Accessibility Plan

Version 2

June 1, 2026

Updated November 15, 2026

Canadian Fiber Optics Corp.

also operating as Northern Lights Fiber
(“CFOC-NLF”)

TABLE OF CONTENTS

1. GENERAL 3
   1.1. Accessibility Statement 3
   1.2 Feedback Process and Contact Information 3
2. POLICIES, PROGRAMS, PRACTICES AND SERVICES 4
   2.1. Employment 4
   2.2. The Built Environment 5
   2.3. Information and Communication Technologies (ICT) 6
   2.4. Communication, Other Than ICT 7
   2.5. Procurement of Goods, Services and Facilities 7
   2.6. Design and Delivery of Programs and Services 8
   2.7. Transportation 8
   2.8. Consultations 9
   2.9. Principles of the *Accessible Canada Act* 9
3. CONCLUSION 10

CFOC-NLF – Accessibility Plan (2026)

1. GENERAL

1.1. Accessibility Statement

At CFOC-NLF, our mission is to provide reliable, high-quality connectivity that empowers the communities we serve. As an Alberta-grown telecommunications provider with a particular focus on connecting rural communities, we recognize that access to communications services plays an important role in enabling people to work, learn, communicate and participate in their communities.

We are committed to advancing accessibility for persons with disabilities and to identifying, removing and preventing barriers in the areas addressed by the *Accessible Canada Act* and the regulations thereunder. As we continue to grow our network and services, we aim to incorporate accessibility into our policies, programs, practices and services and to listen to the experiences and feedback of persons with disabilities.

1.2 Feedback Process and Contact Information

Accessibility Feedback Process

CFOC-NLF welcomes feedback from employees, customers and members of the public about accessibility, including:

- the implementation of CFOC-NLF's Accessibility Plan;
- barriers experienced when dealing with CFOC-NLF or accessing CFOC-NLF's programs or telecommunications services;
- NLF's accessibility feedback process; and
- other matters relating to accessibility at CFOC-NLF.

Feedback received will help CFOC-NLF identify, remove and prevent accessibility barriers and will be considered in CFOC-NLF's ongoing accessibility initiatives, progress reports and future updates to its accessibility plan.

Designated Person to Receive Feedback and Contact Points

Your feedback about the accessibility of our products or services is crucial to us. CFOC-NLF's Chief Operating Officer is designated as the person responsible for receiving accessibility feedback on behalf of CFOC-NLF and coordinating the consideration of that feedback.

Accessibility feedback may be provided using the following contact information:

Email: Send messages to our support team using Accessibility@canadianfiberoptics.ca

Phone: Call us at 1-888-236-2947

Anonymous Feedback and Confidentiality

Feedback may be submitted anonymously. A person who wishes to provide anonymous feedback should not include their name or other information that could identify them.

CFOC-NLF will keep confidential any personal information provided by a person submitting accessibility feedback, unless the person consents to its disclosure or disclosure is otherwise required by law.

Acknowledgement of Feedback

CFOC-NLF will acknowledge receipt of accessibility feedback, other than feedback submitted anonymously, using the same means by which the feedback was received or another appropriate means where contact information has been provided.

CFOC-NLF will review and consider the feedback it receives when identifying, preventing and removing accessibility barriers. Some feedback may result in immediate action, while other feedback may require further assessment or longer-term measures. Relevant feedback will also inform CFOC-NLF's progress reports and future updates to its accessibility plan.

Alternative Formats

A person may request a copy of this Accessibility Plan or CFOC-NLF's Accessibility Feedback Process in an alternative format. Available formats include:

- print;
- large print;
- Braille;
- audio format;
- an electronic format compatible with adaptive technology intended to assist persons with disabilities; or
- another format agreed upon by CFOC-NLF and the person making the request.

Requests may be made using the contact information set out above. CFOC-NLF will provide the requested document in the requested format within 45 days in the case of a request for the document in Braille or audio format and within 20 days in the case of a request for the document in any other accessible format.

2. POLICIES, PROGRAMS, PRACTICES AND SERVICES

2.1. Employment

CFOC-NLF recognizes the importance of providing an inclusive and accessible workplace for employees and prospective employees with disabilities.

At the time of preparing this Accessibility Plan, CFOC-NLF has not identified any specific barriers in the area of employment. However, CFOC-NLF recognizes that accessibility is an ongoing process and that barriers may be identified as its workforce, policies, practices and operations evolve.

CFOC-NLF is committed to monitoring its employment practices for potential accessibility barriers and considering opportunities to prevent or remove barriers when they are identified. This will include considering accessibility in recruitment, hiring, onboarding, workplace accommodation, training and other employment practices, as applicable.

CFOC-NLF also encourages employees and applicants to identify accessibility barriers and provide feedback regarding their experiences. Any employment-related accessibility barriers identified through feedback, consultation or CFOC-NLF's ongoing review will be considered and addressed, where appropriate, as part of CFOC-NLF's continuing accessibility efforts.

2.2. The Built Environment

CFOC-NLF recognizes that the accessibility of its physical workplaces is important to ensuring that employees, customers and visitors with disabilities can access and use its facilities. CFOC-NLF has implemented several measures intended to reduce physical barriers and support accessibility within its offices.

Current accessibility measures include:

- **Office access:** At CFOC-NLF's head office, an accessibility chair is available to provide access to the second floor. At CFOC-NLF's Grande Prairie office, most office space is located on the main floor, with only limited office space located on the second floor.
- **Workstations and office layout:** CFOC-NLF provides accessible workstations, including adjustable-height desks, and maintains sufficient space for wheelchair manoeuvring. Common areas, including meeting rooms, break rooms and kitchens, are also maintained with accessibility in mind.
- **Entrances and exits:** Entry and exit points are accessible, with automatic doors installed where necessary to facilitate access.
- **Pathways and corridors:** CFOC-NLF maintains clear and sufficiently wide pathways and corridors and uses slip-resistant flooring to support safe and accessible movement through its facilities.
- **Washrooms:** Accessible washrooms are available and include accessible stalls and fixtures.
- **Parking:** Designated accessible parking spaces are provided.
- **Signage:** CFOC-NLF uses accessible signage, including clear, large-print and Braille signage.

- **Emergency evacuation:** CFOC-NLF has developed and communicated an accessible emergency evacuation plan to support the safe evacuation of persons with disabilities.

At the time of preparing this Accessibility Plan, CFOC-NLF has not identified any additional specific barriers relating to the built environment. CFOC-NLF nevertheless recognizes that barriers may not always be readily apparent and that accessibility needs may change over time.

CFOC-NLF is therefore committed to monitoring the accessibility of its physical workplaces and considering opportunities to prevent and remove barriers as they are identified. CFOC-NLF will consider accessibility when making changes to its offices, workspaces and other physical facilities and will consider feedback from employees, customers, visitors and persons with disabilities in identifying potential areas for improvement.

2.3. Information and Communication Technologies (ICT)

CFOC-NLF recognizes that accessible information and communication technologies are important to ensuring that employees and other users with disabilities can access and use its digital systems, tools and information.

CFOC-NLF has implemented practices intended to support the accessibility of its information and communication technologies, including:

- **Assistive technologies:** CFOC-NLF makes assistive technologies, including screen readers, magnification tools and other assistive devices, available to employees where needed. CFOC-NLF is committed to working with employees on an individual basis to identify and provide appropriate technology-related accommodations that support their accessibility needs.
- **Software and digital tools:** CFOC-NLF seeks to ensure that the software and digital tools used by its employees are compatible with commonly used assistive technologies. CFOC-NLF primarily uses Software-as-a-Service applications that operate through Microsoft Windows or compatible interfaces, allowing employees to make use of accessibility features and settings available through Microsoft Windows where supported by the applicable application.
- **Website:** CFOC-NLF is in the process of rebuilding and improving its digital platforms, including its corporate website, with the objective of conforming with applicable Web Content Accessibility Guidelines (WCAG). Accessibility is being considered as part of the design and development of these platforms.

While these measures support ICT accessibility, CFOC-NLF recognizes that technologies and accessibility needs continue to evolve and that additional barriers may be identified. CFOC-NLF is therefore committed to monitoring the accessibility of its information and communication technologies, considering accessibility when implementing or updating digital tools and systems, and working to address barriers as they are identified.

CFOC-NLF also encourages employees, customers and other users to provide feedback regarding accessibility barriers encountered when using its digital technologies. Feedback received will assist CFOC-NLF in identifying opportunities to improve the accessibility of its digital systems and services.

2.4. Communication, Other Than ICT

CFOC-NLF recognizes that accessible communication is important to ensuring that employees, customers and members of the public can obtain, understand and exchange information in a manner that meets their accessibility needs.

At the time of preparing this Accessibility Plan, CFOC-NLF has not identified any specific barriers relating to communication, other than information and communication technologies. CFOC-NLF nevertheless recognizes that communication needs vary among individuals and that barriers may become apparent as its services, practices and interactions with employees and customers evolve.

CFOC-NLF is committed to monitoring its communication practices for potential accessibility barriers and considering opportunities to prevent or remove barriers when they are identified. This includes considering accessibility in its communications with employees, customers and members of the public and, where appropriate, adapting its methods of communication to respond to individual accessibility needs.

CFOC-NLF also encourages employees, customers and members of the public to provide feedback regarding barriers they may encounter when communicating with CFOC-NLF. Any communication-related barriers identified through feedback, consultation or CFOC-NLF's ongoing review will be considered and addressed, where appropriate, as part of CFOC-NLF's continuing efforts to improve accessibility.

2.5. Procurement of Goods, Services and Facilities

CFOC-NLF recognizes that its procurement practices can play an important role in preventing accessibility barriers and supporting the accessibility of its operations, workplaces and services.

At the time of preparing this Accessibility Plan, CFOC-NLF has not identified any specific accessibility barriers relating to the procurement of goods, services or facilities. CFOC-NLF nevertheless recognizes that accessibility considerations may arise when selecting suppliers, purchasing equipment or technology, engaging service providers, or acquiring or modifying facilities.

CFOC-NLF is committed to monitoring its procurement practices for potential accessibility barriers and considering accessibility, where appropriate, when procuring goods, services and facilities. Where accessibility requirements are relevant to a procurement decision, CFOC-NLF will consider the accessibility needs of employees, customers and other users in evaluating available products, services and solutions.

CFOC-NLF will also consider feedback regarding accessibility barriers associated with procured goods, services or facilities. Any barriers identified through feedback, consultation or CFOC-NLF's ongoing review will be considered and addressed, where appropriate, as part of CFOC-NLF's continuing efforts to improve accessibility and prevent the creation of new barriers.

2.6. Design and Delivery of Programs and Services

CFOC-NLF recognizes the importance of considering accessibility in the design and delivery of its programs and telecommunications services so that persons with disabilities have meaningful opportunities to access and benefit from those services.

As described under Information and Communication Technologies, CFOC-NLF has implemented measures that support the accessibility of its programs and services. In particular, CFOC-NLF is rebuilding and improving its digital platforms, including its corporate website, with the objective of conforming with applicable Web Content Accessibility Guidelines (WCAG). CFOC-NLF also seeks to ensure that the software and digital tools used in its operations are compatible with commonly used assistive technologies, where supported by the applicable applications.

CFOC-NLF recognizes that, as a telecommunications service provider, its accessibility obligations include applicable requirements established by the Canadian Radio-television and Telecommunications Commission ("CRTC") under the *Telecommunications Act*. These requirements complement CFOC-NLF's obligations under the Accessible Canada Act and inform CFOC-NLF's approach to identifying, removing and preventing barriers in the delivery of its telecommunications services.

CFOC-NLF is committed to complying with CRTC accessibility requirements applicable to its services, including requirements relating to accessible customer information, customer service and support, accessible digital service channels, and the promotion of information concerning accessibility-related services and accommodations.

CFOC-NLF is committed to monitoring the accessibility of its programs and services and considering accessibility when developing, modifying or delivering services and customer-facing processes. Where barriers are identified, CFOC-NLF will consider appropriate measures to remove those barriers and, where reasonably possible, seek to prevent new barriers from being introduced.

CFOC-NLF also encourages customers, employees and members of the public to provide feedback regarding accessibility barriers encountered when accessing or using its programs and services. Barriers identified through feedback, consultation or CFOC-NLF's ongoing review will be considered as part of its continuing efforts to improve the accessibility of its services.

2.7. Transportation

CFOC-NLF recognizes transportation as one of the areas to be considered in identifying, removing and preventing accessibility barriers.

While CFOC-NLF technicians and other employees may use vehicles or other forms of transportation in the course of performing their duties, CFOC-NLF does not provide transportation services to the public.

At the time of preparing this Accessibility Plan, CFOC-NLF has not identified any specific accessibility barriers associated with transportation used by its employees in the course of their duties. CFOC-NLF nevertheless recognizes that individual accessibility needs may arise and that barriers may become apparent as its workforce and operations evolve.

CFOC-NLF is committed to monitoring this area for potential accessibility barriers and considering appropriate accommodations or other measures where a transportation-related accessibility need or barrier is identified. CFOC-NLF will also consider any transportation-related barriers identified through employee feedback, consultation or its ongoing accessibility review.

2.8. Consultations

CFOC-NLF recognizes that consultation with persons with disabilities is an important part of identifying, removing and preventing accessibility barriers and improving the accessibility of its policies, programs, practices and services.

CFOC-NLF intends to undertake consultation during the upcoming reporting period through surveys provided to its employees and customers. The surveys will seek feedback from persons with disabilities regarding barriers they have experienced when interacting with CFOC-NLF, including in relation to CFOC-NLF's workplace, communications, digital platforms, programs and telecommunications services.

CFOC-NLF will consider the feedback received through these consultations in assessing its accessibility practices and identifying areas where barriers may need to be removed or additional measures may be appropriate. The results of the consultation, including any barriers identified and actions taken or proposed in response, will inform CFOC-NLF's ongoing accessibility initiatives and future progress reporting.

CFOC-NLF is committed to continuing to engage with persons with disabilities as part of its efforts to improve accessibility and to identify, remove and prevent barriers over time.

2.9. Principles of the *Accessible Canada Act*

CFOC-NLF recognizes the principles set out in the *Accessible Canada Act* and has considered these principles in the preparation of this Accessibility Plan and in its approach to identifying, removing and preventing accessibility barriers.

In particular, CFOC-NLF seeks to ensure that its accessibility efforts:

- recognize the inherent dignity of persons with disabilities and support their ability to participate fully and equally in CFOC-NLF's workplace, programs and services;
- promote equal opportunities for persons with disabilities;

- support barrier-free access and participation, including through accessible workplaces, communications, technologies and telecommunications services;
- recognize that persons with disabilities may have different accessibility needs and experiences, and that appropriate measures may vary depending on individual circumstances;
- provide persons with disabilities with meaningful options and choices, where possible, in addressing their accessibility needs;
- recognize the importance of involving persons with disabilities in the identification, prevention and removal of barriers; and
- support the achievement of a progressively higher level of accessibility as CFOC-NLF's operations, technologies and services evolve.

These principles are reflected in the measures described throughout this Accessibility Plan, including CFOC-NLF's workplace accessibility measures, availability of assistive technologies, ongoing improvements to its digital platforms, processes for receiving accessibility feedback, and commitment to monitoring its policies, programs, practices and services for barriers.

3. CONCLUSION

CFOC-NLF is committed to improving accessibility and to identifying, removing and preventing barriers for persons with disabilities. As described in this Accessibility Plan, CFOC-NLF has implemented measures to support accessibility, particularly within its physical workplaces and information and communication technologies, while continuing to monitor other areas in which barriers may arise.

CFOC-NLF recognizes that accessibility is an ongoing process that requires continued attention, feedback and engagement. During the upcoming reporting period, CFOC-NLF intends to consult employees and customers, including persons with disabilities, to better understand the barriers they may experience when interacting with CFOC-NLF's workplaces, communications, technologies, programs and telecommunications services. Feedback obtained through these consultations, together with feedback received through CFOC-NLF's accessibility feedback process, will inform its ongoing accessibility initiatives and future progress reporting.