

CISCO SYSTEMS CANADA CO. AND BROADSOFT INC. PROGRESS REPORT

Cisco Systems Canada Co. and Broadsoft Inc. (collectively, “**Cisco**”) has published an accessibility plan (the “**Plan**”) that outlines the policies, practices, and actions that it has or will implement in its operations to improve accessibility within Cisco. This Progress Report (the “**Report**”) describes the progress that Cisco has made in implementing the Plan.

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 will endeavour to identify and remove barriers to accessibility in all aspects of 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**”).

All feedback regarding the Plan or any barriers that may be identified should be directed to Cisco’s Director of Accessibility by calling 877-571-1700, by emailing accessibility@cisco.com or by sending a letter to the address provided below. Individuals may submit feedback anonymously. All feedback should be directed to: Director of Accessibility, Cisco Systems Canada Co & Broadsoft Inc. (Canada), **88 Queens Quay West, Suite 2900, Toronto, Ontario M5J 0B8.**, T: 877-571-1700, Email: accessibility@cisco.com

This Report and a description of Cisco’s feedback process is available upon request, using the contact information above. Both the Report 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.

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 that 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
- anything that is the result of a policy or a practice

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. Areas Described under Section 5 of the Act

In accordance with the Act, accessibility standards have been developed in the following areas. Cisco, in consultation with a leading third-party accessibility advisor Deque Systems, has identified barriers under each of those headings and has outlined its progress in implementing the strategies and mechanisms by which they plan to remove and prevent those barriers 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 continues to 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 continues to 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 is provided in our offer packages, onboarding program, Employee Handbook and employee resource pages.

Cisco continues to 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.

New Initiatives

- Cisco has established the Office of Disability and Neuro-Inclusion which focuses on addressing equity for employees with disabilities. This office is instrumental in ongoing education and training concerning disability and neuro-inclusion across Cisco.
- Cisco has launched Deque University company-wide. This platform provides comprehensive accessibility training, which is now available to all employees, focusing on a variety of topics around accessibility and disability inclusion.

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 continue to offer periodic ergonomic consults for all employees as well as special accommodations, including adjustable height workstations or other ergonomic accessories, as needed.

Cisco continues to 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 continues to provide employees with disabilities with individualized emergency response information where necessary. Cisco continues to 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”)

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.

Progress on Actions

- Cisco has published our comprehensive Accessibility Plan on our website, making it readily available in accessible formats.
- Work is underway to update Cisco’s accessibility website. This update focuses on improving navigability, ensuring content is presented in accessible formats, and enhancing the overall user experience for individuals with disabilities.
- Cisco continues to perform regular accessibility testing and remediation on our public website.
- We have launched Deque University across Cisco, providing comprehensive training to all employees. This initiative focuses on a variety of accessibility and disability inclusion topics, ensuring that our digital content creators are well-equipped to design, develop, and deliver accessible content.
- Cisco has established a centralized accessibility office to monitor and drive the progress of accessibility throughout the company.

Communication, Other than ICT

Cisco has established an Office of Disability and Neuro-Inclusion, strengthening our efforts for communication accessibility. This office is pivotal in developing strategies and implementing practices that enhance the way Cisco communicates with employees and external stakeholders who have disabilities. It focuses on creating an inclusive communication environment that accommodates various disabilities and neurodivergent identities.

The rollout of Deque University across Cisco has included comprehensive training on effective communication practices with people with disabilities. This training covers a wide range of topics

to ensure that all Cisco employees are equipped to communicate effectively and respectfully with colleagues and customers who have disabilities.

The Procurement of Goods, Services and Facilities

Cisco has identified the need to further enhance our procurement practices to integrate accessibility considerations more deeply into the procurement process.

Cisco is working toward developing a comprehensive policy around the procurement of tools and ensuring these tools are accessible. This effort is in its early stages and aims to establish stronger criteria and checks for accessibility compliance in our procurement process.

The Design and Delivery of Programs and Services

Cisco continues to 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 continues to ensure that an individual's disability is addressed when providing a program or service to them. To do so, we consult with the Director of Accessibility to determine the best strategy to removing barriers and allowing full participation.

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.

Telecommunications Act Conditions

Pursuant to the Act, the 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 describe its progress in relation to those areas as required.

Telecommunications Act Regulations

Pursuant to the Act, the Plan must address the provisions of any regulations made under 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.

4. Consultations

Cisco has continued our partnership with Deque Systems to gain deeper insights into potential barriers faced by people with disabilities. This collaboration has helped refine our understanding and approach to removing and preventing these barriers. Deque Systems has provided critical guidance and feedback that have been instrumental in shaping and implementing our accessibility strategies.

Cisco has leveraged our internal employee resource group, specifically the Cisco Disability Action Network. This group has played a vital role in providing firsthand insights into the everyday challenges and needs of employees with disabilities.

5. Feedback

Throughout the reporting period, Cisco has predominantly received technical questions related to accessibility. These inquiries range from specific functionalities of our products and services to requests for more information about accessibility features. Feedback, particularly technical questions related to accessibility, is directed to our specialized teams equipped with the necessary expertise in accessibility issues. This ensures that all inquiries are addressed promptly and accurately by staff who are best positioned to provide detailed and useful responses. Cisco takes this feedback and these inquiries into account when implementing and updating its accessibility policies, practices, and actions.