

TELUS Multi-Year Accessibility Plan
Accessibility for Ontarians with Disabilities Act (AODA)
2014-2021



TELUS Multi-Year Accessibility Plan | AODA Contents

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Application

This 2014-21 accessibility plan applies to the TELUS operations within the TELUS group of companies to which AODA applies (“TELUS”). This includes:

- TELUS Retail Ltd. (TELUS, Koodo and Black’s) stores in Ontario,
- TELUS Health and Payment Solutions (Emergis Inc.) operations in Ontario, and
- TELUS Sourcing Solutions Inc. operations in Ontario.

Introduction and Statement of Commitment (“AODA”)

TELUS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”).

This 2014-21 accessibility plan outlines the policies and actions that TELUS will put in place to improve opportunities for people with disabilities.

In accordance with the requirements set out in AODA’s Integrated Accessibility Standards Regulations (the “IASRs”), TELUS will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on the appropriate corporate websites;
- Report, as required, on the appropriate corporate websites on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five (5) years.

Accessibility Plan for TELUS

Accessibility Standards for Customer Service

Commitment:

TELUS is committed to excellence in serving all customers, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible customer service experience.

TELUS is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

Action Taken:

The following measures have been implemented by TELUS:

- Ensuring all persons who, on behalf of TELUS, deal with the public are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Ensuring employees are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing TELUS' goods or services.
- Ensuring completion of accessibility training is tracked and recorded.
- Providing fully-accessible telephone service to customers, offering to communicate with customers by TTY if telephone communication is not suitable to their needs.
- Ensuring customers and other third parties who are accompanied by service animals or support persons in areas of TELUS open to the public are accommodated.
- Providing customers with prompt notification of any disruption to our services or facilities. Notices will be posted in accessible formats in public entrances where customers access TELUS' products and services with information regarding the reason for the disruption, its anticipated duration and a description of alternative facilities and services, if available. Depending on the nature of the disruption, TELUS will also use other accessible communication channels, such as messages on the appropriate corporate websites and recorded messages customers can listen to when they call TELUS' customer service number.
- Welcoming customer feedback to improve the accessibility of products and services through multiple communications channels.
- Information has been added to TELUS' websites to communicate its accessible customer service policies.

Emergency Procedure, Plans and Public Safety Information

Commitment:

TELUS is committed to providing its customers with publicly available emergency information in an accessible way upon request.

Action Taken:

The following measures have been implemented by TELUS:

- Emergency procedures, plans and public safety information that are prepared by TELUS and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- An Accessible Format Request Form was developed and is available online on the TELUS' internal website, for completion by TELUS employees upon receipt of a request from the public for such documentation in an accessible format. In addition, an internal referral process is in place for fulfilling the accessible format request.

Workplace Emergency Response Information

Commitment:

Where TELUS is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action Taken:

The following measures have been implemented by TELUS:

- Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required.
- Workplace Emergency Response Information forms have been prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities.
- Where required, TELUS provides assistance to specific disabled employees, with the disabled employees' prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance have been set out in individualized emergency plans for the employees.
- These individualized emergency plans have been communicated to the employees' respective managers and Safety personnel, on an 'as needed' basis.
- On an ongoing and regular basis, and as per the applicable terms of the IASRs, TELUS will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

Kiosks

Commitment:

TELUS is committed to ensuring that any self-service kiosks used by customers to access TELUS' services and products are accessible to people with disabilities so they can be used independently and securely.

Action Taken:

TELUS, where appropriate, has taken steps to ensure employees have regard to accessibility issues for people with disabilities when designing, procuring or acquiring self-service kiosks.

Training

Commitment:

TELUS will provide training to employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

Planned Action:

TELUS will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by **2015**:

- Establish an internal committee with the responsibility for developing appropriate training.
- Determine and ensure that appropriate training on the requirements of the IASRs and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to employees.
- Incorporate the training into the employee orientation process for new employees and take steps to ensure that the training is provided to existing employees as soon as practicable.
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.
- Ensure that training is provided, on an ongoing basis, as it relates to any policies that have been revised pursuant to AODA.

Information and Communication Standards

Commitment:

TELUS is committed to meeting the communication needs of people with disabilities. TELUS has and will continue to incorporate new accessibility requirements under the information and communication standards to ensure that its information and communication systems are accessible and are provided in accessible formats that meet the needs of people with disabilities.

1. Feedback, Accessible Formats and Communication Supports

Action Taken:

Customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.

Planned Action:

TELUS will take the following steps:

- to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**; and,
- to make sure all publicly available information is made accessible upon request by **January 1, 2016**:
- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.
- As a general principle where accessible formats and communication supports for persons with disabilities are requested:
 - Provide or arrange for the provision of such accessible formats and communication supports.
 - Consult with the person making the request to determine the suitability of the accessible format or communication support.
 - Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons.
 - Notify the public about the availability of accessible formats and communication supports.

2. Accessible Websites and Web Content

Action Taken:

TELUS has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- All new TELUS websites are assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A.
- Adoption of internal standards to ensure the public websites are more accessible (i.e., have moved

away from non-W3C formats (World Wide Web Compliant) to more flexible Internet rich media in the website implementations).

- AODA compliance will be included as one of the criteria in selecting technology vendors for new website development initiatives.

Planned Action:

TELUS will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Ensure development of its next generation digital platform for public websites, mobile applications, in-store media and information technology infrastructure meet AODA Information and Communication Standards and that partnering vendors have necessary expertise with such technology.
- Outline roles and responsibilities in web content and development policies regarding content compliance for new intranet sites.
- Foster collaboration between internal departments to ensure communications and other public documents and media are readily available in alternate accessible formats.
- Conduct accessibility reviews of all web sites prior to launch.
- Expand corporate awareness of requirements for compliance with Information and Communication Standards of AODA.

Employment

Commitment:

TELUS is committed to fair and accessible employment practices across all stages of the employment cycle. TELUS will take the necessary steps to meet the requirements of the IASRs by **January 1, 2016** relating to recruitment, individual accommodation plans and return to work process and performance management and career development.

Feedback

For more information on this accessibility plan, please contact:

For TELUS Retail Limited (TELUS, Koodo and Black's stores):

- Mail:

TELUS Retail Limited
Attention: Director, Customer Experience
25 York Street, 25th Floor
Toronto, Ontario M5J 2V5

For TELUS Health & Payment Solutions:

- Phone: 1-888-709-8759
- Email: HealthcareSolutions@telus.com
- Feedback form

For TELUS Sourcing Solutions:

- Phone: 1-855-699-0573
- Email: feedback@telussourcingsolutions.com
- Mail:

TELUS Sourcing Solutions – Head Office
9F, 411 - 1st Street
SE Calgary, Alberta T2G 4Y5