



2025 Accessibility Progress Report

Carry Telecom Inc.

Updated by May, 2025

Section 1: Introduction

Carry Telecom Inc. ("Carrytel") remains committed to advancing accessibility and inclusivity across all aspects of its operations. This 2025 progress report outlines the actions we have taken and the measurable improvements achieved under our 2024–2027 Accessibility Plan. We continue to identify, remove, and prevent barriers, and this report details our ongoing efforts across five critical domains: Employment Practices; Built Environment and Procurement; Information and Communication Technologies; Non-ICT Communications; and Transportation (as applicable).

Section 2: Employment Practices

Barrier 1: Accessibility in Job Application Process

Progress in 2025:

- - All external job postings now explicitly state our commitment to accessibility and availability of accommodations.
- Candidate invitation emails have been revised to include instructions for requesting accommodations.
- Interview options now include accessible formats such as virtual meetings with captioning or extended response time.

Ongoing Actions:

- - We conducted an internal audit of our recruitment portal's accessibility and plan further improvements based on staff feedback and candidate experiences.

Barrier 2: Employee Accommodation and Inclusion

Progress in 2025:

- - Launched quarterly check-ins where employees can confidentially report accessibility challenges.
- Provided new ergonomic furniture and accessibility software tools upon request.

Ongoing Actions:

- - Updated internal communication to highlight availability of accessibility support.
- Offered refresher training to management on workplace accommodations.

Section 3: Built Environment and Procurement

Barrier 1: Physical Accessibility in Offices

Progress in 2025:

- - Completed accessibility audit of our main office.
- The building management Initiated upgrades to entrances: automatic doors have been installed; restrooms retrofitted for accessibility.

Ongoing Actions:

- - Continued work on Braille and tactile signage for high-traffic areas.
- Engaged consultants to guide physical renovations to meet or exceed current accessibility standards.

Barrier 2: Inaccessible Signage

Progress in 2025:

- - Designed and installed standardized signage with visual clarity and inclusive language.
- Added directional signage at multiple locations including restrooms and reception areas.

Ongoing Actions:

- - Expand signage updates to other locations.
- Collect feedback from visitors with visual impairments to inform future improvements.

Barrier 3: Accessibility in Procurement

Progress in 2025:

- - Procurement templates now require vendors to describe how their products or services are accessible.
- Our staff are trained on accessibility expectations and best practices.

Ongoing Actions:

- - Reviewing all contracts and RFPs to ensure they reflect accessibility compliance clauses.

Section 4: Information and Communication Technologies (ICT)

Barrier 1: Visibility of Accessibility Content on Website

Progress in 2025:

- - Redesigned the Accessibility section to be more prominent and user-friendly.
- Added a banner directing users to accessibility resources and feedback forms.

Ongoing Actions:

- - Continue to test and refine navigation with assistive technologies.
- Translate essential accessibility information into commonly spoken languages and simplified English.

Barrier 2: Customer Support Communication Barriers

Progress in 2025:

- - Trained frontline agents on accessible interaction practices including plain language usage.
- Created visual and written guides for customers with cognitive or language-related challenges.

Ongoing Actions:

- - Continue expanding staff training to cover accessibility needs in phone and online chat interactions.
- Develop a system to route accessibility-related calls to trained staff members.

Section 5: Communications Beyond ICT

Although this area overlaps with other categories, we made specific progress in non-digital communications:

- Printed invoices and key service communications are now available upon request in large print.

Ongoing Actions:

- - Evaluate alternative communication formats (e.g., audio letters) for future implementation.

Section 6: Transportation

Carry Telecom does not offer transportation services and therefore has no accessibility initiatives specific to this category.

Section 7: Conclusion

In the second year of our 2024–2027 Accessibility Plan, Carrytel has made significant strides in removing barriers and enabling participation for persons with disabilities. We continue to engage with stakeholders, consult affected communities, and revise our practices in real time. We welcome

feedback from customers, employees, and the public and will use it to guide the next phase of our accessibility efforts.

Contact for Accessibility Feedback:

Phone: 647-560-4448

Email: accessibility@carrytel.ca

Mail: Carry Telecom Inc., Suite #301, 3550 Victoria Park Avenue, North York, ON M2H 2N5

Web: <https://www.carrytel.ca>