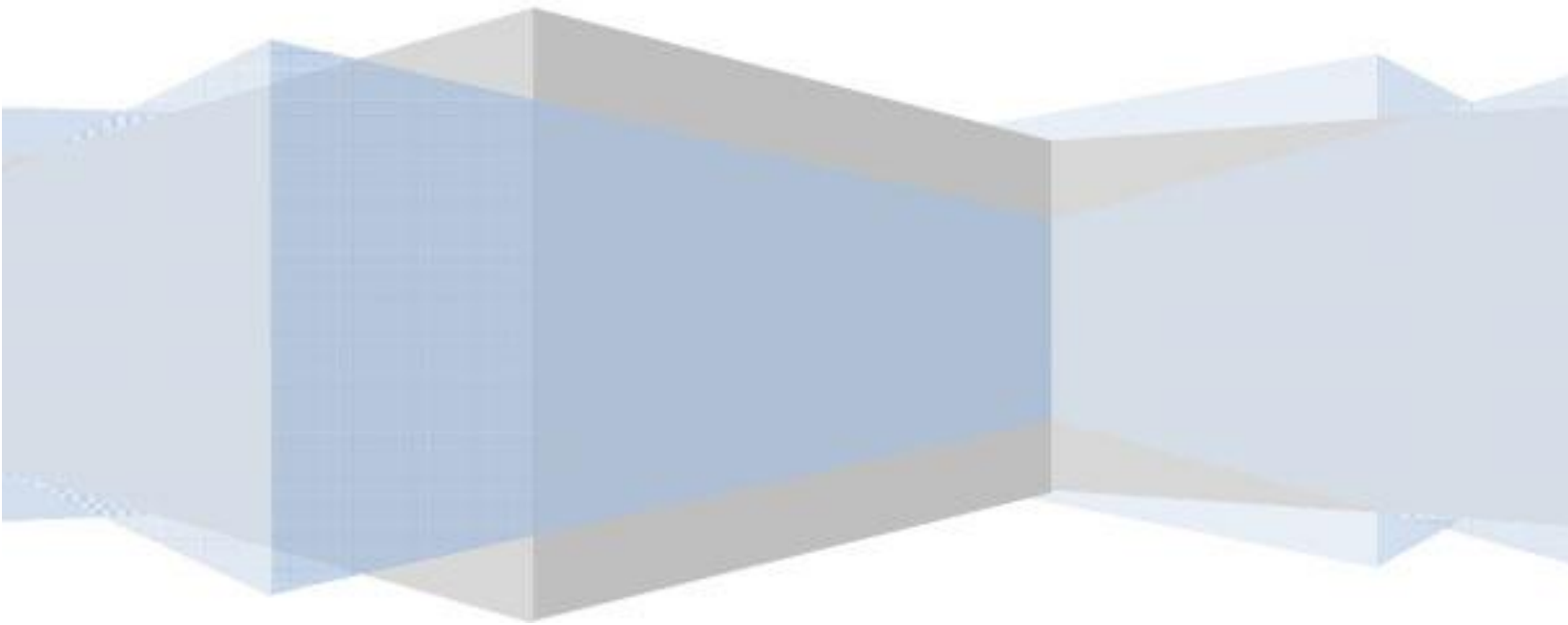


eSeeLYNX Communication Ltd.

Accessibility Plan

2024 – 2027





eSeeLYNX Communication Ltd.

Unit 2190 Aberdeen Centre, 4151 Hazelbridge Way, Richmond, BC V6X 4J7

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1. Background

eSeeLYNX Communication Ltd., an Internet Service Provider and Marketing company, is located in Richmond, B.C. We are dedicated to delivering the best, reliable and easy to use services to local customers.

At eSeeLYNX Communication Ltd (collectively referred as “eSeeLYNX”), we are committed to creating a barrier-free organization for persons with disabilities, ensuring that individuals have an equitable access to our services and facilities as well as reflecting disability in our program content to promote an accessible and inclusive environment. We believe that accessibility benefits not only people with disabilities but also the wider community. We strive to build a welcoming workplace where all employees can thrive and contribute regardless of their abilities.

1.1 Contact and Alternative Formats of This Accessibility Plan

You can send your feedback regarding accessibility issues, or request alternative formats of this Accessibility Plan and a description of our Feedback Process, by contacting:

Accessibility Support Officer

Email: accessibility@eseelynx.com

Telephone: 604-638-1818 extension 1102

Mail: eSeeLYNX Communication Ltd.

Unit 2190-4151 Hazelbridge Way

Richmond, B.C, V6X 4J7

Canada



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eSeeLYNX Communication Ltd is committed to provide this Accessibility Plan and description of the Feedback Process in the following alternative formats:

- Print (within 15 days)
- Large print (within 15 days)
- Braille (within 45 days)
- Audio or other electronic format (within 45 days)

This Accessibility Plan is available online at

https://www.eseelynx.com/accessibility_plan.php

1.2 Executive Summary

The Accessibility Canada Act (ACA) came into effect in July 2019. The objective of ACA is “Nothing without us” and it recognizes that persons with disabilities are equal participants in all areas of life. The resulting Accessible Canada Act is a landmark federal legislation that aims to realize a barrier-free Canada by 2040. In order to achieve this goal, each federally regulated entity, including eSeeLYNX, is required to prepare and publish an accessibility plan (hereinafter referred to as “the eSeeLYNX Accessibility Plan”) by June 1, 2024.

eSeeLYNX Accessibility Plan reflects our objectives and obligations as both a federally regulated company and a telecommunication provider. As such, we are subject to two regulations: the ACA and Canadian Radio-television and Telecommunications Commission (CRTC) Accessibility Reporting Regulations.



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In line with our commitment to accessibility and inclusion, this 3-year Accessibility Plan outlines how we identify, prevent, and remove barriers in the areas described in Section 5 of the ACA for persons with disabilities.

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

2. Feedback Process

Feedback process is a key contributor to help us identify, remove, and prevent barriers to accessibility. The process refines and improves on how we consult persons with disabilities in preparing our plans and progress reports. It also ensures that the planning and reporting documents we publish are accessible, informative and written in language that is simple, clear and concise.

eSeeLYNX is committed to creating an open and transparent feedback process for not only employees, but also our customers. Any individual can use any of the means listed below to contact eSeeLYNX to provide feedback on accessibility. Individuals can provide feedback anonymously. Anonymous feedback can allow certain contributors to provide feedback without fear of possible repercussions for doing so, such as employees, including those with disabilities, who have concerns about privacy or individuals belonging to equity-seeking groups who are more likely to experience certain kinds of barriers.



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- Mail : Feedback by mail can be sent to the following address :
eSeeLYNX Communication Ltd.
Unit 2190-4151 Hazelbridge Way
Richmond, B.C, V6X 4J7
- Telephone : Feedback can be provided by calling 604-638-1818 extension #1102
- Email : Feedback can also be submitted by sending email to :
accessibility@eseelynx.com
- Feedback form on our website: All individuals can provide feedback through the form available on eSeeLYNX website:
<https://www.eseelynx.com/accessibility.php>

Upon the receipt of feedback, Accessibility Support Officer will acknowledge the receipt of all non-anonymous feedback by the same means in which we receive it within 7 working days. We will contact and follow up with the feedback provider.

eSeeLYNX will ensure all feedback is organized, analyzed, shared with the relevant teams in the organization for their consideration, preserved and used to prevent and remove barriers in a timely manner. eSeeLYNX keeps electronic or print copies of all feedback for at least 7 years from the day on which we receive it.

These communication channels can also be used to request for a copy of our Accessibility Plan or Feedback Process in alternate formats. Within 15 days of a request, a print, large print and electronic format that is compatible with adaptive technology will be provided. Braille and audio format will be submitted within 45 days of a request.

The development and implementation of the Accessibility Plan for 2024–2027 falls on each and every employee at eSeeLYNX. Our Accessibility Plan representative will take responsibilities and expectations over the course of the next three years.



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3. Consultations

The experiences of people with disabilities propelled and guided the development of this plan from the beginning. We are committed to consulting people with disabilities internally and externally.

Internal

Accessibility Plan Committee: Established in 2024, the Administration Support Officer has assumed the role of Accessibility Ambassador, focusing on various accessibility issues within the company. Individual consultations are provided upon request, with appropriate accommodations.

External

Client from Richmond Centre of Disability (RCD): An accessibility audit was performed by a wheelchair user with limited dexterity from RCD in early 2024, at our office. The objective was to evaluate and assess the built environment for accessibility.

4. Pillars and Actions

Outlined below are the barriers identified in each pillar through these consultations, as well as concrete actions that will be taken to remove and/or prevent the barriers. eSeeLYNX will ensure that these actionable items are implemented over the course of the next three years (2024– 2027).



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4.1 Employment

“Employment” refers to the recruitment, retention, and career advancement of individuals at eSeeLYNX. It also includes supporting individuals who request workplace accommodations.

Identified Barriers

- Accommodation process time could be improved to meet employee needs.
- Information about assistive technology supports and services should be easier to find.
- Employees who use assistive technology or accessibility features in software or hardware need more support; training, and resources.
- Employee needs more training about accessibility.
- Providing accommodation throughout the hiring process.

Action Plan

- For our job posting, we state that candidates are encouraged to contact the Administration Manager for any accommodation needed, such as choice of Zoom or in-person interview, extra time and special tools for skills testing.
- Launch accessibility awareness and sensitivity training for all employees.
- Develop a plan to reduce wait time for employees to get ergonomic equipment.
- Develop a plan to improve the accommodation process for employees, including those returning to work following a disability-related absence.



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4.2 Built Environment

eSeeLYNX is dedicated to ensuring an accessible built environment for all employees and visitors. We understand the importance of creating an inclusive environment and continue to prioritize accessibility in all facets of our operations.

Following an audit by a client from RCD, we identified barriers in our physical spaces and are actively working to address and prevent these obstacles. Our efforts focus on making our workplace accessible for visitors and guests who come for inquiries, meetings, and interviews. Key areas of concern include entrances, wayfinding, and amenity spaces such as office equipment areas and meeting rooms, where accessibility barriers are most commonly found.

We invited a client with a disability from RCD to audit our office. Based on their feedback, here are some areas where we can further improve our workplace accessibility:

Identified Barriers

- The front entrance is not automatic and requires a pull handle to open, making it difficult for people with disabilities to open the door independently.
- The reception desk is too high for wheelchair users to communicate effectively with the receptionist.
- The form-filling area has a high desk, which is not accessible for all wheelchair users.
- The hallway width is sufficient for wheelchair passage, but there may not be enough space for wheelchair users to turn or back up easily.
- The microwave is placed at a high position, making it difficult to reach.
- The hallway among workstations is too crowded, making it difficult to navigate through the office



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Action Plan

- Although most pathways are accessible, there are some rooms and office area that have miscellaneous items on the floor. We will ensure all of them will be placed in suitable area and make the floor more easily accessible.
- Adjust the position of some fixtures such as printer, scanner to ensure it is placed at eye-level for people in wheelchair or with visual impairment.
- Ensure office supplies are accessible to all employees, for example, extra coffee/tea stock is kept in a reachable level for staff with mobility impairment.
- We commit to assessing, evaluating, and providing training, technical support, and relevant information to support individual accommodations effectively.

4.3 Transportation

eSeeLYNX is located in a shopping mall where accessible parking is ample. In addition, various options of public transportation including Canada Line and buses to access to the shopping mall are available.

Identified Barriers

- Persons with disabilities may not aware our location being accessible.
- On the company's website contact us page, the address should include Google Directions on how to come to our office by car or by public transportation.
- Although there are parking spaces for people with disabilities in the shopping mall, they are mainly for visitors, not staff.
- For staff members with disabilities who use public transportation, special accommodation may need to be made in extreme weather such as snow storm, or during a major transportation crisis such as bus drivers on strike.



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Action Plan

- Upon request, arrange designated close-to-elevators parking spaces for employees with walking disabilities that drive and need a parking space.
- Evaluate the practice to decide if it is effective in assisting staff with disabilities. The goal is to accommodate all employees with disabilities to have a designated parking space if they drive.
- Provide flexible work schedule if possible.
- Allow staff to work from home if the staff cannot get to the office.

4.4 The design and delivery of programs and services

"The design and delivery of programs and services" refers to our internet services offered to employees and customers including the design of services, such as customer service and technical support.

Identified Barriers

- Employees are lack of knowledge of how to serve individuals with disabilities or accessibility needs.
- Not all internal training programs are accessible.
- Technical support are not always equipped with tools to serve employees with disabilities.



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Action Plan

- Develop content for an accessibility reference for customer service to better serve customers with disabilities.
- Review accessibility information related to Technical Support for customers and update content as necessary.
- Launch the accessibility reference guideline for easier reference for customer service.
- Provide training to the technical support team on how to better serve the technical needs of employees with accessibility needs.
- Provide job aids to technical support teams about the accessibility features of employee tools.
- Ensure all company-wide training experiences are accessible.

4.5 Information and communication technologies (ICT)

"Information and Communication Technologies" (ICT) refers to technology tools used to office or share information.

Identified Barriers

- People face accessibility barriers when using some features of our websites
- Employees face accessibility barriers when using some of our internal tools such as intranets.

Action Plan

- Redesign existing resources and tools on the inclusion and diversity employee resource page with accessibility in mind.
- Promote the accessibility features that are available in our internal employee software.
- Aim at meeting the of WCAG 2.0 AA standard for our online accessibility webpage and prioritizing specify areas which are most frequently used by viewers



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4.6 Communication, other than ICT

This section refers to non-digital communication, this includes internal and external communication.

Identified Barriers

- Need a broad range of communication options to accommodate diverse disabilities is essential.

Action Plan

Internal Communication

- Communication alternatives for employees will be available for those who don't easily have access to a computer/network. All staff communications on the bulletin board will be made in an enlarged font size to improve readability.
- Share the recordings of Zoom meetings so that employees can review the content at their convenience in an accessible format.
- Encourage managers or supervisors to engage with employees to understand their accessibility needs and ensure that their teams communicate with those barriers in mind.
- Upon request, internal communications will be made available in Braille, electronic format, large print, or audio format to accommodate different accessibility needs.

External Communication

- To ensure that everyone has equal access to eSeeLYNX's services and programs, we will provide application forms in multiple formats, including online, over the phone, through mail, or in person.



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4.7 Procurement of Goods, Services, and Facilities

“Procurement” is the process of buying goods and services, and leasing facilities from suppliers.

Identified barrier

- Need more assistive facilities and products to employees with visual problems.
- Not all procurement employees are adequately equipped or feel comfortable in assisting individuals with disabilities in cases of workplace accommodation.

Action plan

- Provide larger monitor to employees upon request.
- Provide oversized print paper with high contrast keyboards to employees upon request.
- Provide anti-glare guard for the computer monitor and large print keyboard label.
- Stock up individually packaged eye drops in the first aid box for staff to use.



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5. Monitoring Progress

eSeeLYNX's Accessibility Plan represents our ongoing commitment in collaboration with people with disabilities to creating an inclusive environment and culture, for all employees, visitors, and viewers in the long term.

We welcome feedback from our employees, viewers, and the public throughout the initial and monitoring process. We will continue to work with internal and external stakeholders to ensure that we are equipped with the right knowledge to implement the vision and realize our mission statement, eliminate barriers, and put the proposed actions into place.

Administration Managers will report on progress made on the Accessibility Plan to the management and Accessibility Plan Committee on a quarterly basis.

eSeeLYNX will submit the following reports to the Accessibility Canada Act (ACA) Commission and Canadian Radio-television and Telecommunications Commission (CRTC) :

- the initial progress report by June 1, 2025
- second progress report by June 1, 2026
- an updated Accessibility Plan by June 1, 2027

Moving forward, we will continue to prioritize accessibility and inclusivity in all aspects of our operations, striving to remove any remaining barriers that prevent individuals with disabilities from fully participating in our services and facilities.