

TekSavvy Solutions Inc.

Accessibility Plan

2026 – 2029

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Prepared pursuant to the *Accessible Canada Act* (S.C. 2019, c. 10)

TekSavvy Solutions Inc.
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1. Statement of Commitment

As part of providing customer-focused service, TekSavvy Solutions Inc. (TekSavvy) is committed to improving the accessibility of our products and services. We strive to provide our services and treat our employees in a way that respects the dignity and independence of all people. This plan outlines the steps we plan to take to achieve these goals.

We recognize that accessibility is an ongoing journey, and this 2026–2029 Accessibility Plan builds on the progress made since our inaugural 2023–2026 plan. This plan was updated based on our learnings from our previous plan cycle, feedback received from customers and employees, and developments in accessibility standards and obligations under the Accessible Canada Act ("ACA").

2. General

2.1 Providing Feedback

We welcome feedback from customers, employees, and other interested persons on any accessibility-related matter. This can include feedback related to this plan, barriers identified in dealing with TekSavvy or accessing our services, or barriers related to employment with TekSavvy. Feedback may be provided through any of the following channels:

- Telephone: 1-877-779-1575 (Sales & Support)
- Email: accessibility@teksavvy.ca
- Online feedback form: <https://teksavvy.com/accessibility-feedback-form>
- By mail:
Attn: Accessibility
TekSavvy Solutions Inc.
800 Richmond Street
Chatham, Ontario N7M 5J5
- Through our social media: Facebook (TekSavvySolutionsInc) | Instagram (@TekSavvyBuzz)

If you would like to be contacted in response to your concern, please let us know your preferred method of communication. Otherwise, we will respond to you through the same method that you used to contact us. You also have the option of providing feedback anonymously. If you do, we will take note of your feedback through our usual internal process but will not respond to you directly.

Our Chief Operations Officer is the designated employee responsible for receiving feedback on accessibility. Any feedback on this plan or accessibility can be addressed

directly to our Chief Operations Officer by mail at 800 Richmond Street Chatham, Ontario N7M 5J5 or electronically at accessibility@teksavvy.ca.

Unless you elect to provide feedback anonymously, we will contact you in response and work with you on how we can best address the issue.

In addition to addressing accessibility issues on a case-by-case basis directly with you, our agents are trained to forward all feedback to our accessibility team, which includes our Chief Operations Officer who is responsible for receiving feedback on accessibility. Feedback will be tracked and assessed by our team as part of the process for updating our Accessibility Plan and policies.

Any personal information you disclose to us while providing feedback on accessibility will be kept confidential. As with all personal information you provide to us, your personal information will be treated in accordance with our Privacy Policy available here in [English](#) and here in [French](#).

2.2 Requesting Alternative Formats

If you would like to request an alternative format of this plan, free of charge, upon request, please contact us in one of the ways listed above.

An electronic version in large print (that is compatible with assistive technology) of this plan can be downloaded immediately from our website.

TekSavvy can provide this plan in any of the formats below:

- Printed physical copy (by mail);
- Audio recording;
- Braille (by mail).

If you have another format in mind, we are also happy to work with you to find an alternative format that will work best for you.

2.3 Key Definitions

The following key terms are used throughout this plan. We use these key terms as they are defined in the Accessible Canada Act:

- **Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.
- **Barrier:** means anything — including 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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

- **Disability:** means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

3. Key Areas

3.1 Employment

Where we want to be

TekSavvy is committed to fair, equitable and accessible employment practices across every stage of the employment lifecycle, to promote an inclusive and accessible work environment that is affirming and safe for our employees.

Progress since 2023

Since publishing our 2023 plan, TekSavvy refreshed our staff onboarding training to improve employee awareness of our disability management and wellness program as well as awareness of the Accessible Canada Act.

How we will get there: 2026–2029

Identified Barrier	Job seekers and applicants may face barriers during the recruitment, hiring and onboarding process, including barriers related to digital application tools and interview formats.
Policies and Actions	<p>As part of our job postings, we advise potential applicants about the availability of accommodations for applicants with disabilities in our recruitment processes.</p> <p>We notify job applicants when they are selected to participate further in the assessment/selection process that accommodations are available upon request.</p> <p>If an applicant requests accommodation, we further consult with the individual and make arrangements for the provision of suitable accommodations to the extent possible that take into account the applicant’s needs.</p>
Next Steps	<ol style="list-style-type: none"> 1. Set up a survey link for applicants (on an anonymous, opt-in basis) regarding accessibility of the hiring process.

	<ol style="list-style-type: none"> Internal review of our recruitment, hiring and onboarding process against the new Accessibility Standards Canada – Employment standard to identify areas for improvement against the standard.
Timeline	<ol style="list-style-type: none"> June 2027 June 2028

Identified Barrier	Employees may face barriers in performing their work that may require workplace accommodations.
Policies and Actions	<p>TekSavvy maintains a disability management and wellness program to explain our practices for supporting employees with disabilities, including our policies regarding the provision of job accommodations. We maintain written documentation of individual accommodation plans for employees with disabilities, and include a structured annual check-in program for employees with longer term accommodation plans.</p> <p>We notify our employees of our program and any further updates to the policies. This information is provided to new hires as soon as practicable after they begin employment.</p>
Next Steps	<ol style="list-style-type: none"> Internal review of our disability management and wellness program against the new Accessibility Standards Canada – Employment standard to identify areas for improvement against the standard.
Timeline	<ol style="list-style-type: none"> June 2028

Identified Barrier	Employees may face barriers in returning to work following or during a period of absence related to disability.
Policies and Actions	Together with an external human resources partner, as well as the employee and their medical practitioner(s), we develop a return-to-work program for employees when it is recommended for their individual needs.

	TekSavvy’s current process for developing graduated return-to-work programs includes working with the individual employee and our external human resources firm, who assists the employee with obtaining documentation from their medical practitioner. Our external human resources firm then drafts an accommodation letter outlining the employee’s needs, based on this medical documentation, in coordination with our disability management advisor.
Next Steps	1. Internal review of our return-to-work program against the new Accessibility Standards Canada – Employment standard to identify areas for improvement against the standard.
Timeline	1. June 2028

Identified Barrier	Employees with disabilities may face barriers to retention or progression in the workplace.
Policies and Actions	Attitudinal barriers, such as assumptions, biases, and misconceptions about disabilities, may impact training, company culture, retention and career development. TekSavvy is committed to identifying and removing these barriers for its employees.
Next Steps	1. Internal review of our retention and career advancement practices against the new Accessibility Standards Canada – Employment standard to identify areas for improvement against the standard.
Timeline	1. June 2028

3.2 The Built Environment

Where we want to be

TekSavvy is committed to ensuring that employees and, where applicable, members of the public have barrier-free access to TekSavvy's physical premises.

The majority of TekSavvy's workforce continues to work remotely with no set plans to return most employees to the physical office. TekSavvy's offices are not currently open

to the public on a regular basis. Our consideration of the built environment therefore continues to encompass remote workstations, while also addressing our physical office spaces to the extent they are used.

Progress since 2023

Our company remains largely remote-first. Where employees have required in-person office access, accommodations have been provided through our individual accommodation process. We have not yet completed a formal physical accessibility audit of our Chatham offices as we remain remote first.

How we will get there: 2026–2029

Identified Barrier	Employees may experience physical discomfort, ergonomic challenges, or accessibility barriers when working at remote workstations.
Policies and Actions	Workstation accommodation requests are addressed on a case-by-case basis through our disability management and wellness program, in coordination with the employees’ medical practitioner(s) if needed. TekSavvy can facilitate provision of ergonomic equipment or other supports. Our disability management and wellness program includes an ergonomic self-assessment tool for all employees.
Next Steps	1. Communicate the ergonomic and remote workstation self-assessment tool and the availability of workstation accommodations to all staff annually.
Timeline	1. Annually from July 2027

Identified Barrier	Our employees may face barriers in physically accessing our office buildings. These may include for example barriers posed by exterior and interior paths of travel, building entrances, ramps, stairs, doorways, washrooms, signage, illumination levels, parking and flooring.
Policies and Actions	Employees requiring in-person office access can receive accommodations through our standard process, described above. Our offices are not currently open to regular public visitors.

Next Steps	<ol style="list-style-type: none"> 1. Complete an internal accessibility assessment of TekSavvy’s Chatham office based on CSA/ASC B651 Accessible Design for the Built Environment. 2. Implement remediations on a rolling basis based on identified need (i.e., deficiencies with the highest impact or where there is an identified employee need).
Timeline	<ol style="list-style-type: none"> 1. December 2028 2. Rolling basis during 2027–2029

Identified Barrier	<p>Employees may face barriers in being aware of or participating in emergency responses in the workplace.</p>
Policies and Actions	<p>In the event that an employee will return to in-person work, we will provide individualized workplace emergency response information to employees with disabilities where the employee’s location and disability is such that individualized information is necessary and TekSavvy is aware of the need for accommodation. TekSavvy will provide workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee’s disability.</p> <p>If an employee would likely require assistance in the event of a workplace emergency response, TekSavvy will designate a person(s) to provide assistance and, with the employee’s consent we will provide the workplace emergency response information to the designated person(s).</p> <p>Individualized workplace emergency response information will be reviewed at minimum each time (i) the employee moves to a different location within TekSavvy; (ii) the employee’s overall accommodation needs or plans are reviewed, or (iii) there is a change in the physical environment.</p>
Next Steps	<ol style="list-style-type: none"> 1. Once a physical accessibility assessment, described above, is completed, update emergency response procedures as required. 2. Ensure any individualized workplace emergency response plans are reviewed annually.
Timeline	<ol style="list-style-type: none"> 1. June 2029

	2. Annually
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3.3 Information and Communication Technologies, and Design and Delivery of Programs and Services

Where we want to be

As a telecommunications company, our products and services are intrinsically bound up with information and communication technologies (ICT). TekSavvy's goal is to provide barrier-free access to its ICT, and to ensure the design and delivery of its services takes accessibility into account. TekSavvy is committed to ensuring its clients are satisfied with the design and delivery of our services.

Progress since 2023

Since 2023, TekSavvy has incorporated an accessibility lens into the design of our services and advertising in different ways. This includes developing a social media accessibility policy, creating visual aids and videos for customers to support remote installations, and creating agent refresher training for accessibility-related troubleshooting and customer communication. We also continue to assess our website's compliance with web-content accessibility guidelines (WCAG 2.0).

How we will get there: 2026–2029

Identified Barrier	Our website and digital self-service tools may not be fully accessible to users with various disabilities, including those using screen readers, voice navigation, or keyboard-only navigation.
Policies and Actions	TekSavvy uses an automated WCAG compliance tool to assess our website on an ongoing basis. We review both new and existing content against this tool and address identified non-conformances. We also act on accessibility-related feedback from customers.
Next Steps	<ol style="list-style-type: none"> 1. Conduct accessibility training for all staff involved in developing, maintaining and/or purchasing digital technologies, based on the forthcoming digital accessibility training. 2. Conduct a comprehensive review of employee-facing websites and apps against the CAN/ASC–EN 301 549 ICT Standard to identify conformance gaps.

	<ol style="list-style-type: none"> 3. Implement changes as needed to bring these public facing web properties into compliance with the CAN/ASC-EN 301 549 ICT Standard. 4. Conduct a comprehensive review of our public-facing websites and apps, including teksavvy.com and the MySavvy customer portal, against the CAN/ASC-EN 301 549 ICT Standard to identify conformance gaps and develop a plan to bring these into compliance.
Timeline	<ol style="list-style-type: none"> 1. December 2027 with refresher training annually 2. December 2027 3. By December 5, 2028 4. December 5, 2029

Identified Barrier	Social media communications and advertising content may not be accessible to users with visual, auditory, or cognitive disabilities.
Policies and Actions	Our advertising review checklist now includes accessibility requirements. Our social media policy establishes best practices for employees posting to TekSavvy's channels, including alt text for images, captions for videos, and use of plain language.
Next Steps	<ol style="list-style-type: none"> 1. Update our social media accessibility policy to better incorporate recent advances to platform-specific accessibility options. 2. Deliver refresher training to all employees who create or post social media or advertising content 3. Track and assess any accessibility feedback received about social media content.
Timeline	<ol style="list-style-type: none"> 1. December 2026 2. June 2027 3. Ongoing

Identified Barrier	Customers may face barriers when receiving remote technical support, including difficulty reading hardware indicators, navigating online portals, or performing physical actions required for troubleshooting. Customers may also face barriers in
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	communicating with TekSavvy's sales and support agents due to visual, auditory, cognitive, or technological access challenges.
Policies and Actions	Agents work with customers on a case-by-case basis to identify and accommodate accessibility needs during troubleshooting. We have established quick-reference checklists for agents and a specialized team to handle escalations. Customers may authorize a delegate to assist with their account and troubleshooting.
Next Steps	<ol style="list-style-type: none"> 1. Expand our troubleshooting quick-reference checklists to cover additional barrier types identified through customer feedback. 2. Ongoing refresher training for all agents, with at least one accessibility-focused module per year. 3. Review and update specialized team training annually.
Timeline	<ol style="list-style-type: none"> 1. June 2027 2. December 2027 3. Annually

Identified Barrier	TekSavvy's customers may face barriers in accessing information in the event of unforeseen outages or other urgent customer communications.
Policies and Actions	When TekSavvy advises customers of outages, its policy is to ensure the customer's preferred means of communication is taken into account.
Next Steps	<ol style="list-style-type: none"> 1. Develop a more formal policy to address accessibility considerations during outage and urgent customer communications.
Timeline	<ol style="list-style-type: none"> 1. June 2027

Identified Barrier	TekSavvy's customer-facing policies may be difficult to understand for customers with cognitive, learning, or communication disabilities, or those with limited literacy.
Policies and Actions	Alternative formats of our policies are available upon request and select formats are available for direct download on our website. When updating policies, we aim for plain language.
Next Steps	<ol style="list-style-type: none"> 1. Conduct a plain language review of remaining policies. 2. Expand alternative-format options available for download on our website to include audio and EPUB formats (for use with electronic readers).
Timeline	<ol style="list-style-type: none"> 1. June 2027 2. December 2027

3.4 Procurement of Goods, Services and Facilities

Where we want to be

TekSavvy’s goal is to ensure its employees involved in procurement consider accessibility from the start of a procurement process, such that all new goods, services and facilities TekSavvy procured will be accessible by default. TekSavvy is committed to incorporating accessibility awareness into its procurement practices so that they are accessible to all vendors.

Progress since 2023

TekSavvy updated its procurement policies to prompt consideration of accessibility requirements, including developing an accessibility policy for procurement that identifies potential barriers and establishes how accessibility should be assessed at procurement stages.

How we will get there: 2026–2029

Identified Barrier	The accessibility considerations of a product or service may not be identified at the outset of the procurement process. Employees may not be aware of the new CAN/ASC–EN 301 549 ICT standard when procuring goods and services related to digital technologies in particular.
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Policies and Actions	Our procurement accessibility policy provides guidance on identifying and addressing accessibility considerations.
Next Steps	<ol style="list-style-type: none"> 1. Update our procurement accessibility policy and contract review template to ensure any procurement of goods and services related to digital technologies include a consideration of CAN/ASC-EN 301 549 ICT standard conformation. 2. Monitor and review our procurement policies against the forthcoming federal procurement standard, once published.
Timeline	<ol style="list-style-type: none"> 1. December 2027 2. Once the final procurement standard is published

3.5 Transportation

There are no relevant transportation considerations for TekSavvy’s current operations and business.

4. Accessible Canada Act and the Telecommunications Act

As a federally regulated telecommunications provider, we are subject to the Accessible Canada Act (the “ACA”) and its regulations: the Accessible Canada Regulations and the Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations. At a high-level, the ACA and these regulations require us to:

- Prepare and publish this Accessibility Plan designed to identify barriers in different areas of our business, as well as outline our policies, plans and practices to remove these barriers.
- Publish an updated version of our Accessibility Plan every three years.
- Prepare annual progress reports in years we do not publish an Accessibility Plan.
- Link to the accessibility section of our website directly on our home page.
- Accept feedback related to this plan or accessibility and describe our process for accepting feedback. Our process for providing feedback is discussed in section 2.1 above.
- Ensure our materials described above, such as this Accessibility Plan, progress reports and our feedback process description, are published in a manner that conforms to most recent WCAG guidelines.

Recent amendments to the Accessible Canada Regulations also apply to TekSavvy relating to our digital technologies. Our plans in relation to these are discussed in

section [3.3](#) above, and our obligations in relation to those are also summarized in section [4.6](#) below.

TekSavvy is also subject to some requirements relating to accessibility as part of decisions made by the Canadian Radio-television and Telecommunications Commission (CRTC) under to the *Telecommunications Act*. We have summarized the requirements relevant to TekSavvy in this section. We note that as a smaller provider of telecommunications services, TekSavvy is not subject to all CRTC decisions relating to accessibility, and therefore only those that apply to TekSavvy are listed below.

4.1 Paper-Billing

As part of Telecom and Broadcasting Decision CRTC 2022-28, TekSavvy is required to provide paper bills upon request to certain customers, including those who self-identify as having a disability and seniors. TekSavvy is also required to ensure there is adequate awareness of paper bill options, including by:

- making information on paper billing easily available on our FAQ website, account management systems, and through their customer service representatives;
- training customer service representatives on how to answer inquiries on paper bills; and
- informing new customers about our paper bill practices.

For the last ten years, TekSavvy's policy has been to make paper billing available upon request at no cost to all its customers. There is no need to self-identify as a senior or as having a disability.

Information regarding paper billing is set out in the Help section of our website, under ["Paper Billing."](#)

4.2 Teletypewriter (TTY) relay services (711) and Internet Protocol Relay Services

Teletypewriter relay services (TTY relay or 711) are text-to-voice and voice-to-text relay services. In a TTY relay service call, the relay operator communicates with the person who has a hearing or speech disability via TTY (typewritten messages), and with the person without a hearing or speech disability via voice.

IP relay services are text-to-voice and voice-to-text relay services, but run over internet protocol. In an IP relay service call, the relay operator communicates with the person who has a hearing or speech disability via text and the person without a hearing or speech disability via voice. The person with a disability uses a device connected to the Internet (such as a computer, laptop or wireless device) or a text messaging application to reach the relay operator. The person without a disability dials a toll-free number to reach the relay operator.

As part of Telecom Regulatory Policy 2017-11, TekSavvy's phone service, TekTalk, is required to provide TTY and IP Relay services for 24 hours a day, 7 days a week. Service providers like TekSavvy are required to promote information on all our disability specific services and products, and to incorporate an easy-to-find home page link into the special needs/disability sections of their websites, if our websites include such sections.

Information about these services is available in the "TekTalk Accessibility FAQs" section of our phone services page, available at: www.teksavvy.com/services/phone.

4.3. Making Information About our Telecom Services Accessible

As part of Telecom Regulatory Policy 2017-11, service providers like TekSavvy are required to make information about all our telecommunications services and products on our websites accessible to the point of providing reasonable accommodation for persons with disabilities.

Our efforts to make the information on our website more accessible, and our future plans for improving the accessibility of our website, are described in Section 3.3 of our Accessibility Plan.

4.4. Alternative Channels of Customer Service

As part of Telecom Regulatory Policy 2017-11, where customer service functions on our websites are not accessible, persons with disabilities must not incur a charge or otherwise be disadvantaged if they use an alternate channel of customer service to access those functions. We are also required to ensure the accessibility of any customer service functions that are available solely over the service providers' websites.

TekSavvy does not charge any fees for using alternative channels of customer service outside of our website. We look forward to serving customers by phone, email or through our social media account. Our efforts to continue to make all aspects of our website more accessible are described under Section 3.3 of our Accessibility Plan.

4.5. Call Centre Accessibility

As part of Telecom Regulatory Policy 2017-11, service providers like TekSavvy are required to make their general call centres accessible to the point of providing a reasonable accommodation to persons with disabilities. This includes by (a) training customer service representatives in handling enquiries from persons with disabilities, (b) familiarizing them with the service providers' products and services for persons with disabilities, and (c) making Interactive Voice Response systems accessible. A service provider with a disability call centre can meet this requirement by developing and implementing protocols for the appropriate transfer of calls to the call centre.

Our efforts to continue to reduce barriers to accessing our call centre are described in Section 3.3 of our Accessibility Plan.

4.6 Self-service Mechanisms

As part of Telecom Regulatory Policy 2026-78, TekSavvy will be required to make a self-service mechanism available to its customers allowing them to modify and cancel their services without interacting with a live customer service agent, such as through an app, website or by email. This mechanism must be made available to customers by 26 April 2027. While not specifically an accessibility requirement, TekSavvy considers this requirement, if implemented in an accessible way, will also reduce barriers to customers.

4.7 Digital Technologies Accessibility Regulations — Upcoming Compliance Steps

In December 2025, the federal government published amendments to the Accessible Canada Regulations which create new mandatory obligations for federally regulated businesses. TekSavvy is considered a medium-sized federally regulated telecommunications provider, and therefore has the following obligations under the regulations:

- By December 5, 2027, provide training on digital technology accessibility to employees involved in developing, maintaining, and/or purchasing of digital technologies, and refresh this training at least every three years.
- Starting on December 5, 2028, all employee-facing web pages that are newly published or updated must conform with clauses 4-7 and 9 of the CAN/ASC-EN 301 549 ICT Standard.
- Retain records of our compliance with the above requirements for at least 4 years.

5. Consultations

TekSavvy's 2023-2026 Accessibility Plan was prepared by first discussing common barriers to accessibility with representatives from groups across TekSavvy, including employees involved in human resources, health and safety, customer service (including customer complaints and escalations), website design and specific products and services. In preparing the plan, employees considered their knowledge of existing barriers and challenges to overcoming those barriers, as well as where current policies and practices may fall short. Members of the organization were invited to consult on the initial plan. In order to receive meaningful feedback on its first place, TekSavvy retained Excellence Canada to conduct a review and internal consultation of TekSavvy's first accessibility plan. Excellence Canada organized employee focus groups to anonymously collect feedback about accessibility issues and invite persons with an interest in accessibility to be able to share their experience confidentially.

The 2026–2029 Accessibility Plan built on this initial consultative process, but updated TekSavvy's plans to reflect its previous work, implement feedback from the public and

employees who had made use of TekSavvy's feedback process, and identify relevant regulatory changes and new accessibility standards.

TekSavvy does not currently have a formal network of stakeholders in the accessibility space and has received limited feedback from the public to date through its accessibility feedback process. As a result, to identify other possible areas for improvement and consult on its 2026-2029 plan, TekSavvy opted to run an internal process with its employees. TekSavvy provided a draft version of this plan to all of its employees to solicit feedback anonymously. This allowed employees, including those with disabilities, to offer feedback; employees were not required to identify themselves or inform their employer of whether they have disabilities.

The comments received were useful in identifying additional barriers that people with disabilities may face and recommendations for next steps to address those barriers. These additions included plans to develop a formal outage policy that addresses accessibility and areas where our social media accessibility policy could be updated. Comments and recommendations received in this process were integrated in the final report. Some employees who provided feedback were also identified as individuals whose input would be helpful to involve as TekSavvy takes the internal steps in this Plan.

6. Alignment with the Principles of the Accessible Canada Act

The *Accessible Canada Act* sets out seven key principles. The Act should be carried out in recognition of, and in accordance with, these principles. TekSavvy has taken account these principles in preparing its Accessibility Plan:

- a. all persons must be treated with dignity regardless of their disabilities;
- b. all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- c. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- d. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- e. laws, 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 faced by persons;
- f. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- g. 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.

TekSavvy reviewed these principles prior to engaging in its review of barriers described above and kept these goals at the forefront in assessing what its goals should be in each element of its business described above. TekSavvy reviewed each of its “next steps” action plans against these principles and adjusted our next steps where they did not fully reflect these principles.

In consulting internally on its draft of this Accessibility Plan, TekSavvy ensured these specific principles were brought to employees’ attention in order to ensure their feedback could be the most meaningful.