



## **2026-2028 Accessibility Plan**

**Wightman Telecom Ltd.**

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## 1.0 General

### 1.1 Statement of Commitment

Wightman Telecom Ltd. (“Wightman”) is committed to identifying, removing, and preventing barriers to accessibility for persons with disabilities. We strive to create an inclusive environment where all employees, customers, and stakeholders can fully participate.

This Accessibility Plan has been prepared in accordance with the requirements of the Accessible Canada Act (S.C. 2019, c.10) and the Accessible Canada Regulations. It outlines the actions Wightman will take between 2026 and 2028 to improve accessibility across our organization.

### 1.2 Contact Information & Feedback Process

If you wish to request a copy of Wightman’s Accessibility Plan, would like to provide feedback, or would like to request this information in an alternate format please contact us:

**Mail:**

Accessibility Coordinator  
100 Elora Street North  
Clifford, Ontario  
N0G1M0

**Telephone:**

1-519-327-8012 or 1-888-477-2177

**Email:**

[accessibility@corp.wightman.ca](mailto:accessibility@corp.wightman.ca)

**Website:**

<https://www.wightman.ca/our-commitment-to-accessibility/>

**Feedback Process Commitments:**

- Acknowledge receipt of feedback within **5 business days**
- Provide a response, where appropriate, within **15 business days**
- Feedback will be reviewed regularly to identify systemic barriers

The Manager, Customer Care is responsible for receiving and coordinating responses to accessibility feedback.

### **1.3 Alternative Formats**

This plan is available on our website and can be provided in alternate formats upon request:

- Print or Large Print – within **15 days**
- Braille – within **45 days**
- Audio format – within **45 days**

Requests can be made using the contact information above.

### **1.4 Definitions**

The following definitions apply throughout this plan:

- **Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.
- **Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.
- **Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

## **2.0 Areas Described under Section 5 of the ACA**

### **2.1 The Built Environment**

Wightman's built environment refers to our physical workspaces including but not limited to our offices and our retail spaces. Wightman's workspaces are designed to facilitate various business functions, and we are committed to ensuring that our customers and employees have barrier-free access to our facilities.

#### **Actions (2026–2028):**

- Conduct a formal accessibility audit of all facilities by Q4 2027
- Develop and implement a barrier remediation plan based on audit findings by 2028
- Ensure all new construction and renovations incorporate universal design principles
- Review customer-facing areas annually to ensure:
  - Clear pathways
  - Adequate seating
  - Accessible entrances and service counters

## 2.2 Employment

Wightman is committed to equitable employment practices and accessible workplaces.

### Actions (2026–2028):

- Implement accessibility training for all employees by Q4 2026 (100% completion tracked annually)
- Provide enhanced training for managers on:
  - Workplace accommodation
  - Return-to-work (RTW) processes
- Maintain a documented accommodation process, including:
  - Individual accommodation plans
  - Timely response (within 10 business days of request)
- Review recruitment and onboarding practices to ensure accessibility
- Promote inclusive hiring practices and encourage self-identification

## 2.3 Information and Communication Technologies (ICT)

Wightman utilizes various technologies and tools to support our customers and our business. Customer facing technologies include our public website ([www.wightman.ca](http://www.wightman.ca)), our customer portal as well as social media platforms.

### Actions (2026–2028):

- Achieve and maintain WCAG 2.1 Level AA compliance for all public-facing digital platforms by 2027
- Conduct annual accessibility testing of websites and customer portals
- Incorporate accessibility requirements into all new technology implementations
- Provide training to relevant staff on accessible digital practices

## 2.4 Communication (Non-ICT)

Wightman ensures that communication is accessible, clear, and inclusive.

### Actions (2026–2028):

- Develop and implement accessible communication standards by 2026
- Provide training on:
  - Plain language writing
  - Accessible document creation (Word, PDF, email)
- Ensure:
  - Captioning for video content
  - Alt text for images
  - Accessible document formatting
- Review external communications annually for accessibility

## **2.5 The Procurement of Goods, Services and Facilities**

The procurement of goods and services refers to the way Wightman incorporates accessibility considerations into our procurement processes. Wightman will continue to ensure that accessibility requirements are taken into consideration throughout the procurement process.

### **Actions (2026–2028):**

- Review customer service practices annually to identify accessibility barriers
- Provide accessibility training for customer-facing employees by 2026
- Ensure customers can request accommodations through multiple channels
- Improve accessibility of service delivery options where feasible

## **2.6 The Design and Delivery of Programs and Services**

Wightman provides a variety of services across our serving areas and strives to ensure they are accessible to all.

### **Actions (2026–2028):**

- Review customer service practices annually to identify accessibility barriers
- Provide accessibility training for customer-facing employees by 2026
- Ensure customers can request accommodations through multiple channels
- Improve accessibility of service delivery options where feasible

## **2.6 Transportation**

Wightman does not offer transportation services. This area is not applicable.

## **3.0 Consultations**

Wightman recognizes the importance of engaging persons with disabilities in the development of this plan.

### **Consultation Activities:**

- Review of feedback received through customer and employee channels
- Consideration of accessibility best practices and regulatory guidance

### **Key Themes Identified:**

- Importance of accessible communication
- Opportunities to improve digital accessibility

#### **4.0 Progress Since 2024-2026 Plan**

Wightman has made progress in advancing accessibility, including:

- Improvements to website accessibility
- Increased awareness of accessibility across the organization
- Enhanced accommodation practices within Human Resources
- Ongoing review of physical workspaces

Wightman will continue to build on this progress through the commitments outlined in this plan.

#### **5.0 Governance and Accountability**

Wightman is committed to accountability in achieving accessibility goals.

- The Manager, Customer Care is responsible for accessibility feedback
- Human Resources oversees employment-related accessibility initiatives
- Leadership will review progress annually
- This plan will be updated every three years, with progress reports published as required

#### **6.0 Conclusion**

Wightman Telecom Ltd. is committed to creating an inclusive and accessible environment for all. Through the actions outlined in this plan, we will continue to identify, remove, and prevent barriers and improve accessibility across our organization.