



Accessibility plan

Table des matières

1. General information	3
2. Definition of terms used.....	3
3. Contact details, processes and feedback.....	4
4. Orizon Mobile accessibility policy.....	4
5. Article 5.....	5
5.1 Employment	5
5.2 Built environment	6
5.3 Information and communication technologies (ICT) .	7
5.4 Communication	8
5.5 Acquisition of goods, services and facilities	10
5.6 Design and delivery of programs and services	11
5.7 Transportation	13
6. Consultation	14
7. Conclusion	14

1. General information

According to *the Office des personnes handicapées du Québec*, 16.1% of living Quebecers aged 15 and over have a disability. This represents approximately 1,053,350 people. Orizon Mobile is committed to ensuring accessibility for all. In other words, it's the guarantee that every individual, whatever their age, physical condition, abilities or limitations, can fully work or come and discover our range of services and products in our boutiques or branches. It's a principle based on equal rights and opportunities for all.

Orizon Mobile sees the importance of identifying potential barriers to ensure accessibility for employees and customers. To get a current picture of our practices, a survey is sent to all new employees. This consultation gives us a true picture of accessibility needs.

2. Definitions of terms used

You'll see some of these terms as you read through our accessibility plan.

Disability: Any deficiency or difference in physical, mental, intellectual, cognitive, learning or communication ability. Disabilities can be permanent, temporary or evolve over time.

Obstacle: Anything that can hinder the full and equal participation of people with disabilities. Barriers may be architectural, technological, attitudinal, information- or communications-based, or may be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in such a way as to enable everyone, including people with disabilities, to access them.

Stigmatization: Stigmatization is the process of negatively marking or labeling an individual or group because of particular characteristics that set them apart socially, culturally or physically. This stigmatization can stem from prejudice, stereotypes or erroneous beliefs, and can lead to discrimination, social isolation and unfair treatment of the stigmatized person or group. In other words, stigmatization involves judging or condemning someone because of certain characteristics, such as race, religion, social status, sexual orientation, or mental or physical health problems. It can have profound and negative consequences on the lives and well-being of those stigmatized. Combating stigmatization is a major challenge in many fields, including mental health, in order to promote a more inclusive and equitable society.

3. Contact details and feedback process

Orizon Mobile welcomes comments on accessibility and this plan from its staff, member locations and members of the public. We are committed to reviewing comments in good faith and to taking action to eliminate identified barriers.

Comments regarding accessibility at IDRC or this plan may be forwarded to : Julie Arguin, Human Resources Manager :

E-mail address: rh@orizonmobile.com

Mailing address: 6655 boul. Pierre-Bertrand, local 140, Québec, G2K 1M1

4. Orizon Mobile accessibility policy

Orizon Mobile makes a point of offering accessibility to all its employees and customers.

The basic principles and our vision of accessibility :

For us, accessibility means ensuring that everyone, whatever their age, physical condition, abilities or limitations, can work to their full potential or come and discover our range of services and products in our stores or branches. It's a principle based on equal rights and opportunities for all. We believe in human dignity, equal opportunity and solidarity. That's why we are committed to taking concrete steps to advance accessibility.

In short, this policy is based on the principles and rights of every person;

- ❖ to be treated with dignity,
- ❖ equal opportunities for personal development,
- ❖ barrier-free access,
- ❖ to have the concrete possibility of making decisions for themselves,
- ❖ the fact that laws, policies, programs, services and structures must take people's disabilities into account,
- ❖ be consulted on the need for disabled people to participate in the development of new accessibility procedures,

Our commitment to accessibility :

Is a reflection of our values as a company. It's about making our public spaces, buildings, transport, services and technologies accessible to all, without exception.

Access: Our branches are barrier-free and accessible to all. We review facilities and access on a regular basis to ensure continuous improvement and inclusion for all.

Digital accessibility: We also promote digital accessibility. In the age of technology, access to online information has become essential. We

ensure that our websites, applications and online services are designed to be usable by everyone.

Training: Our employees and managers will be trained in inclusion and accessibility for all. In conclusion, accessibility is not just a question of legal compliance, it's a question of social justice. By working together to make our society more accessible, we strengthen our community, and make ourselves stronger.

Hiring: Our hiring policy is based on fairness, impartiality, openness, transparency and accommodation.

5. Article 5

5.1 Jobs

Accessibility to employment is crucial to ensuring equal opportunities in the job market. However, many barriers can arise, creating disparities and hindering the full participation of some people. Here are some of the common accessibility-related barriers to employment

Obstacles

Discrimination and stigmatization: prejudice and stereotyping against people with disabilities can lead to discrimination in hiring. Employers may hesitate to hire a disabled person because of concerns about productivity or ability to perform specific tasks.

Lack of awareness and education: Lack of awareness in the workplace can lead to misunderstandings and miscommunication. It is essential to make employees and employers aware of the diversity of accessibility needs.

Measures

Timetables	Action to be taken	Manager
Completed 2019	Anti-discrimination and anti-stigmatization policies: Establish and communicate clear policies that prohibit discrimination and stigmatization in all their forms. These policies should include procedures for reporting incidents, investigating complaints and take disciplinary action if necessary.	HR Manager

By 2024	Training and awareness: Offer regular training to all employees to raise awareness of discrimination, stigmatization and inclusion issues. Awareness-raising sessions can help employees better understand the experiences of colleagues and challenge their own prejudices.	HR Manager
Completed 2019	Fair recruitment and selection: Ensure that recruitment and selection processes are fair and non-discriminatory. This may include the use of objective criteria to evaluate candidates, the diversification of recruitment sources.	RH
Completed 2018 and to be repeated periodically	Review internal policies: Regularly review the company's internal policies to ensure that they do not inadvertently promote discrimination or stigmatization. This includes the evaluation of promotion, remuneration and recruitment policies. advancement.	HR Manager
Completed 2022	Inclusive leadership: Leaders and managers must act as role models for inclusion, demonstrating respectful behavior and putting their own values into practice. implement the company's inclusion policies in an exemplary way.	Management Manager

Determining and monitoring expected results

By taking these steps, Orizon Mobile will help to create a working environment where discrimination and stigmatization are minimized, thus promoting diversity, equity and productivity within the company.

To ensure that these elements are respected and implemented, Orizon Mobile will survey people with limitations to hear their views and experiences.

5.2 The built environment

The built environment refers to all the spaces, infrastructures and physical structures that make up our daily environment, including buildings, streets, parks, public transport, sports facilities, shopping centers, etc. The aim of accessibility in the built environment is to ensure that these spaces and structures can be used safely and equitably by all people, whatever their age, ability or physical limitations. The aim of accessibility in the built environment is to ensure that these spaces and structures can be used safely and equitably by all people, whatever their age, ability or physical limitations. As far as Orizon Mobile is concerned, we have a duty to ensure that our employees and customers have a safe and accessible working environment.

It's easy to come to our premises and perform everyday tasks.

Obstacles

Physical barriers in the working environment: Buildings, offices and workplaces that are not designed to be accessible to people with reduced mobility, in wheelchairs or with other physical limitations, create a major obstacle.

Timetables	Action to be taken	Manager
2024	Analysis and inspections of Orizon Mobile branches and premises: During branch inspections, the committee will also inspect the premises in terms of accessibility in order to guide the measures to be taken. if this is the case.	HR Manager CSST Committee
2024	Reasonable accommodation: Providing reasonable accommodation for employees with specific accessibility needs, whether they are whether in terms of work location, flexible working hours, adapted work tools, or other adjustments.	Manager

Determining and monitoring expected results :

By removing barriers to accessibility in the built environment of our premises, we are helping to create a more inclusive company where everyone can participate fully in community life, whatever their abilities or limitations. We can ensure this by confirming with people with limitations.

5.3 Information and communication technologies (ICT);

Information and communication technology (ICT) plays an essential role in improving accessibility for people with disabilities. Accessible ICT encompasses all digital technologies, software, hardware, applications and services designed to be usable by a wide range of people, including those with disabilities. Here are some important aspects of ICT accessibility and the steps employers can take to remove barriers:

Obstacles :

Websites and applications that are not designed to be usable by people with various disabilities can be an obstacle.

Accessibility of digital documents: Digital documents, such as PDF files, presentations and Word documents, must be accessible so that they do not represent an obstacle.

Measurements :

Timetables	Action to be taken	Manager
2024	Analyze and verify all documents and software used in our practices.	HR Manager CSST Committee
2024	Regularly test the accessibility of our websites with disabled users.	Manager and ICT Director ^a

Determining and monitoring expected results :

By removing barriers to ICT accessibility, employers enable all members of their workforce to work more effectively and participate fully in working life. This also fosters an inclusive corporate culture that values diversity and the unique talents of each individual.

5.4 Communication, other than ICT;

Accessible communication encompasses the creation and dissemination of information, messages and content in such a way that they are understandable, usable and accessible to a diverse audience, including people with disabilities. The aim is to ensure that all people, whatever their abilities or limitations, can access information and participate fully in communication.

Obstacles :

1. **Visual impairments:** Blind or partially-sighted people may have difficulty accessing non-descript visual information.
 2. **Hearing impairments:** People who are deaf or hard of hearing may have difficulty accessing audio information that is not subtitled or interpreted in sign language.
 3. **Cognitive impairments:** complex or confusing information can be difficult to understand for people with cognitive impairments.
 4. **Assistive technologies:** Incompatibility with assistive technologies such as screen readers can hamper access to information.
 5. **Verbal communication:** Some people may have difficulty understanding or producing verbal communication.
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Measurements :

Timetables	Action to be taken	Manager
From 2024	Diversification of communication formats: Provide information in multiple formats, including written text, audio, video and images, to meet individual preferences and accessibility needs.	Marketing Department
Completed 2020	Clear, simple language: Use clear, simple language in written documents to facilitate understanding, avoiding complex technical terms where not necessary.	Marketing Department
2024-2026	Accessible communication platforms: Use online communication tools and collaboration platforms that are compatible with assistive technologies and that offer accessibility features.	Marketing Department
2024-2026	Stakeholder consultation: Work with disabled employees to understand their specific communication needs and adapt practices accordingly.	HR Department
2024-2026	Continuous review and improvement: Regularly evaluate the company's communication practices to identify potential obstacles and implement accessibility solutions	HR Department

Determining and monitoring expected results :

5.5 Acquisition of goods, services and facilities;

Acquiring goods, services and facilities in terms of accessibility refers to the process of purchasing, leasing or installing products, services or infrastructures so that they are accessible to all, including people with disabilities. This includes the purchase of office supplies, IT equipment, furniture, transportation services, construction contracts, etc. The aim is to ensure that everything acquired by the company can be used by a diverse public, without creating barriers for people with special needs.

Obstacles :

1. **Lack of awareness:** Purchasing staff may not be aware of accessibility considerations.
2. **Lack of accessible resources:** Suppliers may not offer accessible products or services, limiting the options available.
3. **Non-inclusive procurement process:** Purchasing procedures may not take accessibility needs into account.
4. **High costs:** Accessibility can be associated with higher costs, which may discourage some employers.

Measurements :

Timetables	Action to be taken	Manager
2024	Training and awareness: Train staff involved in the acquisition process in the importance of and accessibility requirements.	HR Department
2024 à 2026	Inclusive purchasing policies: Establish purchasing policies that incorporate accessibility criteria for all goods, services and installations.	Purchasing Department
2024 à 2026	Supplier evaluation: Evaluate suppliers based on their commitment to accessibility and the availability of products and services.	Purchasing Department
2024	Stakeholder consultation: Working with disabled employees to understand their needs	HR Department
	their specific procurement needs and adapt purchasing accordingly.	

2024 à 2026	Search for affordable solutions: Find affordable solutions for accessibility, such as buying second-hand equipment or finding suppliers. offering affordable and accessible products.	Purchasing Department
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Determining and monitoring expected results :

By regularly monitoring compliance with accessibility policies in the procurement process and making adjustments where necessary. By integrating accessibility into the procurement process, employers can not only meet legal accessibility obligations, but also foster an inclusive corporate culture where the needs of all employees are taken into account, contributing to diversity and equity within the organization.

5.6 Design and delivery of programs and services;

Accessible design and delivery of programs and services refers to the way in which an organization plans, develops and delivers programs, services, training, and other benefits so that they are accessible and usable by a wide range of people, including those with specific disability-related needs. This often involves businesses, educational institutions, government agencies, non-profit organizations, and other entities that offer services to the public or their employees.

Obstacles :

1. **Lack of awareness:** Program and service designers may not be aware of accessibility needs or best practices.
2. **Inappropriate design:** Programs, services or training courses may be designed without taking into account the diverse needs of participants, thus excluding certain groups.
3. **Non-compatible technologies:** The online platforms or technological tools used to deliver services may not be compatible with assistive technologies.
4. **Lack of training:** Staff responsible for service delivery may not have received training in accessibility and may not be in a position to provide the services required.

to meet the specific needs of customers or participants with disabilities.

Measurements :

Timetables	Action to be taken	Manager
2024	Awareness and training: Make staff aware of the importance of accessibility and provide regular training on accessibility practices, including reasonable adjustments.	HR Department
2024	Stakeholder consultation: Collaborate with customers or participants with disabilities to understand their specific needs and adapt the program or service design accordingly.	Operations Department
2024	Testing with disabled users: Carrying out usability tests with people with disabilities to identify and solve accessibility problems.	HR Department
Completed	Accessibility policies: Establish internal policies requiring all programs and services to be accessible, and accessibility measures to be implemented. be integrated right from the design stage.	HR Department
In progress	Ongoing review: Regularly assess compliance with accessibility standards and make adjustments where necessary.	Management
From now on	Transparent communication: Communicate openly with customers, participants and employees with disabilities to understand their needs and concerns and to explain the measures taken to improve accessibility.	All employees

Determining and monitoring expected results :

Accessibility in the design and delivery of programs and services is essential to ensure that all individuals have the opportunity to participate fully and access the resources and opportunities offered by an organization. It promotes inclusion, diversity and equity, and contributes to the creation of an environment where everyone is valued and respected.

5.7 transport.

Accessible transport is about enabling all people, including those with disabilities, to move around independently, safely and conveniently in different modes of transport, such as public transport, personal vehicles, stations, airports, etc. The aim of accessible transport is to eliminate the obstacles that can hinder mobility, and to ensure that everyone can get around in an equitable manner.

Here are some common barriers to accessible transportation, and steps Orizon Mobile can take to overcome them:

Obstacles :

1. **Inaccessible vehicles:** Some vehicles, such as trucks or service vehicles, may not be designed to accommodate a disabled employee.
2. **Paratransit access:** Paratransit may not have access to branch entrances.
3. **Lack of training:** Transport personnel may not be trained to provide appropriate assistance to people with disabilities.

Measurements :

Timetables	Action to be taken	Manager
From now on	Visit people with limitations who use our vehicles and make a personalized assessment of their needs	Operations Department
2024 à 2028	Ensure that all branches have front access for adapted vehicles.	Operations Department
2024	Staff training	HR Operations Department

Determining and monitoring expected results :

Make access to our workplaces barrier-free for employees and customers.

6. Consultations

In the context of accessibility, Orizon Mobile will make a point of consulting and actively soliciting the opinions, comments and advice of groups and companies supporting people with accessibility limitations.

The aim of this consultation is to take into account the needs, concerns and perspectives of people with accessibility limitations, in order to improve the accessibility of products, services, workplaces or environments.

Accessibility consultation can take many forms, such as meetings, surveys, individual interviews, focus groups, online forums, accessibility audits and other methods. People with accessibility limitations are invited to share their experiences, challenges and specific needs, enabling the organization to better understand how to improve accessibility.

1. Office des personnes handicapées du Québec (OPHQ):
<http://www.ophq.gouv.qc.ca/>
2. Québec en toute lettres
3. Association québécoise des personnes aphasiques (AQPA) :

7. Conclusion

Orizon Mobile considers the inclusion of people with disabilities to be a fundamental priority in all aspects of its operations. Over the next three years, we will be implementing an accessibility plan aimed at making significant and positive changes for staff members and all stakeholders affected by various types of disability. We recognize that improving accessibility is a continuous and evolving process, and we are committed to working closely with people with disabilities to implement changes to improve the experience of all stakeholders and employees.