

Glentel Inc.

Policies and Multi-Year Accessibility Plan

(Updated December 2020)

This accessibility plan outlines the policies and actions that Glentel Inc. (“Glentel”) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Glentel is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the accessibility needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Accessible Customer Service Plan

Glentel has implemented an Accessible Customer Service Plan to ensure that our customers with disabilities are treated with dignity and respect and are able to benefit from the same opportunity to access and benefit from our goods and services as other customers.

Accessible Emergency Information

Glentel provides its customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Glentel will provide training to employees, volunteers and other persons who provide goods, services and facilities on its behalf in Ontario. This training will focus on Ontario’s accessibility laws and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other representatives.

Glentel will take the following steps to ensure that its employees, volunteers and other representatives are provided with the training needed to meet Ontario’s accessible laws:

- We will designate an internal officer who will be responsible for developing and coordinating appropriate training;
- Interactive training session(s) will be provided to all existing employees, volunteers and other persons who provide goods, services and facilities on Glentel’s behalf, as soon as practicable;
- New employees, volunteers and other persons who provide goods, services and facilities on Glentel’s behalf will be provided with training as part of their orientation at the time of hire;

- Training will be provided in respect of any changes to Glentel's accessibility policies on an ongoing basis; and
- A record of employees, volunteers and other persons who have received training will be maintained by Glentel.

Information and Communications

Glentel is committed to meeting the communication needs of people with disabilities. Company information and communications will be made accessible to persons with disabilities upon request.

Website and Content

Glentel will take the following steps to ensure that all internet websites and content conform with WCAG 2.0, Level AA, to the extent practicable:

- Glentel will review accessibility features related to its current internet website;
- Glentel will adopt new internet technology standards to ensure that accessibility features are installed on its new internet website;
- Our internet website and web content will conform with WCAG 2.0, Level AA; and
- Compliance with the *Accessibility for Ontarians with Disabilities Act* will be included as one of the criteria in selecting technology vendors for new website development initiatives.

Feedback Process, Accessible Formats and Communication Supports

Glentel will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- We will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging to provide accessible formats and communications supports, upon request; and
- Members of the public will be notified about the availability of accessible formats and communications supports.

Glentel will take the following steps to provide accessible formats and communications supports on publicly available information about its goods and services to persons with disabilities:

- Requests for accessible formats and communications supports will be dealt with in a timely manner and we will take into account the persons accessibility needs due to a disability;
- We will consult with persons making the request to determine the suitability of the accessible format or communications support; and
- Glentel will provide accessible formats and communications supports to persons with disabilities at a cost that is no more than the regular cost charged to other persons.

Employment

Glentel is committed to fair and accessible employment practices. We will take the following steps to make employment at Glentel more accessible to persons with disabilities:

Recruitment

Glentel will notify its employees and the public about the availability of accommodation for applicants with disabilities during the recruitment, assessment and hiring processes:

- Glentel will review and modify, as necessary to reflect required accessibility standards, its existing recruitment and hiring policies, procedures and processes;
- We will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used;
- We will consult with selected applicants if accommodation is requested by them;
- Glentel will provide or arrange to provide suitable accommodation to selected applicants in a manner that takes into account their accessibility needs due to a disability; and
- When making offers of employment, Glentel will notify successful applicants of our policies for accommodating employees with disabilities.

Support for Employees

Glentel will inform all employees of policies that support employees with disabilities:

- We will inform existing employees and new hires of our policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability;
- Information about our policies supporting employees with disabilities will be provided as soon as practicable after a new employee begins employment;
- We will keep employees updated on changes to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability;
- Where an employee with a disability so requests it, Glentel will consult with the employee to provide or arrange to provide suitable accessible formats and communications supports for information that is needed in order to perform the employee's job or that is generally available to employees in the workplace.

Individual Accommodation Plans/Return to Work Process

Glentel will create and implement a process for developing individual accommodation plans for employees with disabilities and return-to-work policies for employees that have been absent due to a disability.

We will review our existing policies to ensure that they include steps that Glentel will take to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability. We will also review our existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Glentel will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- The manner in which the employee requesting accommodation can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which Glentel can request an evaluation by an outside medical or other expert, at our expense, to assist us in determining if and how accommodation can be achieved;
- The manner in which the employee can request participation of a representative from the workplace;
- The steps in place to protect the privacy of the employee's personal information;
- The frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- The manner in which reasons will be provided in the event that an individual accommodation plan is denied; and
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Glentel will ensure that the return to work process outlines the steps that we will take to facilitate the employee's return to work after a disability-related absence, and will use documented individual accommodation plans as part of the process.

Workplace Emergency Response Information

Glentel will provide individualized workplace emergency response information to employees with disabilities, if the disability is such that the individualized information is necessary, and Glentel is aware of the need for accommodation to ensure that the necessary assistance is provided to such employees in the event of an emergency. Glentel will review and update such emergency response information as necessary and required by the *Accessibility for Ontarians with Disabilities Act*.

Performance Management, Career Development and Redeployment

Glentel will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if we are using performance management, career development and redeployment processes:

- We will review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the *Accessibility for Ontarians with Disabilities Act*;
- Glentel will take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - Assessing performance;
 - Managing career development and advancement; and
 - Reassignment is required.

Kiosks

Glentel does not currently utilize self-service kiosks. Glentel will have regard to the accessibility for people with disabilities should we design, procure, or acquire self-service kiosks in the future by considering what accessibility features could be built into kiosks to best meet the needs of our customers.

Design of Public Spaces

Glentel will meet the Accessibility Standards for the Design of Public Spaces, as applicable, when building or making major modifications to service-related elements such as service counters and fixed queuing lines. In the event of a service disruption, Glentel will provide notice of the service disruption and the alternative available.

For More Information

For more information on this accessibility plan, please contact us in any of the following ways:

Online: www.glentel.com/contact-us

Phone: 1-800-GLENTEL (453-6835)

Email: customer.care@glentel.com

Accessible formats of this document are available free upon request.