CISCO ACCESSIBILITY PLAN

This Accessibility Plan (the "**Plan**") outlines the policies, practices, and actions that Cisco Systems Canada Co. and Broadsoft Inc. (collectively, "**Cisco**") has or will implement in its operations to improve accessibility within Cisco. The Plan also incorporates and references Cisco's existing accessibility policies and practices, where applicable.

1. General

Cisco is committed to treating all people, including individuals with disabilities, in a manner that respects their dignity and independence. We believe in integration and equal opportunity. To this end, we are committed to meeting the needs of individuals with disabilities in a timely manner and working to remove barriers to accessibility in Cisco's operations. Cisco is also committed to ensuring compliance with the accessibility requirements contained in the *Accessible Canada Act* and its regulations (collectively the "**Act**"). This Plan outlines the steps Cisco is taking to meet those requirements and to improve opportunities for people with disabilities.

All feedback regarding the Plan or any barriers that may be identified should be directed to the Cisco's Director of Accessibility by emailing accessibility@cisco.com, by calling 877-571-1700 or by our feedback form found in our [Feedback Policy](#). Individuals may submit feedback anonymously.

Cisco will take such steps as are necessary in the circumstances to rectify any issues or concerns raised in a manner consistent with the Plan. Cisco will advise the individual providing the feedback of the results of the feedback review process as appropriate in the circumstances.

The Plan and a description of Cisco's feedback process is available upon request, using the contact information above. Both the Plan and the feedback process description are available in other accessible formats. Requests will be answered as soon as is feasible, but no later than the deadlines set forth in the Act.

Cisco's vision is to improve the way all people work, live, play, and learn. Cisco identifies global accessibility and usability requirements and establishes strategies and processes to integrate accessibility throughout Cisco's operations. Cisco prioritizes making its products, services, websites, and documentation accessible and usable by people with disabilities, either by design or through compatible use with assistive technology.

The following key objectives for company business processes and activities help ensure Cisco products and services benefit the disabled community:

- Increase awareness of accessibility within Cisco.
- Provide applicable employees with the training needed to design, produce, market, and deliver accessible products, websites, and documentation.
- Develop and apply policies and guidelines to evaluate accessibility, usability, and compatibility with applicable equipment, services, websites, and documentation.
- Evaluate accessibility and usability in product design, development, and fabrication

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processes.
- Support and contribute to industry standards and guidelines for accessibility.

2. Glossary

Accessible formats: Refers to print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

Barrier: As defined under the Act, a "barrier" means anything the hinders the full and equal participation in society of persons with an impairment, including those with a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation, and includes:
- a physical barrier
- an architectural barrier
- an information or communications barrier
- an attitudinal behavioral barrier
- a technological barrier

Disability: As defined under the Act, "Disability" refers to 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.

WCAG: As defined under the Act, "WCAG" refers to the most recent version that is available in both English and French of the *Web Content Accessibility Guidelines*, published by the World Wide Web Consortium.

3. Principles

This accessibility plan was prepared while taking into account the following principles:

- all persons must be treated with dignity regardless of their disabilities;
- 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;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- 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;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- 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.

4. Areas Described under Section 5 of the Act

Cisco, in consultation with a leading third-party accessibility advisor Deque Systems, has identified barriers under each of the Section 5 headings of the Act and have outlined the strategies and mechanisms by which Cisco plans to remove and prevent them below.

Employment

Cisco is committed to accessible employment practices and to removing any barriers that prevent or hinder the career development of employees with disabilities at Cisco.

Cisco will include a statement of accommodation in all job postings, articulating its commitment to ensuring accessibility and full participation and providing contact information to request accommodation in the recruitment process. Cisco will ensure that employees are informed of all accessibility policies at the time of job offer and any updates to these policies throughout the duration of their employment. This information will be provided in our offer packages, onboarding program, Employee Handbook and employee resource pages.

Cisco will take steps to: notify the public and staff that Cisco accommodates people with disabilities during the recruitment and selection process as well as during the course of employment; provide employees with employment-related information in accessible formats and with communication supports if and as needed; develop individual accommodation and return-to-work policies and plans; and ensure the accessibility needs of employees with disabilities are taken into account in Cisco's performance management, career development and redeployment processes.

Current Actions

- Accommodations available and provided throughout recruiting, hiring, onboarding, and employment.
- Continued efforts to ensure forums for employee communications are accessible (email, virtual collaboration, events, etc.).

Barrier 1

While employee accommodation paths are available, some employees have difficulty finding these resources.

Planned Action Items

- Review where the existing accommodation process is provided and find more outlets where this process can be posted to have multiple means of finding/accessing it (main intranet page, centralized accessibility page for Cisco, etc.).
- Complete disability/accessibility awareness campaigns to bring more visibility and knowledge of different types of disabilities with direct links for accommodations, support, or assistance.

Barrier 2

Employees with disabilities experience lower feelings of inclusivity.

Planned Action Item

- Partner with employee resource groups to understand feedback from employees with disabilities and work together to find ways to increase inclusion, awareness, and acceptance at Cisco.

The Built Environment

Cisco's offices are accessible, in line with its commitment to providing workplaces that meet or exceed current codes for accessibility. We offer periodic ergonomic consults for all employees as well as special accommodations, including adjustable height workstations or other ergonomic accessories, as needed.

Cisco will strive to meet any accessibility obligations in respect of the design of public spaces when building or making major modifications to public spaces, and removing any current barriers in these areas, including at service counters, fixed queuing lines, walkways and waiting areas, if and as applicable.

Cisco will provide employees with disabilities with individualized emergency response information where necessary. Cisco will take steps to determine whether employees require individualized emergency response information on an ongoing basis as part of our human resources and occupational health and safety functions.

Information and Communications Technologies ("ICT")

Cisco will publish this Plan on its website. Cisco will work to build its website to meet the AA-level success criteria of WCAG 2.1, the most recent version of the WCAG. Additionally, Cisco will continually strive to update its website in accordance with any subsequent versions of the WCAG, as may be required by the Act. In general terms, Cisco has taken/will take the following steps to ensure that any ICT is adequately accessible for individuals with disabilities:

Current Actions

- Conduct regular evaluation of ICT for WCAG conformance.
- Regularly incorporate employee/customer accessibility feedback into ICT updates.
- Conduct periodic accessibility training for digital content creator roles in certain departments.
- Initial integration of accessibility practices in development lifecycles.
- Promote increased availability of accessibility resources in certain departments for guidance and collaboration.

Cisco collaboration tools are continually updated to enhance accessibility and usability and include inherent accommodations such as captioning, transcripts, and the ability to incorporate ASL interpreters.

Barrier 3

While accessibility testing is conducted on websites and products, there are still varying degrees of accessibility of digital websites, products, and communications.

Planned Action Items

- Create a centralized accessibility program that will monitor the overall state of accessibility at Cisco and strengthen applicable standards enforcement.
- Establish a policy with corresponding governance that drives conformance with WCAG and a better experience for all.
- Increase training for digital content creators to ensure websites, products, and communications are built with accessibility in mind.
- Ensure tools and guidance documentation is available to all digital content creators on WCAG guidelines.

Communication, Other than ICT

When communicating with a person with disabilities, Cisco will do so in a manner that takes into account the person's disability. In determining the appropriate method and form of communication, Cisco will consider accessibility needs resulting from disabilities. Cisco encourages individuals it communicates with to identify any accessibility needs so that we can respond appropriately to those needs.

Cisco is also committed to ensuring that individuals with disabilities have the ability to access Cisco's feedback processes. To this end, Cisco has or will complete a review of all existing feedback processes and consider the manner in which those processes can be made accessible upon request by individuals with disabilities. The public will be notified about the accessibility of feedback processes.

Current Actions

- An accessibility feedback channel is already established on Cisco's website.
- Cisco's customer support team has access to accessibility resources to assist in addressing concerns related to disability access.
- TTY capabilities and support are provided in customer support channels.

Barrier 4

Employees and customer support require additional training, information, and insight to be able to effectively communicate with people with disabilities.

Planned Action Items

- Provide guidance documentation and training on effective communication with people with disabilities, both remote and in person.

- Provide additional knowledge items and articles for those in customer support roles to better assist in real-time communication with customers with disabilities.

The Procurement of Goods, Services and Facilities

To help facilitate an accessible atmosphere for Cisco's clients, employees and others who interact with its products and services, Cisco strives to have procurement policies, practices and procedures that are inclusive of people with varying disabilities.

Barrier 5

Current Cisco procurement practices can be enhanced with stronger criteria related to accessibility and inclusion.

Planned Action Items

- Create accessibility questions in the Request for Information/Request for Proposal process for new third-party goods, services, and facilities. Weight accessibility scoring with priority.
- Create accessibility contract language for all third-party goods, services, and facilities procured by Cisco.
- Create accessibility testing resources to ensure third-party goods and services meet Cisco accessibility standards.
- Train Cisco procurement specialists on accessibility fundamentals and standards, as well as best practices for accessibility in the procurement process.

The Design and Delivery of Programs and Services

Cisco will strive to design and deliver programs and services with an emphasis on accessibility and the removal of barriers in mind. Generally, when Cisco is designing a program, it will consider possible barriers to accessibility and will implement them in a manner that addresses any such concerns. Programs will be designed in a way that allows it to be alternated and tailored to an individual's specific need. Furthermore, Cisco will ensure that an individual's disability is addressed when providing a program or service to them. To do so, we will consult with the **Director of Accessibility** to determine the best strategy to removing barriers and allowing full participation.

Current Actions

- Active employee resource group that assists in bringing awareness and visibility to the need for the inclusion of accessibility in Cisco programs and services.

- Event planning team incorporates accessibility and accommodations for internal and external events.

Barrier 6

There is currently no centralized accessibility organization within Cisco to properly inject accessibility within all aspects of program, service, and event creation.

Planned Action Items

- Create a centralized accessibility program that will overall monitor the state of accessibility at Cisco and better ensure inclusion in programs and services offered.
- Create accessibility considerations and guidelines to incorporate (if applicable) when new programs and services are being stood up.
- Incorporate employee and customer feedback to improve the accessibility of existing programs and services.
- Regularly collaborate between centralized accessibility team, employee resource groups on disability/accessibility, focus groups, and customer feedback to ensure programs and services are inclusive to all.

Transportation

Cisco will provide easily accessible instructions on how to locate our facilities on our webpage. Parking spaces designated for those with disabilities will be positioned close to the entrance and will be easily accessible.

5. Other Areas Described Under the Act

Specific Conditions Imposed under Sections 24 or 24.1 of the *Telecommunications Act*

Pursuant to the *Telecommunications Act*, this Plan must address the conditions applicable to Cisco pursuant to either Section 24 or 24.1 of the *Telecommunications Act* that relate to the identification and removal of barriers and the prevention of new barriers. While no such conditions are currently applicable, Cisco will continue to monitor regulatory developments relating to telecommunications-specific accessibility requirements and update this section as required.

Specific Provisions of Regulations under the *Telecommunications Act*

Pursuant to the *Telecommunications Act*, this Plan must address the provisions of any regulations made under of the *Telecommunications Act* that relate to the identification and removal of barriers and the prevention of new barriers and that apply to Cisco. While no such provisions are currently applicable, Cisco will continue to monitor regulatory developments relating to

telecommunications-specific accessibility requirements and update this section as required.

6. Manner of Consultation

Cisco has consulted with Deque Systems to gain meaningful insight into the potential barriers for people with disabilities, and the strategies we should implement to best address, remove or prevent them. Through its work with Deque Systems, Cisco consulted with individuals and teams throughout the company, with a focus on consulting individuals with disabilities.

Consultations were conducted by focus groups and virtual meetings and took place in January of 2023. Cisco has drafted this Plan to address the barriers that were identified in consultation, and the strategies described herein were made in accordance with the advice, instruction, and feedback we received on how to best remove and prevent such barriers.

7. Modification of the Plan

This Plan will be reviewed and updated by Cisco at least every 3 years in accordance with the Act. At the time of revision, information regarding accessibility policies and practices adopted by Cisco in accordance with the Plan or otherwise will be included in the revised Plan.