

## **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](mailto: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](mailto: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 Web Content Accessibility Guidelines, published by the World Wide Web Consortium, as amended from time to time.

### **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 and Developments**

We have made meaningful strides to continue enhancing the effectiveness of our internal accessibility program, including through the following actions:

- Office of Accessibility: We recently reorganized our Office of Disability and Neuro-Inclusion and moved the office under the company’s larger Office of

Accessibility, which formally launched in January 2024 to drive enterprise-wide adoption of accessibility practices and ensure alignment across business functions and the product lifecycle. The Office of Accessibility brings together experts in accessibility, disability, and neuro-inclusion within Cisco, uniting both technical and people-centered perspectives under one umbrella. This integrated approach allows Cisco to embed accessibility more efficiently across products, policies, and workplace practices.

- Global Accessibility Hub: Cisco launched a new centralized internal resource that provides employees with tools, training, and guidance across topics relating to accessibility, disability, and neuro-inclusion.
- Inclusive Hiring Partnership with Inclusively: Cisco's Talent Acquisition team partnered with [Inclusively](#), a platform focused on employment of people with disabilities. Through this partnership, three hiring inclusivity trainings were delivered in the first half of 2025 for recruiters and talent professionals, and Cisco began posting jobs to Inclusively's job board to expand our reach to disabled and neurodivergent talent.
- Enterprise Training via Deque University: In 2024, Cisco launched role-specific accessibility trainings using an internal learning platform made available by Deque Systems through its Deque University service, making accessibility education available to all employees globally. Cisco has since rolled out a new badge system through Deque University that enables employees who complete the trainings to receive unique badges that are visible to all Cisco employees, helping to highlight expertise and encourage broader participation in the area of accessibility.

### **The Built Environment**

We continue our ongoing efforts to make Cisco's offices increasingly accessible to all staff and visitors across a wide range of abilities, in line with our 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 accessibility obligations in respect of the design of public spaces when building or making major modifications to public spaces, and to remove 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**

Below is an overview of our ongoing efforts to enhance the accessibility of Cisco’s products and services:

- 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**

Below is a summary of the progress that we have made over the past year on initiatives that began before our prior Progress Report:

- Work is underway on a new, comprehensive enterprise accessibility policy that will help guide inclusive decision-making across the business.
- Cisco shifted accessibility conformance testing criteria for all digital assets and web-based products from WCAG 2.1 to WCAG 2.2, keeping pace with evolving international accessibility standards.

### **New Webex Accessibility Features**

In the last year, Cisco added the following accessibility features to its Webex collaboration and customer experience solutions:

- CART Manual Captioning: Webex supports third-party Communication Access Real-Time Translation (CART) via API token. Hosts can assign captioners directly in meetings, improving accessibility for deaf and hard-of-hearing participants.
- Flash Content Detection: To support individuals with epilepsy, Webex automatically detects flashing shared content and dims the screen accordingly — aiming to help minimize seizure risk.
- AI Assistant Enhancements: Webex AI offers real-time translations in 100+ languages, smart notetaking, and “Catch Me Up” summaries. These updates have significantly improved the user experience for all and particularly support users with disabilities when collaborating.

### **Communication, Other than ICT**

Cisco's Office of Accessibility strengthens the company's efforts for communication accessibility and 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 continued 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 employees are equipped to communicate effectively and respectfully with colleagues and customers with disabilities.

### **The Procurement of Goods, Services and Facilities**

We continue our efforts to further enhance our procurement practices to integrate accessibility considerations more deeply into the 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 programs in a manner that addresses any such concerns. Programs will be designed in a way that allows them to be 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.

In addition, Cisco is actively working to integrate accessibility considerations into the company's M&A due diligence process to help ensure that newly acquired entities are reviewed for accessibility alignment.

### **Transportation**

Cisco is providing easily accessible instructions on our webpage on how to locate our facilities in Canada. Parking spaces designated for people with disabilities are positioned close to the entrance and are 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 its partnership with Deque Systems to gain deeper insights into potential barriers faced by people with disabilities. This collaboration continues to help 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.

We continue leveraging our internal employee resource group - the Cisco Disability Action Network ("CDAN") - to help provide firsthand insights into the everyday challenges and needs of employees with disabilities.

Cisco has also deepened its engagement with the global disability community by building authentic partnerships and participating in leading industry events, including through the following:

- Cisco became a member of the International Association of Accessibility Professionals (IAAP) to support workforce education and industry alignment.
- In March 2025, Cisco sponsored the Zero Project Technology Forum in Vienna, a global event showcasing innovative, disability-led startups in tech accessibility.
- Cisco's Vice President of Accessibility conducted a learning tour in the fall of 2024 with disabled and neurodivergent employees across Cisco globally. Insights gathered during this tour directly shaped the priorities and strategy of the Office of Accessibility.
- In October 2024, Cisco published a LinkedIn article on the value of neurodivergent talent and hosted a fireside chat entitled "Embracing Disabilities & Neurodiversity," attracting hundreds of global attendees.
- In the past year, members of the Office of Accessibility attended and/or presented at the CSUN Assistive Technology Conference, the Disability:IN Global Conference, the M-Enabling Summit, and the Zero Project Conference (ZeroCon).

Through these partnerships and events, Cisco shares best practices and lessons learned and also remains actively engaged with evolving disability community dialogue focused on expectations and innovation.

## **5. Feedback**

During the current 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 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 consideration when implementing and updating our accessibility policies, practices, and actions.

Examples of feedback-informed steps that we have taken to enhance the accessibility of our products and services include the following:

- Internal Testing and Feedback: Through groups like CDAN, employees with disabilities test features and provide design input that shapes product roadmaps.
- Community Collaboration: Cisco collaborates with external disability organizations and accessibility-focused vendors like [Fable](#) and [Applause](#), which offer usability testing and training directly from assistive technology users.
- Customer-Driven Improvements: Gathering feedback from customers — particularly those in regulated industries — continues to shape accessibility improvements across Webex and other Cisco platforms.
- Cross-Functional Engagement: Security teams and engineers are routinely invited to observe user testing sessions with disabled users, reinforcing the importance of creating accessible products and services that work for all.