



## **Accessibility Progress Report**

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### **General**

Zayo Canada Inc. (“Zayo”) is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company’s goods and services.

This progress report contains details of the company’s policies, practices, and services in relation to the identification and removal of barriers. This plan is also used to establish prevention measures against new barriers emerging to ensure a barrier-free environment at the company.

This progress report is offered in any of the following formats upon request:

- Print;
- Large print;
- Audio; and
- Electronic.

The company welcomes any feedback from employees. Any feedback or questions regarding this plan or requests for copies of the progress report in an alternative format can be addressed to the following designated company representative:

C/O Paula Wiley, HR Director  
503 485-9701  
5160 Orbitor Drive, Mississauga ON L4W 5H2  
Paula.wiley@zayo.com or [hrcanada@zayo.com](mailto:hrcanada@zayo.com)

Feedback can be provided anonymously if desired. Feedback can be received in the following formats:

- 514 395-2622;
- [hrcanada@zayo.com](mailto:hrcanada@zayo.com);
- Attn: HR 5160 Orbitor Drive, Mississauga ON L4M 5H2I;

## Employment

Zayo Canada Inc. understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.

The company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to employment:

- Where necessary, accommodations are being made during the recruitment and selection stages, and throughout the employment lifecycle.
- All training and development programs provided will consider an employee's barriers and abilities, and are provided in alternative formats,
- Zayo has six Employee Resource Groups to provide a platform for diverse voices to connect and collaborate on shared experiences, educate others, and develop internal leaders. Zayo also has a Diversity, Equity, Inclusion & Belonging (DEIB) resource who focuses on broadly implementing key programs and initiatives tied to Zayo's DEIB strategy.

The company remains committed to addressing existing barriers and preventing new barriers in employment. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in employment at the company:

- Zayo Canada Inc. understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture. The company makes every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities. Where necessary, accommodations are made during the recruitment and selection stages, and throughout an individual's employment.

The company will take the following actions in the short term to address these identified barriers, to be achieved in twelve months after this progress plan is published:

- Zayo lists Employee Resource Group events on monthly calendars and posts relevant updates on Zayo's intranet. Zayo's DEIB resource sends communications and focuses on employee involvement. Zayo's Talent Acquisition team focuses on hiring with diverse slates and enabling DEIB in all of Zayo's hiring practices.

The company will take the following actions in the long term to address these identified barriers, that will take one to three years or more to achieve after this plan is published:

- Zayo takes Affirmative Action to further the principles of Equal Employment Opportunity.

- Zayo's strategic priorities include a focus at all employment levels and stages on DEIB. Our Employee Resources groups are also focused on ensuring all Zayo employees feel included.

## **The Building Environment**

Zayo Canada Inc. will make good faith efforts to ensure that elements of the building environment, including building interiors and exteriors, are designed to facilitate barrier-free access to goods or services. The company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to the built environment:

- Entrance ramp located at the front of the building;
- Regularly maintained elevators; and
- Automatic door openers at its Canadian office location on Orbitor Drive, Mississauga ON.

Zayo Canada Inc. remains committed to addressing existing barriers and preventing new barriers in the built environment. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in the built environment at the company:

- None have been reported. Zayo Canada Inc. will make good faith efforts to address any barriers as they are requested or discovered.

The company will take the following actions in the short term to address these identified barriers, to be achieved after this plan is published:

- None have been reported. Zayo Canada Inc. will make good faith efforts to address any barriers as they are requested or discovered.

The company will take the following actions in the long term to address these identified barriers.

- Zayo Canada Inc. will make good faith efforts to address barriers at the time Zayo discovers any existing barriers.

## **Information and Communication Technologies (ICT)**

Zayo Canada Inc understands that communication to and with the company is vital to an individual's access to the company's goods or services. The company has implemented the following information and communication technologies to allow individuals to communicate with the company:

- Accessible formats including: print, large print, audio, and electronic; and
- zHub (internal website).

To help ensure compliance with these services, the company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to information and communication technology:

- Upon request, Zayo Canada Inc. provides or arranges for accessible formats and communication supports for employees, applicants, or persons accessing the company's goods or services. Such accessible formats and communication supports are conversion-ready and are provided in a timely manner and at no additional cost.
- Zayo Canada Inc. consults with individuals to determine the specific barrier and the optimal way to provide support.
- Zayo Canada Inc.'s strategic priorities include a focus at all levels on DEIB in all components of the employee life cycle. Our Employee Resources groups are also focused on ensuring all Zayo employees feel included.

Zayo Canada Inc. remains committed to addressing existing barriers and preventing new barriers in relation to information and communication technologies. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in relation to information and communication technologies at the company:

- None have been identified at this time. Zayo Canada Inc. will make good faith efforts to address any barriers that arise in this context.

The company will take the following actions in the short term to address these identified barriers, to be achieved in twelve months after this progress plan is published:

- Zayo Canada Inc. will make good faith efforts to address barriers at the time Zayo discovers any existing barriers.

### **Communication Other Than ICT**

Zayo Canada Inc. understands that communication to, with the company can take many forms and requires a variety of options to be inclusive of all individuals. The company has implemented the following information and communication technologies to allow individuals to communicate with the company:

- American Sign Language;
- Quebec Sign Language; and
- Indigenous sign languages.

### **The Procurement of Goods**

Zayo Canada Inc. is committed to ensuring that all individuals can obtain the company's goods and services. The company has implemented the following methods to allow individuals to obtain our goods and services:

- Online website orders;
- Telephone orders; and

- In person.

## **Services and Facilities**

Zayo Canada Inc. is committed making good faith efforts to ensure that all of its services and facilities are accessible to all individuals. The company has implemented the following methods to allow individuals to access our services and facilities:

- Entrance ramp located at the front of the building;
- Regularly maintained elevators; and
- Automatic door openers at it Canadian office location on Orbitor Drive, Mississauga, ON.

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

Zayo Canada Inc. is committed to ensuring that all of its programs and services are designed in a manner accessible to all individuals. The company has implemented the following methods to ensure this accessibility:

- Zayo Canada Inc. reviews the principles of the Accessible Canada Act periodically to ensure it is guided by those principles.

## **Transportation**

Zayo Canada Inc. strives to ensure accessible transportation services are available for persons with a disability. The company has implemented the following methods to ensure accessible transportation:

- Entrance ramp located at the front of the building on Orbitor Drive, Mississauga ON; and
- Ramp to enter and exit the transportation vehicle if needed

## **Consultations**

Zayo Canada Inc. recognizes that persons with disabilities are equal participants in all areas of life. The company is guided by the recognized principles of the *Accessible Canada Act*:

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the lives that they can and want to have regardless of their disabilities;
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- Policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination persons face;

- Persons with disabilities must be involved in the development and design of policies, programs, services, and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

### **Industry-Specific Requirements**

Zayo Canada Inc. is regulated under the *Broadcasting Act*, *Telecommunications Act* and meets all industry requirements.

### **Feedback**

Zayo Canada Inc. has not received any Accessibility feedback or requests in the last twelve months.

### **Training**

Zayo Canada Inc. understands the importance of ensuring all staff are trained to understand, protect, and deliver access to the company's goods and services to persons with disabilities. Staff receive ongoing training to ensure compliance with the laws, regulations, and social expectations regarding accessibility for persons with disabilities.

The company has implemented accessibility training to its employees to address and prevent new and existing barriers throughout the organization. This includes:

- Zayo provides corporate training, including specific courses required by Canada through HRdownloads (Human Rights)
- Zayo implements Learning Management Systems through its Workday platform and provides access to LinkedIn Learning to all employees.

### **Budget and Resources**

Zayo Canada Inc. will continue to work to identify and remove barriers, and prevent new barriers, for persons with disabilities as they relate to employment, communication, the built environment, and transportation at the company.

### **Glossary**

Barrier: 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 a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either

permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

**Date:** May 31, 2024

**Progress report completed by:** Paula Wiley, HR Director