

CISCO ACCESSIBILITY PLAN

This Accessibility Plan (the “**Plan**”) outlines the policies, practices, and actions that Cisco Systems Canada Co. and BroadSoft Inc. (collectively, “**Cisco**”) have or will implement in their 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. Cisco believes in integration and equal opportunity. To those ends, Cisco is committed to meeting the needs of individuals with disabilities in a timely manner and to working to remove barriers to accessibility in its 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 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 Cisco’s Chief Accessibility Officer by email at accessibility@cisco.com, by phone at 1-877-571-1700, or by [online webform](#). 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 this 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 are 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 compatibility with assistive technology.

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

- Increase awareness and understanding of disabilities and accessibility within Cisco through training, campaigns, and events.
- Provide applicable employees with the training needed to design, produce, market, and deliver accessible products, websites, and documentation.
- Develop and implement policies and guidelines to evaluate accessibility and usability of applicable digital assets.
- Integrate accessibility best practices into the design process of its products, services, and websites so that accessibility is considered from the outset and maintained throughout

- development.
- 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 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

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 has identified barriers under the Section 5 headings of the Act and has 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 continue 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 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 its offer packages, onboarding program, Employee Handbook, and employee resource pages.

Cisco will continue 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 that the accessibility needs of employees with disabilities are taken into account in Cisco's performance management, career development, and redeployment processes.

Current Actions

- Accommodations are available and provided throughout recruiting, hiring, onboarding, and employment.
- Continue Cisco's efforts to ensure forums for employee communications are accessible (email, virtual collaboration, events, etc.).
- Leverage Cisco's Accessibility Hub – an internal resource launched in 2025 that provides employees with tools, training, and guidance relating to accessibility, disability, and neuro-inclusion – as a central point for employees seeking accessibility resources.

Barrier 1

While entry points to request workplace accommodations are available or explained across multiple internal resources, some employees may be unfamiliar with how the accommodation process works after they initiate a request.

Planned Action Items

- Consider additional training for employees on the accommodation process to promote visibility into and knowledge of the process.
- Offer additional disability and accessibility awareness programming to bring more visibility and knowledge of different types of disabilities with direct links for accommodations, support, or assistance.

Barrier 2

Employees with disabilities may 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. Cisco offers periodic ergonomic consults for all employees as well as individual accommodations, including adjustable height workstations or other ergonomic accessories, as needed.

Cisco will continue to strive to meet any accessibility obligations with respect to 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 continue to 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 its 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 2.2, the most recent published version of WCAG. Additionally, Cisco will continually strive to update its website in accordance with any subsequent versions of WCAG, as may be required by the Act. In general terms, Cisco is taking the following steps to ensure that any ICT is adequately accessible for individuals with disabilities:

Current Actions

- Conduct regular evaluation of ICT for level of conformance with WCAG 2.2 AA, the most recent published version of WCAG, through a centralized accessibility testing program.

- Regularly incorporate employee and customer accessibility feedback into ICT updates.
- Conduct periodic accessibility training for digital content creator roles in certain departments.
- Integrate accessibility practices into development lifecycles.
- Integrate automated tooling into development lifecycles to identify defects and expediate accessibility remediation.
- Promote increased availability of accessibility resources in certain departments for guidance and collaboration.
- Support the Accessibility Collective, an internal community of employees who want to advance accessibility.

Barrier 3

While accessibility testing is conducted on products and websites, teams producing products and websites appear to have varying degrees of knowledge of accessibility best practices and WCAG.

Planned Action Items

- Socialize and advance the full implementation of a new, comprehensive enterprise accessibility policy stewarded by the Office of Accessibility that will help guide accessible decision-making across the business.
- Continue review and testing of Cisco website elements, identifying and documenting issues for remediation.
- Procure a new accessibility scanning and monitoring tool for use across Cisco websites.
- Expand Cisco's existing user testing with people with disabilities.

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 Cisco can respond appropriately to those needs.

Cisco's Office of Accessibility strengthens the company's efforts to support accessible communication and is pivotal in developing strategies and implementing practices that enhance the way Cisco communicates with employees and external stakeholders who have disabilities. Cisco makes available training about how to provide accessible customer service and how to interact with people with disabilities.

Cisco is also committed to ensuring that individuals with disabilities have the ability to access Cisco's feedback processes. To this end, Cisco has completed or will complete a review of all existing feedback processes and will 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 available by phone, email, or online webform, and is explained on Cisco's [accessibility webpage](#).
- Provide training on effective communication with people with disabilities.
- Offer customer support resources on accessibility to assist in addressing questions related to disability access.

Barrier 4

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

Planned Action Items

- Develop additional guidance for those in customer support roles to better assist with communicating 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 our 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 could be enhanced with stronger criteria related to accessibility and disability inclusion.

Planned Action Items

- Consider creating accessibility questions in the Request for Information/Request for Proposal process for new third-party goods, services, and facilities. Weight accessibility scoring with priority.
- Consider additional contract language for third-party goods, services, and facilities procured by Cisco to promote accessibility.

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 them to be alternated and tailored to an individual's specific needs. Furthermore, Cisco will ensure that an individual's disability is

addressed when providing a program or service to them. In practice, employees consult with Cisco's Office of Accessibility to determine the best strategy for removing barriers and allowing full participation.

Current Actions

- Cisco has an active employee resource group that assists in bringing awareness and visibility to the need for the inclusion of accessibility in Cisco programs and services.
- Cisco's event planning team, in consultation with our Office of Accessibility, works to incorporate accessibility and accommodations into internal and external events.

Barrier 6

Prior to the creation of Cisco's Office of Accessibility in 2024, accessibility oversight was not fully centralized, and Cisco continues to calibrate on best practices for distributing accessibility guidance across the organization.

Planned Action Items

- Socialize and advance the full implementation of a new, comprehensive enterprise accessibility policy stewarded by the Office of Accessibility that will help guide accessible decision-making across the business.

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 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 persons with disabilities to gain meaningful insight into the potential barriers for people with disabilities, and the strategies Cisco should implement to best address, remove, or prevent them. Cisco is dedicated to fulfilling its disability community engagement obligations through a multi-faceted approach that combines ongoing consultation, community engagement, user testing, and solicitation of feedback. For example, Cisco participates in key industry conferences, events, and industry fora including the W3C's Accessible Rich Internet Applications (ARIA) Working Group, the International Association of Accessibility Professionals (IAAP), and the Information Technology Industry Council (ITI). Cisco also otherwise engages with disability communities to help ensure its accessibility initiatives remain aligned with evolving community needs. Through groups like the Cisco Connected Disability Action Network (CDAN), employees with disabilities test features and provide design input that helps inform product roadmaps. And, as noted above, an accessibility feedback channel is available by phone, email, or online webform, and is explained on Cisco's [accessibility webpage](#).

Cisco has drafted this Plan to address barriers identified in consultation with persons with disabilities, and the strategies described herein were made in consideration of advice, instruction, and feedback Cisco has 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.