

TELUS Communications Inc.

# Accessibility Plan 2023–2026

2024 Progress Report



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# General

## Introduction

TELUS Communications Inc. (“TELUS”) is a Canadian national telecommunications company. It is a subsidiary of TELUS Corporation. TELUS offers a range of telecommunications and broadcasting programs and services. This includes Internet, home phone, smart home security, mobility, television bundles and online security. TELUS is headquartered in Vancouver, British Columbia.

This Progress Report refers to the 2023-2026 Accessibility Plan (the “Accessibility Plan”), which applies to accessibility within our broadcasting and telecommunications services provided through TELUS. It also applies to accessibility within other brands and affiliated companies, including Altima, GoCo, Koodo, Mascon by TELUS, Public Mobile and [Start.ca](#).<sup>1</sup> This Progress Report provides updates on the barriers to accessibility and actions to be taken to remove barriers within each of these TELUS entities that were identified in the Accessibility Plan.

## Contact information

TELUS welcomes feedback on this Accessibility Plan and any barriers you have encountered when dealing with TELUS. You may also request copies of our accessibility plans, progress reports and feedback process description in alternate formats. To provide feedback or request an alternative format, please contact:

### **Accessibility prime**

Email: [accessible@telus.com](mailto:accessible@telus.com)

Phone: 1-866-558-2273

TELUS Relay Service: Dial 711 to reach a TTY operator

Mail:

TELUS Mobility Client Care  
200 Consilium Place, Suite 1600  
Scarborough, Ontario  
M1H 3J3

The following alternative formats are available upon request:

- Print
- Large print
- Braille
- Other electronic formats that are compatible with adaptive technologies

For more information about the feedback process for accessibility at TELUS, please visit our [Accessibility Feedback Webpage](#).

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<sup>1</sup> TELUS, along with the words “we”, “us”, “our” refer to the TELUS brands as they exist over time, as well as any successor companies as a result of corporate reorganizations or restructurings, to the extent that those companies and brands are subject to and not exempt from the requirements of the ACA (the entities referred together as “TELUS”). Those companies and brands may include, but are not limited to: TELUS Communications Inc., Koodo Mobile, Public Mobile Inc., Altima Solutions Limited, Mascon Communications Corp. and GoCo Technology Limited.

# Glossary

## Accessibility

Accessibility refers to how services, technology, locations, devices, environments and products are designed with persons with disabilities in mind. Accessibility means giving people of all abilities equal opportunities to take part in daily life. The term implies conscious planning and effort to make sure something is barrier-free for persons with disabilities. Accessibility benefits everyone.

## Barrier

According to the *Accessible Canada Act* (“ACA”), a barrier is “anything - including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice - that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

## Disability

According to the ACA, disability is “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

# Areas described under section 5 of the Act

There are seven priority areas described under Section 5 of the ACA:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communication, other than ICT
- The procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation

This Progress Report refers to the priority areas for TELUS as well as each TELUS entity that are set out in the 2023-2026 Accessibility Plan. Each priority area section will include:

- Updates concerning the progress made in removing or preventing barriers identified in the 2023-2026 Accessibility Plan
- Updates to timelines for specific actions or goals in the 2023-2026 Accessibility Plan
- Any new barriers identified since the publication of the 2023-2026 Accessibility Plan
- Any long-term plans or activities that may continue beyond the current planning and reporting cycle

# TELUS Communications Inc.

## priority areas

### Employment

This priority area covers an employee's entire experience at TELUS. It starts from the recruitment and onboarding process. It ends when the individual leaves the organization. It also includes accommodation and disability related absences from work.

#### Progress in removing or preventing identified barriers

- TELUS is collecting feedback from stakeholders on process barriers and will be updating the Workplace Accommodation Policy. TELUS is working on enhancements to the internal online materials and accommodation request process.
- TELUS has reviewed current data and discussed planned metrics to implement after the request process is enhanced.
- TELUS is also designing and implementing a standardized process, guidelines and training for when an accommodation is required during the recruitment process, so as to improve the candidate experience.
- TELUS is evolving our current diversity sourcing strategy by focusing on six key communities, aligned with our team member-led TELUS Resource Groups ("TRGs"):
  - Abilities - Persons with a disability
  - Connections - Women
  - Eagles - Indigenous
  - Mosaic - New Canadians
  - Reach - Black community
  - Spectrum - LGBTQ2+
- Development of a curated list of disability inclusion, accessibility and inclusive accommodation learning resources is underway, with a plan to publish this resource on TELUS' internal Diversity & Inclusion ("D&I") learning space, and then to promote it corporately through a number of avenues.
- In addition, the TELUS Abilities TRG site contains information on accessibility events, activities and resources (e.g. Abilities Awareness Day campaign event information, Accessible Communications job aid, Accessible Events job aid), and plans are underway to shift the job aids to the TELUS corporate intranet so as to underscore their importance as a corporate-wide standard.
- The TELUS D&I team continues to support the Abilities TRG team for team members with disabilities and caregivers (along with our other five TRGs) via advisory support, steering, guidance, collaboration, tools and resources regarding strategic planning and alignment to D&I strategy; recruiting, succession planning and mentoring; evolution to global structure; D&I awareness day campaigns and events; TRG membership drives; and budgeting and expense tracking.

## Updates to timelines for identified actions

- All of the measures described above support the strategy to identify and remove barriers, and to enhance TELUS' ability to attract, advance and retain persons with disabilities, and deliverables and activities are expected by the end of 2025.

## The built environment

This priority area refers to all TELUS physical spaces under federal jurisdiction. This includes considering accessibility features, such as automated door openers, accessible washrooms, lighting, signage and noise.

### Progress in removing or preventing identified barriers

- TELUS will be contacting the Rick Hansen Foundation to delve deeper into and gain a better understanding of the program; following which, TELUS will review their real estate portfolio to develop a strategy for prioritizing which buildings to address initially.
- TELUS is looking into the cost to standardize our interior wayfinding signage to include Braille or tactile considerations.
- In certain TELUS locations, there are some single occupant washrooms with automated door openers. The TELUS Real Estate team is working with the leasing team to include this requirement as part of our lease negotiations moving forward.
- The TELUS Real Estate team will work with the Network and Health & Safety teams to assess the presence of visual and/or auditory alarms in our office buildings and floors. This assessment will help us pinpoint any gaps and estimate the costs needed to install them where necessary within TELUS. In our leased buildings, we will work with the landlords.

## Updates to timelines for identified actions

- Please see the Employment section above for a description of the progress updates and timelines on identified barriers and related actions.
- TELUS will be contacting the Rick Hansen Foundation to delve deeper into and gain a better understanding of their program; following which, TELUS will review their real estate portfolio to develop a strategy for prioritizing which buildings to address initially.
- TELUS will conduct an Accessibility Assessment, which will assess current signage and office layouts for accessibility gaps, and identify areas where improvements are needed for better wayfinding. TELUS will incorporate the new standards into our signage standards. TELUS has initiated deployment on our newly renovated floors, offering visitors and employees digital maps or interactive wayfinding kiosks through the YaraWorks App and the kiosk system. Within our floor spaces, our corridors and pathways provide ample space for wheelchair users and those with mobility aids. TELUS has established a standardized floor and room numbering system that ensures consistency and ease of comprehension, improving navigation for everyone.
- TELUS is continuing discussions with the landlords to incorporate provisions related to accessibility upgrades, including installing automated door opening buttons, into lease agreements or renewal negotiations with landlords.

- TELUS will evaluate which buildings and floors have visual and/or auditory alarms installed in our office spaces. This will allow us to identify any gaps and estimate the costs required to equip the floors with these aids.
- Any necessary repairs and replacements will be addressed during a project or within an operating budget.

## Information and communication technologies (ICT)

The ICT priority area relates to the technologies our employees and customers use. This includes hardware, software, assistive devices and all other aspects of technology.

### Progress in removing or preventing identified barriers

- The Go-To-Market Sales & Execution and Experience Design teams are addressing the accessibility issues outlined in the website accessibility audit performed during the development of the 2023-2026 Accessibility Plan, including updating audit data, fixing errors and tagging blockers for future work. The Global Elements team released a maintenance update on April 2, 2024 that addresses many accessibility issues. The Global Elements team will work to resolve any outstanding issues.
- TELUS is currently working with the Strategy & Transformation team to potentially update communications and training on accessibility resources.
- TELUS' service agents or in-store team members may be able to assist with inquiries relating to remote control use, if asked by a customer (via help pages). Remote controls for digital (website) experiences refers to assistive technologies, the majority of which use the standards outlined in our Web Content Accessibility Guidelines ("WCAG") 2.1 guidelines and ensures we are building for screen readers, etc. The Go-To-Market Sales & Execution team that supports accessibility updates and fixes is addressing assistive technology as part of their work.

### Updates to timelines for identified actions

- A number of key webpages have been fixed. TELUS continues to work on addressing the accessibility issues outlined in the website accessibility audit performed during the development of the 2023-2026 Accessibility Plan.
- Building experiences that work with screen readers is part of the accessibility best practices developed by the TELUS team. Best practices and standards are documented on the TELUS Digital Brand Resource Centre, which should be accessible to all TELUS employees. There is a screen reader review process and a template for addressing any issues found during testing.
- TELUS' Strategy & Transformation team is currently working to update communications and training on accessibility resources for employees. They are planning on adding accessibility apps onto the approved list, and will be sharing that and accessibility resources within the Google Champions community for awareness.



## Communication other than ICT

This priority area relates to communication with employees and customers. This includes print materials and publications. It also includes digital communications such as websites, digital materials and e-newsletters. Presentations and other methods of communication are also covered.

### Progress in removing or preventing identified barriers

- TELUS is considering a way to train team members on accessible communications best practices.
- TELUS continues to promote products and services for persons with disabilities.
- Presently, the TELUS Abilities TRG houses much of our information on accessibility events, activities and resources. TELUS is working on creating a central repository for team members to find TELUS' accessibility policies and resources.

### Updates to timelines for identified actions

- TELUS is collaborating to ensure they are working to consider additional accessible ways to market products and services to persons with disabilities.
- The TELUS Social Media team continues to work to ensure our social media content can be accessed by all, and has developed a TELUS Social Media Accessibility Guidelines presentation.

## The design and delivery of programs and services

This priority area focuses on making all programs and services at TELUS accessible to all. It involves thinking about persons with disabilities when programs and services are being created. It also requires us to continuously improve our programs and services for persons with disabilities.

### Progress in removing or preventing identified barriers

- Inquiries have been made about including accessibility related notes on a customer's profile.
- The Koodo Commerce site was tested in May 2024 in regards to self serve and help. The testing is complete and action items were identified.

### Updates to timelines for identified actions

- TELUS' annual training content will be reviewed and updated, as needed, prior to being delivered to frontline agents.
- TELUS will continue to raise awareness of existing programs via training and other communications.
- TELUS will continue to implement ongoing process improvements, based on feedback from customers with disabilities and frontline team members.
- The Koodo Commerce site was tested in May 2024 in regards to self serve and help. The testing is complete and action items were identified.

## Long-term plans and activities

- The Koodo Digital team will conduct accessibility testing for each new feature or experience launched on the Koodo Commerce site, with a goal of AAA compliance.

## The procurement of goods, services and facilities

This priority area relates to how goods, services and facilities are purchased by TELUS.

This includes the evaluation process leading up to making purchases. It also includes ensuring that all documents related to procurement are accessible and have accessibility considerations in mind.

## Progress in removing or preventing identified barriers

- TELUS has a corporate membership with the Inclusive Workplace & Supply Council of Canada (“IWSCC”), which is renewed annually.
- The TELUS Procurement team will be meeting with IWSCC and will thereafter develop a plan of approach.

## Updates to timelines for identified actions

- TELUS became a member of the IWSCC in late 2023. We will renew this membership annually.
- TELUS had an initial meeting with IWSCC in early 2024. A podcast featuring the TELUS Procurement team took place in March 2024. TELUS is also sponsoring the DEFY Conference, which will be hosted by IWSCC along with the Canadian Aboriginal and Minority Supplier Council (“CAMSC”) and Canada’s 2SLGBTQI+ Chamber of Commerce (“CGLCC”).
- Accessibility training will be available at the corporate level for all TELUS employees, later in 2024.
- Accessible documents are available through TELUS.

## Transportation

TELUS has limited involvement with transportation. Because of this, barriers and actions have not been identified in this priority area. If TELUS becomes more involved with any form of transportation, we will identify barriers and actions in this area.

# GoCo priority areas

## About GoCo

Created by TELUS in 2020, GoCo was born from the merger of six companies. GoCo provides businesses with simple and scalable solutions for unified communications, managed connectivity and network security across Canada. We offer a fully managed approach that reduces expenditures on IT personnel and equipment. It increases the reliability and performance of the services that our clients offer. GoCo has a business-to-business approach. We have a dedicated team of more than 330 employees in Quebec, Ontario, Alberta and British Columbia.

## Employment

### Progress in removing or preventing identified barriers

- As of April 28, 2024, GoCo employees have integrated with TELUS. As a result, all GoCo employees will receive accessibility training as part of their onboarding process. In addition, all GoCo employees can access TELUS' documented accommodation process for employees.
- GoCo solicits feedback concerning accessibility on its website, via an online form, phone, mail or e-mail.
- All GoCo job postings state that candidates can receive accommodations at all stages of the application process.

### Updates to timelines for identified actions

- As noted above, as of April 28, 2024, GoCo employees have integrated with TELUS. Accordingly, accessibility training will be provided, a formalized accessibility feedback and consultation process for employees will be communicated, and the accommodation request process will be formalized and communicated to all employees.
- All recruiters leverage the work that TELUS is doing in supporting inclusive recruitment to ensure a diverse and inclusive hiring process.

### Long-term plans and activities

The long-term plan entails a fulsome integration of GoCo employees with TELUS practices and policies, emulating accessibility best practices.

## The built environment

GoCo is in the process of merging all physical locations with TELUS. The content presented in this section relates to GoCo's "legacy" physical spaces. The spaces have already merged or will merge with TELUS soon.

### Progress in removing or preventing identified barriers

- Evacuation and emergency procedures that consider the needs of employees with disabilities are in place as a part of the building evacuation plans. The only building that did not have appropriate evacuation and emergency procedures in place was the Vaughn, Ontario office, which is no longer being used.
- All GoCo offices offer wall signs in Braille in main/common areas to assist individuals who are blind or partially sighted.
- All GoCo work stations are ergonomically designed. As of April 28, 2024, GoCo employees are subject to the TELUS Ergonomic Policy.
- GoCo's physical spaces have now been fully audited for accessibility by the TELUS Real Estate team or building landlords.

### Updates to timelines for identified actions

- GoCo has moved into TELUS workspaces and buildings, as well as adopted TELUS accessibility practices.

## Information and communication technologies (ICT)

### Progress in removing or preventing identified barriers

- GoCo is now compliant with the current WCAG.
- As of April 28, 2024, GoCo employees have integrated with TELUS and received training on how to use TELUS practices and provides training to employees on how to use the accessibility tools and features available to them.
- GoCo now has a webpage dedicated to accessibility feedback and accessibility.

### Updates to timelines for identified actions

- As of April 28, 2024, TELUS resources available for content creators and developers to make websites more accessible will be applied for GoCo.

## Communication other than ICT

### Progress in removing or preventing identified barriers

- GoCo now follows TELUS procedures in regard to sending communications to employees, which involves practices and guidelines for creating accessible communications.
- GoCo is in the process of adopting TELUS practices for using plain language, alternative text and accessible colours on all advertisements. At this time, GoCo uses colour contrast and includes subtitles on videos.
- As of April 28, 2024, GoCo has integrated with TELUS and uses TELUS' brand guidelines that fully consider accessibility.

### Updates to timelines for identified actions

- GoCo now requires the same accessibility training as TELUS for its employees.
- GoCo is now aligned with TELUS' communications practices to make its communications more accessible for employees and customers.
- As of April 28, 2024, GoCo is integrated with TELUS practices, and TELUS' communications policies that address the use of plain language, alternative text and accessible colours on branding and advertisements will be applied.
- Current brand guidelines of TELUS, which are in the process of being applied by GoCo, support the needs of persons with disabilities.

## The design and delivery of programs and services

### Progress in removing or preventing identified barriers

- As of April 28, 2024, GoCo aligns with TELUS practices, and it can provide documents to customers in alternate formats.
- Customers and employees can submit their accessibility feedback via an online form, or other methods indicated on GoCo's accessibility webpage.

### Updates to timelines for identified actions

- GoCo has an accessibility website with a form and other methods by which customers can provide feedback on accessibility.

## The procurement of goods, services and facilities

### Progress in removing or preventing identified barriers

- As of April 28, 2024, GoCo has integrated with TELUS and will no longer have its own independent procurement function. The accessible procurement best practices and policies of TELUS will be applied.

### Updates to timelines for identified actions

- As of April 28, 2024, GoCo has integrated with TELUS. There will be training to all employees involved in the procurement process, a procurement checklist that will ease accessible procurement decisions will be used, and TELUS' updated procurement policies and procedures will be leveraged.

## Transportation

GoCo has limited involvement with the priority area of transportation. Because of this, barriers and actions have not been identified under this priority area. If GoCo becomes more involved with any form of transportation, barriers and actions will be added to the Accessibility Plan or future Progress Report.

# Altima priority areas

## About Altima

TELUS acquired Altima Solutions Limited (“Altima”) in June 2022. Altima Telecom offers broadcasting, Internet and other telecommunications services. Altima has integrated with TELUS and adopted its accessibility processes and practices.

## Employment

Altima currently leverages TELUS’ employment-related policies and processes. The TELUS People and Culture Team is consulted on any employment matters at Altima. Altima follows TELUS’ recruitment, hiring and onboarding practices. Therefore, the barriers and actions identified in the Employment section of the TELUS Accessibility Plan are applicable to Altima.

### Progress in removing or preventing identified barriers

- Altima has integrated with TELUS and is now leveraging TELUS’ accessibility training modules for its employees.

### Updates to timelines for identified actions

- Since Altima integrated with TELUS, employees have been assigned TELUS’ accessibility training.

## The built environment

### Progress in removing or preventing identified barriers

- As of 2023, Altima closed its offices and is currently using TELUS’ buildings and workspaces. For information on barriers and actions in the Built Environment priority area for Altima, please go to [TELUS Built Environment](#).
- Altima has integrated with TELUS and is now leveraging TELUS’ ergonomic policy and assessments.

## Information and communication technologies (ICT)

Altima has fully integrated with TELUS and uses all of TELUS' ICT infrastructure.

### Progress in removing or preventing identified barriers

- Altima has integrated with TELUS and is leveraging TELUS' accessibility guidelines for content creators and developers.

### Updates to timelines for identified actions

- Altima is in the process of identifying which portions of their website could be made more accessible.

## Communication other than ICT

TELUS offers a variety of services to support the accessibility of communications internally as well as externally. As integration continues with TELUS, internal and external communications at Altima will adopt TELUS' accessible communications practices.

### Progress in removing or preventing identified barriers

- Altima employees have integrated with TELUS and have received TELUS' accessibility training information and have been informed about the ACA.

### Updates to timelines for identified actions

- Altima employees have integrated with TELUS and have received TELUS' accessibility training and policy to support learning about how to make communications with employees and customers more accessible.



## The design and delivery of programs and services

TELUS offers a variety of programs and services to customers to support persons with disabilities. As integration continues with TELUS, Altima will adopt TELUS' programs and services that relate to accessibility.

### Progress in removing or preventing identified barriers

- Due to the fact that Altima is only used as a back-end entity supporting other customer-facing applications, customers are not offered alternative options.

### Updates to timelines for identified actions

- Altima has completed a security enhancement, stability improvement, product improvement and product launch to expand the suite of alternative formats beyond regulatory requirements. Altima is in the process of updating the privacy policy enabling the Smart Home app for Google and completing a re-branding assessment.

## The procurement of goods, services and facilities

Altima is in the process of integrating with TELUS. As the integration process continues, Altima's procurement practices will align more closely with TELUS. Once fully integrated, Altima will use all of TELUS' procurement policies, procedures and processes.

### Progress in removing or preventing identified barriers

- Altima is in the process of integrating with TELUS and has adopted TELUS' accessible procurement practices.

## Transportation

Altima has limited involvement with the priority area of transportation. Because of this, barriers and actions have not been identified under this priority area. If Altima becomes more involved with any form of transportation, barriers and actions will be added.

# Koodo priority areas

## About Koodo Mobile

Koodo Mobile (“Koodo”) is a TELUS brand that offers postpaid, prepaid and wireless home phone services.

## Employment

As Koodo is a subsidiary of TELUS, Koodo leverages TELUS’ employment-related policies and processes. For example, if you click on the careers section on the Koodo website, it automatically directs you to the TELUS Careers page. Koodo’s job postings display the company’s name in brackets beside the job title.

For information on barriers and actions in the this priority area for Koodo, please go to [TELUS Employment](#).

## The built environment

As Koodo is a TELUS brand, Koodo and TELUS share office spaces. Retail spaces were not included in the scope of this project and fall under provincial legislation and provincial building code requirements.

For information on barriers and actions in this priority area for Koodo, please go to [TELUS Built Environment](#).

## Information and communication technologies (ICT)

While TELUS and Koodo have the same standards and policies for ICT, Koodo has a separate website that is monitored and developed by a separate team.

## Progress in removing or preventing identified barriers

- Koodo held an information session on April 23, 2024, which included what is ACA, and the features available in G Suite. The presentation materials were shared with Koodo team members.

## Communication other than ICT

While Koodo does have a separate Communications team, they follow the same standards and policies as TELUS. For information on barriers and actions in this priority area for Koodo, please go to [TELUS Communication other than ICT](#).

## The design and delivery of programs and services

Koodo and TELUS use the same network. They provide the same mobile phone options to their customers. They do offer different cell phone plans and provide separate customer support.

For further information on barriers and actions in this priority area for Koodo, please go to [TELUS Design and Delivery of Programs and Services](#).

## The procurement of goods, services and facilities

Koodo leverages TELUS' procurement policies, processes and services. For information on barriers and actions in this priority area for Koodo, please go to [TELUS Procurement of Goods, Services and Facilities](#).

## Transportation

Koodo has limited involvement with the priority area of transportation. Because of this, barriers and actions have not been identified under this priority area. If Koodo becomes more involved with any form of transportation, barriers and actions will be added to the Accessibility Plan.

# Mascon by TELUS priority areas

## About Mascon

Mascon Cable Systems was acquired by TELUS in 2017. Mascon by TELUS provides high-speed internet and TV service to communities in Alberta and British Columbia.

## Employment

In January 2017, Mascon by TELUS joined the TELUS family. As a result, Mascon by TELUS leverages TELUS' employment-related policies and processes.

Mascon by TELUS is currently in the process of integrating with TELUS. As Mascon by TELUS becomes more integrated with TELUS, their employment responsibilities will align more closely with TELUS. Once fully integrated, Mascon by TELUS will use all of TELUS' policies, procedures and processes.

## Progress in removing or preventing identified barriers

- Official communications have been emailed to all Mascon employees, indicating that TELUS' accessibility training will be made available to them.

## The built environment

Since the onset of the COVID-19 pandemic, Mascon by TELUS has reduced the number of physical spaces it uses.

### Progress in removing or preventing identified barriers

- As of April 2024, Mascon is integrated with TELUS. Mascon is leveraging TELUS' workspaces, which have had ergonomic assessments and accessibility processes completed, and TELUS' ergonomics policy.

### Updates to timelines for identified actions

- As of April 2024, Mascon is integrated with TELUS. Mascon is using TELUS workspaces, which have had ergonomic assessments completed, and are in accordance with TELUS' ergonomics policy.

## Information and communication technologies (ICT)

Mascon by TELUS' current information and communication technologies (ICT) systems are not identical to TELUS' systems. As Mascon by TELUS becomes more integrated with TELUS in the next three to five years, their ICT will align more closely with those of TELUS. Once fully integrated, Mascon by TELUS will use all of TELUS' ICT.

### Progress in removing or preventing identified barriers

- Mascon is exploring solutions for modifications to be built into the existing Customer Relationship Management ("CRM") system in an effort to improve accessibility of the system in the future.

### Updates to timelines for identified actions

- Mascon leaders are continuing to meet with employees on a case-by-case basis to ensure that they have access to the systems that are required to do their jobs, and arriving at workarounds where necessary. The Mascon leadership team reviewed and discussed this action item on March 21, 2024 at a leadership team meeting.

## Communication other than ICT

TELUS offers accessibility services to support communications internally as well as externally. As integration continues with TELUS, Mascon by TELUS could provide some of these accessibility services to support communications where possible.

## Progress in removing or preventing identified barriers

- As of April 2024, Mascon is leveraging TELUS Studios to create social content that is more accessible.
- Mascon is planning to update its entire website and platform in 2025, in an effort to be compliant with WCAG.

## Updates to timelines for identified actions

- In February 2024, Mascon content creators reviewed TELUS' content creation guides for creating more accessible social media posts, which includes writing social media posts in plain language, and are applying that knowledge to their social media posts on an ongoing basis.

## The design and delivery of programs and services

TELUS offers accessibility services to customers to help persons with disabilities access and use TELUS products and services. As integration continues with TELUS, Mascon by TELUS hopes to be able to provide some of these accessibility services where possible.

## Progress in removing or preventing identified barriers

- As of April 2024, Mascon is leveraging TELUS' accessible document format options.

## The procurement of goods, services and facilities

Mascon by TELUS is in the process of integrating with TELUS. As Mascon by TELUS continues towards becoming fully integrated with TELUS, our procurement practices will align more closely with TELUS. Once fully integrated, Mascon by TELUS will use all of TELUS' procurement policies, procedures and processes.

It is important to note that, given the rural and remote geographical location that Mascon by TELUS operates in, there are procurement limitations. For example, the number of available suppliers from which Mascon by TELUS can procure goods and services is limited in some product and service categories.

## Progress in removing or preventing identified barriers

- In August 2023, in anticipation of integration with TELUS, Mascon adopted TELUS' Accessible Procurement Policy and Accessible Procurement Checklist.

## Transportation

Due to Mascon by TELUS' limited involvement with transportation, barriers have not been identified under this priority area. Mascon by TELUS commits to ensuring that all aspects of accessibility are being considered. If Mascon by TELUS becomes more involved with any form of transportation, a full accessibility review will be conducted.

# Public Mobile priority areas

## About Public Mobile

Public Mobile is a TELUS brand that offers wireless services throughout Canada. It serves customers online and does not have any retail stores.

## Employment

Public Mobile leverages TELUS' employment-related policies and processes. This includes recruitment, accommodations and HR procedures. The TELUS team handles these aspects of employment for Public Mobile, ensuring consistency across both organizations. For information on barriers and actions in this priority area for Public Mobile, please go to [TELUS Employment](#).

## The built environment

Public Mobile employees work remotely from their homes. If they gather as a team, it is in a TELUS building. Because of this, Public Mobile does not have barriers and actions related to the built environment. If Public Mobile employees require ergonomic assessments, they refer to TELUS' Ergonomics Policy, and they seek assistance from the TELUS ergonomic office support team.

## Information and communication technologies (ICT)

While TELUS and Public Mobile have the same standards and policies for ICT, Public Mobile does have a separate website. This website is monitored and developed by a separate team.

## Progress in removing or preventing identified barriers

- Training has been provided to Public Mobile team members on how to use Google Workspace accessibility features.

## Updates to timelines for identified actions

- Public Mobile now offers an additional 2GB of data per month in recognition of the greater data needs of people with disabilities. Eligibility is open to any customer who discloses that they have a disability. No verification is required. Agents have been trained to apply the offering, and Public Mobile's website has been updated.

## Communication other than ICT

While Public Mobile does have a separate communications team, we follow the same standards and policies as TELUS. For information on barriers and actions in the Communications priority area for Public Mobile, please go to [TELUS Communication other than ICT](#).

## The design and delivery of programs and services

Public Mobile and TELUS use the same network. We offer different cell phone plans and provide separate customer support.

### Progress in removing or preventing identified barriers

#### Updates to timelines for identified actions

- Upon completing a review of the design and delivery of programs and services, Public Mobile is compliant with guidelines for vision impairment on their app and web platforms.

For information on barriers and actions in this priority area for Public Mobile, please go to [TELUS Design and Delivery of Programs and Services](#).

## The procurement of goods, services and facilities

Public Mobile leverages TELUS' procurement policies, processes and services. For example, if a Public Mobile employee requires a new computer, that individual would go through the TELUS procurement office. For information on barriers and actions in this priority area for Public Mobile, please go to [TELUS Procurement of Goods, Services and Facilities](#).

## Transportation

Public Mobile has limited involvement with the priority area of transportation. Because of this, barriers and actions have not been identified under this priority area. If Public Mobile becomes more involved with any form of transportation, barriers and actions will be added to the Accessibility Plan.



# Multiboard Communications Inc.

## priority areas

### About Multiboard Communications Inc.

Multiboard Communications Inc. (a.k.a. “Start”) was acquired by TELUS in 2023 and is now a subsidiary of Altima Solutions Limited. Start provides residential and business internet, phone and TV services throughout Ontario. Start also offers residential and enterprise end-to-end fibre internet services in London, Ontario and surrounding areas.

### Employment

#### Progress in removing or preventing identified barriers

- Start is working on creating a process for employees to provide feedback on accessibility in the workplace. It is expected that this barrier will be removed by June 30, 2024.
- Start is working on creating a strategy for actively recruiting persons with disabilities. It is expected that this barrier will be removed by June 30, 2024.

#### Updates to timelines for identified actions

- Start expects that integration with TELUS will occur in the last quarter of 2024. A review will be conducted of accessibility training needs within the organization, and training based on accessibility best practices will be provided in Q1 2025.
- Start expects that it will formalize accessibility feedback processes for employees and communicate this improvement during the second quarter of 2024.
- Start expects that it will leverage the work that TELUS is doing in supporting inclusive recruitment during the second quarter of 2024.

### The built environment

#### Progress in removing or preventing identified barriers

- Start is working on creating an evacuation and emergency procedure that considers the needs of employees with disabilities.
- Start is working on creating wall signs with Braille available to assist individuals with visual impairments, aside from on washroom doors.

## Updates to timelines for identified actions

- Start is currently reviewing its maps and implementing them as part of their annual review process.
- Start is working to implement Braille signage throughout its physical spaces to assist in accessible navigation for its employees.

## Information and communication technologies (ICT)

### Progress in removing or preventing identified barriers

- Start continues to work on the implementation of new software to improve the current customer management system.

### Updates to timelines for identified actions

- Start is working on replacing its customer management system as it determines which software to implement in its place.
- Start's Technical Operations team is generating a list of all accessibility software and hardware tools that employees can request to support accommodations. Once it is completed, this list will be shared with all employees under Start's accessibility resources.

## Communication other than ICT

### Progress in removing or preventing identified barriers

- Start is working on improving accessibility of its social media posts by including alternative text and analyzing for colour contrast.
- Start has provided more web pages related to accessibility.
- Start has extended alternative format availability of documents beyond what is required by the CRTC.

### Updates to timelines for identified actions

- Start is updating brand guidelines, which are currently being developed by a graphic designer in order to include alternate text and colour contrast for future social media posts.
- Start has included a webpage that links to TELUS' accessibility web page.
- Start's customer management system will soon be replaced with alternative software. When that occurs, Start will explore the possibility of making alternative formats of communications available.

## The design and delivery of programs and services

### Progress in removing or preventing identified barriers

- Start has improved its online ordering process by making it more available to all products.
- Start has improved the accessibility of its chat function.

### Updates to timelines for identified actions

- Start has improved its online ordering system by increasing product availability for online purchasing. All products are now available for online purchasing.
- As of January 2024, Start has expanded its communications options to include a 24/7 chat. An SMS feature is not available with the current phone system. New phone systems with SMS capabilities will be implemented in 2024.

## The procurement of goods, services and facilities

### Progress in removing or preventing identified barriers

- Start continues to work with TELUS' Procurement team to implement accessibility best practices in procurement, such as a procurement checklist and accessible procurement policy.
- Start is considering how it could improve awareness among its Procurement team in regard to accessibility best practices.

### Updates to timelines for identified actions

- Start continues to work with TELUS' Procurement team to implement accessible procurement practices. This process will be ongoing throughout 2024 as Start integrates with TELUS.
- Start expects to offer training that highlights accessibility best practices in procurement to all employees involved in the procurement process within the last quarter of 2024.

## Transportation

Due to Start's limited involvement with transportation, barriers have not been identified under this priority area. Start commits to ensuring that all aspects of accessibility are being considered. If Start becomes more involved with any form of transportation, a full accessibility review will be conducted.

# Consultations

TELUS' Accessibility Advisory Council ("AAC"), which includes employees who identify as having one or more disabilities and/or are caregivers of individuals with disabilities, was consulted on the Progress Report. The AAC had the opportunity to review the report during the drafting process and provided feedback during a consultation meeting with the legal and regulatory teams.

In addition, TELUS has engaged team members and the public since publication of the 2023-2026 Accessibility Plan through a variety of channels that have occurred organically and with authentic participation. For example, the TELUS Abilities TRG, a volunteer resource group, has engaged team members of varying abilities and disabilities through hosting events where their feedback can be provided. In addition, the AAC meets monthly and has ongoing consultations with TELUS' People & Culture team to ensure that TELUS' Health Services and Accommodations processes are inclusive and accessible, among other things.

Furthermore, after the Accessibility Plan was published in 2023, TELUS delivered a presentation about it through the TELUS Abilities TRG that was available company-wide, and invited feedback to be submitted about the Accessibility Plan and TELUS' accessibility commitments.

# Feedback

TELUS collected feedback on the 2023-2026 Accessibility Plan in the ways described in the Consultations section above, and via a new accessibility feedback email address that was launched on TELUS' accessibility websites along with the Accessibility Plan.

Between May 18, 2023 and May 9, 2024, the accessibility feedback inbox received a total of 437 emails, of which 27 were related to accessibility matters. As at May 9, 2024, 24 of the accessibility-related feedback items had been resolved, and the remaining three were in the process of being addressed.