

This is a progress report for the accessibility plan at Link-On Communications Inc (Link-On). The goal of this report is to explain the progress that Link-On has made in carrying out the company's accessibility plan.

The goal of the accessibility plan is to be more accessible to people with disabilities and is a required part of the Accessible Canada Act (ACA). The purpose of the ACA is to ensure a barrier free Canada. This is a 3year plan (2023-2025) to help make Link-On Communications more accessible for people with disabilities.

General

Feedback

There are 4 feedback methods to request feedback on the 2023 – 2025 Link-On Communications Accessibility Plan:

Mail:

Accessibility Committee
Link-On Communications Inc.
307 Humberline Drive
Etobicoke, Ontario
M9W 5V1

Telephone:

from Monday to Friday 8:00 a.m. to 5:00 p.m. Eastern time
Office: 416-213-0550
Toll free: 1-877-354-6566

Fax:

416-213-0586

Email:

info@linkon.ca

There was no feedback received through any of the 4 methods that were detailed in the 2023 – 2025 plan.

Each of the employees that have identified themselves as a person with a disability were consulted individually for feedback and current accommodations are sufficient and no further action/adjustments are required.

Executive Summary

Link-On strives to be the first choice service provider and employer within the telecommunications contracting industry. This includes creating an inclusive environment. Link-On has developed and implemented a multi-year accessibility plan to outline the steps the organization will take to remove any

barriers to accessibility and have a philosophy of continuous improvement to ensure barrier free operation is maintained. Some progress removing identified barriers has been achieved and there are plans for additional steps in the coming year.

We have implemented mandatory Accessibility Awareness Training for our front line employees based on their job functions ranging from customer experience to technical support.

Accessibility Statement

Link-On is committed to meeting its current and ongoing obligations under the Human Rights Code respecting non-discrimination.

Link-On understands that obligations under The Accessible Canada Act and the Accessible Canada Regulations do not substitute or limit its obligations under the Human Rights Code or obligations to people with disabilities under any other law.

Link-On is committed to complying with both the Ontario Human Rights Code and the ACA.

Link-On is committed to excellence in serving all customers including people with disabilities.

Our accessibility policies are consistent with the principles of independence, dignity, integration and equal opportunity for people with disabilities.

Link-On will continue to be informed on the latest revisions to the laws and fulfill its obligations accordingly.

Employment

Link-On has many different departments and they are involved in several different types of work. One of the goals that had been identified in the 2023 – 2025 accessibility plan was to have accessibility training added to the company's formal training program to make all employees more aware of the barriers faced by people with disabilities and how they can help make the workplace more inclusive for everyone. To date, the accessibility training has been added to the formal training for field staff to make those employees more aware of the barriers faced by people with disabilities.

The Built Environment

Link-On has 7 locations throughout the province of Ontario. One location was closed in 2024 due to lack of work. None of these locations are open to the public. Link-On is continually assessing all locations and working towards each location becoming barrier free.

Information and Communication Technologies (ICT)

This section focuses on all things we use to communicate and do business in the digital world.

Link-On Communications Inc. agrees it is important to have barrier free access so all people can participate equally.

Link-On continues to work on the company website to keep it up to date and accessible.

Communication, other than ICT

Link-On employees communicate with people through many different methods, including in-person and by telephone. Link-On employees continue to communicate with people with disabilities in a way that

takes into consideration their disability and adjust their communication style so barriers are removed. Link-On continued staff training on how to interact with customers with disabilities.

The procurement of goods, services and facilities

The procurement process at Link-On is centralized to the purchasing department and Senior Management. One future goal that had been identified in the 2023 – 2025 Accessibility Plan was to assess accessibility factors at the time of purchase. This continues to be communicated to our purchasing staff to emphasize the importance of considering accessibility when working with vendors.

The design and delivery of programs and services

Link-On Communications has a goal to deliver all services in a way that allows all people to have a great customer service experience. One of the training goals is to increase the frequency of accessibility training so the employees that are working with the public on a daily basis are more responsive to requests for accommodation. During 2024, we did not have any new staff hiring, so only the returning seasonal employees received refresher training.

Transportation

Link-On does not provide transportation services and therefore this section does not apply.

Consultations

It is important to Link-On Communications that each individual is able to fully participate in the workplace. Link-On Communications management has discussions with each person that identifies with a disability on an individual basis to determine if any accommodations are needed and these are reviewed annually.