



## SaskTel's Accessibility Plan

2026 – 2029

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## General

SaskTel is the leading provider of Information and Communications Technology (ICT) products, services, and solutions in Saskatchewan. We are building the most extensive and advanced broadband networks throughout the province for the benefit of our customers, the people and businesses of Saskatchewan. With approximately \$1.3 billion in annual revenue and over 1.4 million customer connections, SaskTel is a major contributor to Saskatchewan's economy.

As a Saskatchewan Crown Corporation, SaskTel has approximately 3,200 employees, making it one of Saskatchewan's largest employers. SaskTel delivers a wide range of ICT products and services designed for consumers and businesses throughout Saskatchewan. These include wireless services, television services, local access, internet and data services, and security monitoring.

### SaskTel's Commitment to Accessibility

SaskTel is committed to customer service excellence and supporting the Government of Canada's Accessible Canada Act, which strives to make Canada barrier-free by 2040. We continuously strive to have a product mix that meets the needs of the people of Saskatchewan. We offer a variety of accessible products and services that enable people who experience disability to get the most out of their SaskTel products and services.

SaskTel values a representative workforce that is reflective of the people of Saskatchewan. Our employees can be found throughout the province, working, raising families, and volunteering in their communities. SaskTel's Representative Workforce Strategy has been instrumental in guiding our employment practices. SaskTel hires employees who experience disability in a variety of professional roles

including Engineers, Marketers, and Information Systems Specialists. Understanding the variety of unique talents that people who experience disability bring to the organization, SaskTel has seen success working in partnership with the disability community to create a Supported Employment Program, which enables people who experience more complex disabilities to experience the independence and empowerment that employment provides. SaskTel also supports SEND which is the SaskTel Employee Network on Disability which is an inclusive employee network that brings people who experience disability, those who are impacted by disability, and allies who are passionate about accessibility and inclusion. SEND plays an important role in the organization, providing important input and feedback on accessibility from a lived experience perspective.

Promoting SaskTel as an employer of choice for people who experience disability remains a priority for SaskTel. We acknowledge that our practices must continue to evolve to meet the needs of all people who seek employment at SaskTel.

Having a representative workforce continues to be an important goal at SaskTel. We believe having a diverse and inclusive organization is the responsibility of all employees. It's about building an environment that is not only accepting of people's differences but valuing them and leveraging that uniqueness as a business strength.

## **SaskTel's Accessibility Feedback Process**

We are always open to receiving feedback from our customers. If you'd like to provide feedback regarding our products and services, the implementation of our ACA accessibility plan, or barriers you may face interacting with us as a person who experiences disability, please contact us in one of the following ways:

- In Person: Visit a [SaskTel Store](#)
- By Phone:
  - 1.800.SASKTEL (1.800.727.5835)
  - Deaf access line: 1.800.552.3595 (TTY users only)
- By Email: [accessibility@sasktel.com](mailto:accessibility@sasktel.com)
- By Online Form: [Accessibility Feedback Form](#)
- By Mail:
  - SaskTel Accessibility Feedback
  - 2th Floor, 2121 Saskatchewan Drive
  - Regina, SK S4P 3Y2

Our designated person to receive feedback regarding Accessibility is Shara McCormick, Vice President of Human Resources and Corporate Services.

Anonymous feedback is accepted; however, we'll be unable to provide a receipt of acknowledgement or further follow-up.

For a description of our feedback process in an alternative format, please contact us at one of the methods provided above.

By contacting us, you agree to the collection, use, and storage of your personal information for the purposes of responding to you and improving accessibility of our products, services, and processes.

Information collected for this purpose is done so in accordance with our [Privacy Policy](#).

## Introduction

The Accessible Canada Act (ACA) came into effect in July 2019, and SaskTel as the Incumbent Local Exchange Carrier (ILEC) serving the

Province of Saskatchewan is covered by the requirements of the ACA. It must be noted that SaskTel has in the past and in the future continually works on addressing and preventing accessibility barriers as they are identified.

In response to the requirements of the ACA, SaskTel appointed an internal Accessibility Advisory Committee that is representative of SaskTel's workforce, including business planners from across the organization. The committee is responsible for identifying barriers, assisting with decision making and oversee the development and successful implementation of SaskTel's Accessibility Plan.

As part of the ACA, SaskTel is required to file an Accessibility Plan that presents the barriers that SaskTel has identified through consultation with external and internal groups and individuals who experience disability, and its plans to address these barriers over the course of the next three years where possible.

As per the ACA, SaskTel has categorized the barriers it has identified into the 7 key areas of focus described in Section 5 of the ACA. These areas are (1) Employment; (2) the built environment; (3) information and communications technologies; (4) communication, other than information and communication technologies; (5) the procurement of goods, services and facilities; (6) the design and delivery of programs and services; (7) transportation.

## **Consultation**

SaskTel conducted virtual consultations with both external accessibility advocacy groups and internal employees who experience disability to understand the barriers individuals experience when interacting with SaskTel as both a customer and/or employee.

These consultations guided SaskTel's internal team to determine the barriers faced by persons who experience disability across the organization and form the basis of the remainder of this report.

### **External Consultations**

SaskTel facilitated several virtual external consultation sessions with Saskatchewan-based disability advocacy groups to understand the barriers they face when interacting with SaskTel. Participants in these sessions shared their perspective through their lived experiences with a disability and represented a wide spectrum of disabilities including sensory, mobility, visual and cognitive disabilities.

SaskTel also participated in external consultation sessions held by the Canadian Telecommunications Association (CTA) (formerly known as the Canadian Wireless Telecommunications Association CWTA), who facilitated feedback sessions between wireless carrier members and nationally based disability advocacy groups.

### **Internal Consultations**

SaskTel solicited feedback via virtual interviews regarding accessibility barriers from individual employees that experience a disability directly or indirectly. Similar to external group sessions, these employees provided their perspectives of barriers experienced through their lived experience both as an employee of SaskTel, as well as a customer of the company. Again, the employees interviewed provided a cross-sectional view across a wide spectrum of disabilities.

## **Areas of focus**

The feedback received from SaskTel's consultations with external and internal participants helped us understand the barriers persons who experience disability have faced when interacting with the company.

These barriers, and SaskTel's plans to focus on activities that address them over the next 3 years, are provided in the following section as categorized by the key focus areas of the ACA.

## 1. Employment

Based on consultations with external and internal groups, SaskTel is committed to the following actions.

**Employee Training & Awareness:** Ensuring employee awareness is improved by continuing to train and educate employees on how to support the needs of persons who experience disability. SaskTel has several accessibility courses available including An Introduction to Disability Awareness and Accessibility course that was created in 2023 and continues to be promoted to all employees. More recently, SaskTel developed an Inclusive Language learning bundle that includes eight courses highlighting the importance of using inclusive language, seeking to treat all people with respect, dignity, and impartiality. SaskTel is also committed to Ensuring employees are aware of the various products, services, and accessibility discounts that are available to persons who experience disability. This information is readily available in our internal Knowledge Centres, therefore ensuring all frontline staff have the information needed to assist customers.

**Digital Accessibility Training:** As part of the new ICT Standards (CAN/ASC EN 301 549) SaskTel is committed to providing the necessary training to specific employees on the fundamentals of digital technologies accessibility.

**Corporate Accessible Training:** SaskTel's Learning & Development team has incorporated new accessibility improvements using the e-learning development tool - Articulate 360. Providing a more inclusive digital learning experience for all employees. Improvements include enhanced screen reader support, improved keyboard navigation,

clearer content structure through heading controls, and built in accessibility checking.

**Online Internal Employment Systems:** SaskTel continues to work with external vendors to make accessibility improvements on internal applications. A new, more accessible application (Fiori Apps) is expected to be tested and launched in 2026, which will provide increased accessibility for employees.

## 2. The Built Environment

Consultations with external groups focused on publicly accessible SaskTel properties such as SaskTel Stores. Feedback on these locations was mostly positive, and external groups provided SaskTel with general accessible design standards and suggestions as to what could be improved within store layouts such as product placement, desk/countertop heights, and pathways within the store for wayfinding. Similarly, internal feedback received supported what was gathered from the external consultations.

Based on consultations with external and internal groups, SaskTel is committed to the following actions.

**Barrier-Free Design:** SaskTel works with contractors that are Rick Hansen Certified when doing building renovations to ensure accessibility is considered and built into project planning. The Harbour Landing SaskTel Store in Regina is being renovated in 2026. The refresh incorporates accessibility-supportive improvements by design. The updated layout introduces more open and collaborative consultation spaces, and shifts to shoulder-to-shoulder interactions, making it easier for customers with diverse needs to navigate, engage, and receive support. Therefore, ensuring the store environment is more welcoming and accessible for both customers and employees.

**Physical Accessibility Barriers:** SaskTel Corporate Services regularly assesses and evaluates its facilities to ensure they meet the needs of all customers and employees. This includes the provisioning of ramps, elevators, braille signage and elevator buttons, accessible washrooms, and other specific accessibility accommodations as required. When accessibility related issues are identified, and when a major renovation is planned, Corporate Services follows national/local building codes and regulations as they pertain to accessibility.

If employees have a specific concern, a building maintenance request form can be submitted at any time through SaskTel's employee intranet site, and the Corporate Services team will work on resolving the concern as soon as possible.

**Emergency Evacuation Procedures:** SaskTel routinely evaluates its emergency evacuation procedures to enhance effectiveness and remove potential barriers. In 2024, improvements were implemented to better protect employees with accessibility needs. Additionally, as SaskTel renovates its facilities, emergency evacuation plans will be integrated into project planning to ensure comprehensive safety measures.

### **3. Information and communication technologies (ICT)**

Based on consultations with external and internal groups, SaskTel is committed to the following actions.

**Compliance to New ICT Standard (CAN/ASC EN 301 549):** The Phase 1 Digital Technologies Accessibility Regulations under the Accessible Canada Act came into effect on December 5, 2025. Based on these new requirements, SaskTel plans to implement short-term and long-term goals, including such things as the following:

- Short term, SaskTel will focus on enhancing three digital technology regulations, including:
  - New or updated webpages (employee-facing and public-facing)
  - New or updated digital documents (public-facing)
  - New mobile applications (public-facing)
- Long term, SaskTel plans to assess and address customer accessibility across more complex ICT areas by lessons learned through its short-term updates. This will include evaluating legacy applications and enterprise software, and the use of emerging technologies such as artificial intelligence, with the goal of identifying barriers, improving accessibility outcomes, and ensuring future digital services remain inclusive and responsive to customer needs.

SaskTel has reviewed the potential use of a conversational Integrated Voice Response (IVR) system. While there is no immediate deployment planned, accessibility requirements are being identified and documented to inform longer-term planning and future development.

**Voicemail and Email Platforms:** SaskTel has identified accessibility barriers within both its voicemail and email platforms. The current voicemail platform is a legacy system, and no major upgrades are planned at this time. An upgrade to the email platform is anticipated to begin implementation in 2026, which is expected to improve accessibility. In the interim, SaskTel will continue working with vendors across both platforms to identify and address accessibility barriers where feasible and to support ongoing accessibility improvements.

**Enterprise Systems and Applications:** In 2025, SaskTel established a core ICT Accessibility Guild within its Information Systems division. The purpose of the Guild is to build a shared understanding of ICT

accessibility standards, address long standing gaps, and support informed prioritization and decision making across the organization.

SaskTel continues to make progress in improving the accessibility of its enterprise systems and applications. Over the next three years, SaskTel plans to complete a high level accessibility audit to establish a baseline view of existing accessibility barriers across its systems. This baseline will support future prioritization and guide areas requiring additional focus and investment.

**Accessibility Testing:** SaskTel recognizes the importance of incorporating accessibility testing into application development, enhancement, and upgrade processes, as well as consulting individuals with lived experience when gathering requirements. Members of SaskTel's IS Accessibility Guild include individuals with roles focused on accessibility testing and assessment, providing recommendations to improve the accessibility of systems and applications over time.

#### **4. Communications other than ICT**

Based on consultations with external and internal groups, SaskTel is committed to the following actions.

**Intranet Accessibility:** SaskTel's Corporate Communications team continues to make progress on improving accessibility on our corporate intranet site (The Source). The Corporate Intranet pages were reviewed, and related corrections made to ensure compliance with the built-in accessibility checker. Work is currently underway to ensure all documents (word, pdf, excel, etc.) hosted on The Source pass accessibility requirements. This work is expected to be completed by the end of 2027.

**Inclusive Meetings & Accessible Communications:** SaskTel understands the importance of ensuring all employees can actively

participate in meetings, whether online or in person. To help reinforce this, the Government of Saskatchewan's Guide to Hosting Accessible Virtual Events was shared with members of the SaskTel Employee Network on Disability (SEND) as well as the SaskTel Accessibility Committee. The guide has also been posted on SaskTel's corporate intranet site for all employees to reference.

**Enhanced External Communications:** To further enhance accessibility in SaskTel's external communications, several improvements have been made or are currently underway. These include establishing regular editorial reviews to ensure plain language and readability for all audiences, standardizing accessible multimedia practices such as maintaining and reviewing closed captioning, and consistently applying meaningful alternative text for images and graphics, as well as making hashtag and text usage more accessible.

SaskTel will continue to improve the communication of disability related support services, making them easier to find and understand, and expand accessibility efforts in frontline communications by promoting our Sensory Shopping Program and providing clear information about accessibility supports.

**Improvements to SaskTel Bills:** Recent upgrades to the mySaskTel portal have made SaskTel bills much easier for customers to understand by introducing a clear digital bill summary, enhancing bill payment notifications, and providing more visibility into credit card details and prorated charges. Customers no longer need to download PDFs to view their billing information, as all key details are now presented in a straightforward format directly on the portal, complete with plain-language explanations. These improvements, developed through extensive customer feedback and collaboration, have removed barriers to management and transformed complex billing data into accessible, user-friendly information.

## 5. The design and delivery of programs and services

Based on consultations with external and internal groups, SaskTel is committed to the following actions.

**Cost of Technology:** SaskTel understands the high cost of technology, including mobile devices, wireless and internet plans, can create significant barriers for people with limited financial resources. Access to these essential tools is often necessary for communication, independence, and participation in daily life. However, the expense can make it difficult for many individuals who experience disability to afford the technology they need.

SaskTel offers a variety of accessibility discounts that can be found on SaskTel.com [Accessibility | Overview | SaskTel](#). A review of SaskTel's postpaid rate plan suite is underway and will continue to be evaluated, looking for opportunities to reduce costs where possible.

**TV Platform Accessibility:** SaskTel continues to work on improving accessibility features on their maxTV Stream service. maxTV Stream offers a set of core accessibility options, while more advanced capabilities continue to be evaluated as part of longer-term product planning. As technology and customer needs evolve, SaskTel regularly assesses opportunities to expand accessibility features in a way that aligns functionality, reliability, and overall customer experience.

**Accessible Design:** SaskTel understands the importance of designing products and services with accessibility in mind right from the start. Therefore, ensuring all individuals, regardless of ability, can fully utilize and benefit from them. SaskTel continues to make improvements to their accessibility processes and practices by involving accessibility aware experts in the development of their products and services.

## 6. The procurement of goods, services and facilities

Based on consultations with internal groups, SaskTel is committed to the following actions.

**Compliance to New ICT Standard (CAN/ASC EN 301 549):** SaskTel will review certain ICT products and services purchased, using CAN/ASC EN 301 549 as the benchmark to ensure compliance with the ICT Standards.

**Working with Vendors:** SaskTel understands that accessibility gaps sometimes arise when vendor products or services don't meet the necessary accessibility requirements, causing costly retrofits or workarounds. SaskTel will continue working with vendors to ensure the understanding of accessibility compliance requirements. One way they will do this is by requesting a VPAT (Voluntary Product Accessibility Template) when purchasing or implementing digital platforms.

## 7. Transportation

Transportation does not apply to SaskTel's operations.

## Conclusion

SaskTel understands that customers who experience disability depend on our products and services every day. We take this responsibility seriously, continually working to provide an exceptional customer experience by collaborating with our customers to reduce potential barriers. Our commitment extends to being an employer of choice for individuals who experience disability, fostering an inclusive workplace where all abilities and perspectives are valued. This approach empowers our employees to deliver the same inclusive service to our customers.

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