Maintain WCAG 2.1 AA Conformance:** Continue to maintain WCAG 2.1 AA conformance across beanfield.com and the MyBeanfield portal. Conduct periodic audits to verify ongoing compliance.
- **ACA Digital Accessibility Amendments:** Prepare for and meet the following regulatory deadlines introduced by the 2025 ACA amendments:
 - Accessible public-facing web pages: by December 5, 2028
 - Accessible digital documents published on public websites: by December 5, 2028
 - Accessibility statements: by December 5, 2028
 - Digital accessibility training for relevant staff: by December 5, 2027
 - Accessibility assessments for digital purchases: by December 5, 2028
- **Digital Accessibility Training:** Deliver digital accessibility training to all relevant staff, including those involved in developing, supporting, or procuring digital technologies, by December 5, 2027. Provide refresher

training every three years and retain records for at least four years.

- **Accessibility Assessment:** Continue to identify digital tools and content that are not fully accessible and prioritize improving them.
- **Standards Compliance:** Continue to track and implement improvements aligned with evolving accessibility standards.
- **Staff Training:** Continue training staff on accessible digital communication to support inclusive practices across departments.
- **Remediation Planning:** Plan future upgrades and product developments with accessibility in mind, ensuring outdated systems are identified and addressed.
- **Platform Maintenance:** Maintain the ServiceNow platform and ensure continued accessibility compliance as the platform evolves.
- **Accessibility Integration in Development:** Continue to integrate accessibility considerations into our product and software development lifecycles.

C.1) Communication, other than ICT

Identified Barriers

- While inclusive language guidelines have been established, ongoing reinforcement is needed to ensure

consistent application across all physical communication materials.

- Office signage varies in consistency and may not always meet accessibility best practices for contrast, readability, or placement.
- Emergency signage could be strengthened by incorporating more visual and textual elements.
- There is an opportunity to move from providing accessible formats upon request to proactively offering materials in commonly used accessible formats.

Planned Actions (2026–2029)

- **Proactive Alternative Format Availability:** Move toward proactively offering key communications, including onboarding documents, policy materials, and customer-facing documents, in accessible formats such as large print, plain language, and digital text, rather than only upon request.
- **Inclusive Language Guidelines:** Continue to apply and reinforce inclusive language guidelines across physical communication materials and templates.
- **Office and Emergency Signage:** Review and improve office and emergency signage to meet accessibility best practices for contrast, readability, and placement.
- **Accessible Physical Communications:** Ensure physical communication materials, including onboarding

packages, workplace signage, and HR notices, are designed to be clear, legible, and available in accessible formats.

D) Procurement of Goods, Services, and Facilities

Identified Barriers

- Accessibility requirements are not yet consistently included in RFPs and vendor evaluation scorecards. Procurement templates are being updated to address this gap.
- Engagement with vendors who meet or exceed accessibility standards can be more intentional and structured.
- It is unclear whether accessibility has been formally added as a standard agenda item during vendor evaluation meetings.
- Office furniture and equipment are not always evaluated through an accessibility or ergonomic lens during procurement.

Planned Actions (2026–2029)

- **Formalize Accessibility in Procurement:** Complete the update of procurement templates and RFP documents to

include standardized accessibility requirements and evaluation criteria by Q4 2027.

- **Vendor Engagement:** Continue to identify and prioritize working with vendors who demonstrate accessibility compliance and inclusive practices.
- **Standardize Accessibility Discussions:** Confirm and formalize the inclusion of accessibility considerations as a standing agenda item during vendor evaluation meetings.
- **Accessible Office Equipment:** Continue to use the HR checklist to assess the ergonomic and accessibility features of office furniture and equipment during selection.
- **Digital Procurement Assessments:** Implement accessibility assessments for digital purchases by December 5, 2028, in line with the new ACA amendment requirements.

E) Design and Delivery of Programs and Services

Identified Barriers

- Continued need to train HR and people managers on inclusive practices and accommodation procedures to support employees with disabilities more effectively.

- Feedback mechanisms, such as anonymous surveys or accessibility check-ins, should be further developed to evaluate accessibility within HR programs and services.
- Internal learning platforms should consistently offer closed captioning and transcript options to support diverse learning needs.

Planned Actions (2026–2029)

- **Accessible Training Materials:** Continue to ensure onboarding and training content can be adapted to meet accessibility requirements upon request.
- **Hybrid Delivery Model:** Maintain the hybrid delivery format for HR meetings and training sessions to increase accessibility for both in-office and remote employees.
- **Annual Accessibility Audit:** Continue to conduct annual internal HR accessibility audits to assess barriers and track improvements across services.
- **Accessibility Integration:** Maintain and expand accessibility KPIs and checklists within HR programs to support inclusive planning and implementation.
- **Cross-Functional Collaboration:** Continue partnering across HR, Facilities, and IT to ensure accessibility is embedded in broader workplace programs and initiatives.

- **Feedback Mechanisms:** Develop and implement anonymous surveys or accessibility check-ins to evaluate the accessibility of HR programs and services.
- **Closed Captioning and Transcripts:** Work toward ensuring all internal learning platforms consistently offer closed captioning and transcript options.

F) Transportation

Transportation is not applicable as Beanfield does not operate transportation services. However, we remain mindful of employee transit needs and office accessibility.

4. Consultations

Beanfield is committed to meaningful consultation with persons with disabilities in the development and implementation of this Accessibility Plan.

In preparing this plan, Beanfield reviewed the findings of industry-wide accessibility consultations facilitated by the Canadian Telecommunications Association in October 2025. These consultations engaged persons with disabilities and accessibility organizations on wireless accessibility offerings, customer service, verification processes, and the accessibility passport. The insights from these sessions informed

Beanfield's approach to the ICT and customer service components of this plan.

Beanfield recognizes that direct consultation with persons with disabilities on the full scope of this plan's priority areas has not yet been completed. To address this, Beanfield will undertake the following consultation activities in Q3 2026:

- An accessible survey distributed to employees and customers with disabilities, covering all seven priority areas of the Accessible Canada Act.
- Engagement with the Beanfield Accessibility Committee to gather input on identified barriers and planned actions.
- Outreach to disability advocacy organizations to solicit feedback on this plan.

The results of these consultations will be reflected in Beanfield's 2027 Progress Report and will inform any updates to this plan's priorities and actions.

5. Feedback

Beanfield maintains a dedicated Accessibility Committee focused on advancing accessibility across all areas of the company, for both our employees and our customers. The

committee engages with relevant stakeholders to gather ongoing input and ensure that future initiatives are informed by the experiences and needs of those most impacted.

Beanfield's feedback process remains available through the following channels:

- [Online accessibility feedback form](#)
- Phone: 1-855-532-1555
- Email: accessibility@beanfield.com

All feedback is directed to the Chief Human Resources Officer. Beanfield is committed to acknowledging receipt of feedback in a timely manner and using it to inform ongoing accessibility improvements.

During the 2025–2026 period, no formal accessibility feedback was received through these channels. Beanfield will continue to promote awareness of the feedback process and encourage customers and employees to share their experiences.

6. Regulatory Requirements

In accordance with Section 51(1) of the Accessible Canada Act (ACA), this Accessibility Plan identifies the applicable conditions and provisions that govern Beanfield Technologies Inc.'s accessibility-related obligations.

A. Conditions under Section 24 and Section 24.1 of the Telecommunications Act

Beanfield is subject to the following conditions imposed under Section 24 or Section 24.1 of the Telecommunications Act that relate to the identification and removal of barriers and the prevention of new barriers:

- Conditions of service requiring compliance with accessibility-related obligations, as imposed by the Canadian Radio-television and Telecommunications Commission (CRTC) through applicable policies and decisions.
- Specific conditions relating to accessible services, accessible customer information, and the delivery of services to persons with disabilities.

B. Provisions of Regulations under the Telecommunications Act

Beanfield is subject to the following regulatory provisions under the Telecommunications Act that relate to accessibility:

- Provisions set out in the Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations, including obligations to prepare and publish accessibility plans and progress reports, and to establish and maintain feedback processes.
- Other applicable regulations under the Telecommunications Act that support the identification and removal of barriers and the prevention of new barriers in the delivery of telecommunications services.

C. 2025 ACA Amendments: Digital Accessibility Requirements

Beanfield is subject to the following requirements introduced by the 2025 amendments to the Accessible Canada Act:

Requirement	Deadline
Accessible public-facing web pages	December 5, 2028
Accessible mobile apps and digital documents	December 5, 2028
Accessibility statements	December 5, 2028
Digital accessibility training for relevant staff	December 5, 2027
Accessibility assessments for digital purchases	December 5, 2028

The company's internal policies, practices, and implementation efforts related to these conditions and regulatory provisions are detailed in the remainder of this Accessibility Plan.

7. Conclusion

We are pleased to present this Accessibility Plan for 2026–2029, which builds on the meaningful progress achieved during our first plan cycle. Through our consultation efforts, feedback processes, partnerships, and dedicated Beanfield team, we have identified barriers and set clear actions to address them over the next three years.

As we continue our efforts to remove and prevent barriers, we understand the importance of maintaining a flexible and responsive plan that adapts to the evolving needs of our diverse community.

Our first Progress Report under this plan is scheduled for release no later than June 1, 2027.