



Workplace Accessibility Review Form

Intent

Zayo Canada Inc believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As stated in the Zayo Canada Inc accessibility policy, the company will work to remove all barriers for customers, employees, and candidates with disabilities. This review form will be used to identify barriers and establish a comprehensive strategy to help implement accessible policies, practices, procedures, and environment.

Employment	
Accessibility Topic:	Recruitment and selection process
Identified barriers:	We state we do not discriminate against anyone with a disability in our job postings.
Plan to remove barrier:	We are open to hiring anyone with a disability.
Results:	We have made accommodations with employees that have asked for accommodations.
Follow-up requirements:	None needed.
Responsible authority:	Follow-up date:
Accessibility Topic:	Accessible formats of internal documents and communication
Identified barriers:	Placed in our job postings and in our employee handbook
Plan to remove barrier:	Hire when possible and make accommodations
Results:	
Follow-up requirements:	None Needed.
Responsible authority:	Follow-up date:
Accessibility Topic:	Workplace support options (individual accommodation)
Identified barriers:	working from home when illness or unable to drive.
Plan to remove barrier:	We provide laptops & monitors needed for remote working.

Results:	
Follow-up requirements:	None needed
Responsible authority:	Follow-up date:
Accessibility Topic:	Performance management and career development
Identified barriers:	Those with disabilities are treated the same regarding performance management & career development.
Plan to remove barrier:	
Results:	
Follow-up requirements:	N/A
Responsible authority:	Follow-up date:

Customer Service	
Accessibility Topic:	Providing goods and services to persons with disabilities
Identified barriers:	We provide ramps and auto-opening doors. We have provided screens for computers and devices to help the hearing impaired.
Plan to remove barrier:	
Results:	
Follow-up requirements:	None needed
Responsible authority:	Follow-up date:
Accessibility Topic:	Customers with assistive devices
Identified barriers:	Ramps entering our buildings and Buttons on the doors to open automatically.
Plan to remove barrier:	
Results:	
Follow-up requirements:	None needed
Responsible authority:	Follow-up date:
Accessibility Topic:	Customers using service animals or support persons

Identified barriers:	We get very few customers but if a service animal is present we would allow them in.	
Plan to remove barrier:		
Results:		
Follow-up requirements:	None needed	
Responsible authority:		Follow-up date:
Accessibility Topic:	Receiving customer feedback	
Identified barriers:	N/A	
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Customer service provided by employees (e.g., how are employees providing customer service to persons with disabilities?)	
Identified barriers:	We presently have 4 employees with self identified disabilities.	
Plan to remove barrier:	We invited them to join the disabilities committee.	
Results:	We reached out to each and asked if they need any further accommodations.	
Follow-up requirements:	Periodically check with them.	
Responsible authority:		Follow-up date: 6/2024

Information and Communication	
Accessibility Topic:	Accessible communication formats (e.g., for the hearing impaired)
Identified barriers:	In our disability policy we stated we would respond to any format they requested within 30 days.
Plan to remove barrier:	
Results:	

Follow-up requirements:	N/A	
Responsible authority:		Follow-up date:
Accessibility Topic:	Accessible website content (e.g., for the visually impaired)	
Identified barriers:	zHub provides a copy of our employee handbook and Diversity, Equality, Inclusion & Belonging committees provide groups to join and various webinars to attend.	
Plan to remove barrier:	Keep up with the committees & webinars	
Results:	Employees are attending	
Follow-up requirements:	General monitoring of our programs	
Responsible authority:		Follow-up date: annually
Accessibility Topic:	Notice of service disruptions	
Identified barriers:	we do have a 24 hour crisis line if service disruptions	
Plan to remove barrier:	This is through cell phones and emails.	
Results:	Used as needed	
Follow-up requirements:	None but update the training when necessary	
Responsible authority:		Follow-up date:

Built Environment		
Accessibility Topic:	Accessibility of interior (service counters or waiting areas)	
Identified barriers:	We don't have customer counters or waiting areas, however we have ramps and buttons to automatically open doors in our offices.	
Plan to remove barrier:		
Results:		
Follow-up requirements:	just routine maintenance	
Responsible authority:		Follow-up date:
Accessibility Topic:	Accessibility of interior (washrooms)	
Identified barriers:	We have larger stalls with grab bars	
Plan to remove barrier:		

Results:	
Follow-up requirements:	routine maintenace
Responsible authority:	Follow-up date:
Accessibility Topic:	Accessibility of interior (meeting spaces)
Identified barriers:	All conference rooms can accommodate wheelchairs.
Plan to remove barrier:	
Results:	
Follow-up requirements:	None needed
Responsible authority:	Follow-up date:
Accessibility Topic:	Accessibility of exterior (parking lot)
Identified barriers:	Ramp and auto opening doors are provided out the parking lots.
Plan to remove barrier:	
Results:	
Follow-up requirements:	None needed
Responsible authority:	Follow-up date:
Accessibility Topic:	Accessibility of exterior (pathways, curbs, and walkways)
Identified barriers:	Ramps run to pathways & walkways.
Plan to remove barrier:	
Results:	
Follow-up requirements:	none needed
Responsible authority:	Follow-up date:
Accessibility Topic:	Accessibility of exterior (entrances and exits)
Identified barriers:	Ramps and auto opening buttons. There are also call buttons at the office entrance
Plan to remove barrier:	
Results:	
Follow-up requirements:	Routine maintenance

Responsible authority:		Follow-up date:
Accessibility Topic:	Accessibility of exterior (lighting and signage)	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Emergency procedures, plans, and public safety information	
Identified barriers:	Safety committee provides safety info and plans and we have a 24 hour crisis hotline to employees.	
Plan to remove barrier:		
Results:		
Follow-up requirements:	Annual training on procedures	
Responsible authority:		Follow-up date:

This document was created on 8/1/2023 and will be reviewed and updated by 8/1/2026.