2026 Accessibility Progress Report

ECOTEL INC. (operating as AMBRA TELECOM)

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1. Introduction

This progress report is published by Ecotel Inc. (operating as Ambra Telecom) in accordance with the *Accessible Canada Act* (the "Act") and the *Canadian Radio-television and Telecommunications Commission's Accessibility Reporting Regulations* (the "Regulations").

It follows Ecotel Inc.'s Accessibility Plan and Feedback Process, published in 2023 and covering the period from 2023 to 2026, which describes the measures implemented by the company to identify, remove, and prevent barriers to accessibility in the seven (7) key workplace sectors.

In accordance with the requirements of the Regulations, this progress report sets out:

1. the policies, programs, practices and services of Ecotel Inc. relating to the identification and removal of barriers, as well as the prevention of new barriers (Section 2);
2. the manner in which persons living with disabilities were consulted in the preparation of the Plan (Section 3);
3. the feedback received through the feedback process and the extent to which that feedback was taken into consideration (Section 4).

2. Policies, Programs, Practices and Services – Identification, Removal and Prevention of Barriers

Since the publication of its Accessibility Plan in 2023, Ecotel Inc. has implemented, and/or continues to implement, the following measures in each of the seven areas covered by the Act.

2.1 Employment

Ecotel Inc. recognizes that accessible employment practices benefit both the company and its employees. The following measures are in place or are being implemented:

- Providing information, upon request, in an accessible format tailored to the specific needs of employees with disabilities who request it;
- Reviewing recruitment and hiring practices to identify and remove potential barriers;
- Developing a plan to assist people in our offices living with disabilities in case of an emergency;
- Establishing rules regarding accommodation measures applicable to all staff;
- Implement measures to ensure there are no barriers to applying for a job, including on the company's website;
- Raise awareness and train staff on accessibility and disability issues;
- Improving the accessibility of the company's social media;

- Using inclusive, respectful and easy-to-understand language in employment-related communications.

Progress made since 2023:

- Using inclusive, respectful and easy-to-understand language in employment-related communications;
- Training HR staff on accessibility and disability;
- Ensuring there are no barriers to applying for jobs, including on the company's website since the ATS was implemented in April 2024.

2.2 Built Environment

Ecotel Inc. has established evacuation plans and emergency procedures designed to protect members of the public as well as employees, and commits to periodically review these plans to ensure they remain compliant, including with respect to accessibility.

Progress made:

- The evacuation plan was updated in 2023.

2.3 Information and Communication Technologies (ICT)

Ecotel Inc. is committed to promoting and continually improving the accessibility of its website, https://www.eco-tel.co/en/, to make it easier to use for everyone, with or without disabilities. The website has been designed with reference to the recommendations of the World Wide Web Consortium (W3C) and the Web Content Accessibility Guidelines (WCAG), Level AA.

2.4 Communications (Other than ICT)

To ensure the accessibility of its communications, Ecotel Inc.:

- Uses clear and easy-to-understand language in all its communications;
- Allows any person to request access to a document in an alternative format (refer to "Alternative Formats" section below);
- Provides its employees with access to the Microsoft Teams platform, which offers accessibility features such as real-time captions for meetings, call transcripts, and zoom and contrast tools;
- Will keep employees informed about these resources and provide them with personalized support as needed;
- Will conduct an employee survey to assess whether communications meet their accessibility needs;
- Will make its social media communications accessible to the extent permitted by each platform.

2.5 Procurement of Goods, Services and Facilities

Ecotel Inc. commits to:

- Listening and responding to the accessibility needs of its employees and suppliers;
- Informing its employees on how to request specific tools that promote accessibility (e.g., ergonomic desks, reading devices, additional screens, headsets);
- Complying with the accessibility guidelines and policies implemented by its clients regarding its services and facilities.

Progress made:

- Since May 2024, all employees have access to a budget for tools that promote accessibility.

2.6 Design and Delivery of Programs and Services

Ecotel Inc. commits to:

- Fully integrating accessibility into its corporate policies, decision-making processes and procedures;
- Review its decision-making processes and corporate policies to identify accessibility gaps and determine how to address them;
- Ensure that all documents and manuals produced by the company provide information on accessibility or are offered in accessible formats;
- Raise awareness among staff responsible for programs and services regarding the concept of disability and the company's objectives in this regard.

2.7 Transportation

Ecotel Inc. employees may be required to use certain work vehicles. The company commits to continually assess how to make transportation more accessible for employees with disabilities, while respecting manufacturer requirements and the employer's obligation to ensure employee health and safety.

3. Consultation of People with Disabilities for the Preparation of the Plan

As part of the preparation of its initial Accessibility Plan, Ecotel Inc., being a small company, consulted people with disabilities using the following approach:

- **Internal preliminary assessment:** an assessment was first conducted internally to evaluate the extent of existing barriers and the solutions already in place, prior to undertaking external consultation;
- **Consultation of local organizations:** the company consulted organizations in the region who are involved with people living with different types of disabilities in order to better understand the reality of the ones directly affected by the Plan;
- **Feedback and adjustments:** The proposed plan was shared with employees, followed by discussions (via email) to gather their feedback and adjust the plan as needed.

**No new formal consultation has been conducted since the initial Plan.*

4. Feedback Received and the Extent to Which It Was Taken into Consideration

As part of its feedback process, Ecotel Inc. invites its employees, customers, and the general public to submit comments or suggestions regarding the accessibility of its products and services, including through:

- the online form available at http://www.eco-tel.co/accessibilite-formulaire;
- email, at accessibilite@eco-tel.co;
- phone at 877-374-3997, ext. 1083.

Feedback may be submitted anonymously. All communications are received by Vanessa Catalano - Organizational Development Director, and a confirmation of receipt is sent to anyone who has provided their contact information.

**No formal feedback was received since the publication of the initial Plan.*

All personal information related to the communications we receive is handled in a manner that protects the privacy of respondents and is used solely for the purpose of monitoring and improving Ecotel Inc.'s accessibility initiatives.

5. Alternative Formats

In accordance with its obligations, Ecotel Inc. will provide, upon request, this progress report, as well as the description of its feedback process, in the following formats:

- Standard or large print, in paper format;
- Braille;
- Audio format;
- Electronic format (compatible with assistive technologies designed to assist people with disabilities).

Requests for alternate formats may be submitted by email to accessibilite@eco-tel.co or by phone at 877-374-3997, ext. 1083.

6. Next Steps

Ecotel Inc. commits to:

- Continue implementing the measures described in Section 2 across each of the seven areas covered;
- Continuing to collect and incorporate feedback from the public and employees on an ongoing basis;
- Prepare an update to its Accessibility Plan, expected at the end of the period covered by the initial Plan (2023-2026).

Report prepared in accordance with the Accessible Canada Act and the Canadian Radio-television and Telecommunications Commission's Accessibility Reporting Regulations.