



Accessibility Plan 2026–2028

Internet Lightspeed

Warlight Industries Inc., doing business as Internet
Lightspeed

Updated October 5, 2026

Large print version

1.0 General

1.1 Objective summary

Internet Lightspeed is committed to providing a safe, dignified and inclusive environment.

Our clients and partners have the right to equal access to our services, and our staff deserve the right to perform their jobs free from barriers. Internet Lightspeed complies with all accessibility laws by identifying, preventing and removing barriers. We address all accessibility requests in a timely manner.

Establishing a barrier-free environment takes time. We remain committed to identifying, preventing, mitigating and removing accessibility barriers.

This plan outlines our strategy to identify, prevent and remove barriers in order to comply with the Accessible Canada Act. Internet Lightspeed will maintain this plan, publish a progress report on our website each year, and evaluate our progress against our commitments.

Recognizing the needs of persons with disabilities is essential. This plan will be reviewed and revised periodically.

1.2 Contact and alternate formats

The Accessibility Coordinator, Human Resources, is responsible for receiving feedback on behalf of Internet Lightspeed. Contact details are listed in section 2.0.

This plan, our progress reports and a description of our feedback process are available on request in the following formats:

- Print
- Large print
- Braille
- Audio
- Electronic format compatible with adaptive technology

We will provide braille and audio formats within 45 days of a request, and all other formats within 20 days. Requests may be made using any of the methods in section 2.0.

1.3 Definitions

Accessibility: Treating individuals with dignity, ensuring equal opportunity and meaningful choices, providing barrier-free access, and applying an intersectional approach. Accessibility follows the “Nothing Without Us” principle, which calls for the direct involvement of persons with disabilities in achieving the highest level of accessibility.

Barrier: Anything physical, architectural, technological or attitudinal, anything based on information or communications, or anything that is the result of a policy or practice, that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment, or a functional limitation.

Disability: 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.

2.0 Feedback

Feedback helps us identify accessibility barriers and strengthen our commitment to inclusive practices.

Comments or questions about this plan, or about barriers you have experienced, may be submitted using any of the following methods.

Online form: www.lightspeed.ca/support/policies-and-notice/accessibility/

Email: accessibility@lightspeed.ca

Telephone: 604-482-1190, Monday to Friday, 8:30 am to 4:30 pm Pacific Time

Mail:

Internet Lightspeed

Attn: Accessibility Coordinator, Human Resources

279 – 5489 Byrne Road

Burnaby, BC V5J 3J1

Anonymous feedback is accepted. We will acknowledge receipt of all feedback that is not anonymous, using the same method by which it was received.

Internet Lightspeed monitors all feedback and reviews it regularly to identify issues that may require further attention, or changes to our policies or procedures where these are necessary and feasible.

3.0 Employment

Internet Lightspeed is committed to inclusive recruitment. We will let the public know that accommodations are available for persons with disabilities throughout the recruitment and selection process. All job postings reflect our commitment to being an equal opportunity employer that provides an inclusive, barrier-free environment, and will include this statement:

“Internet Lightspeed is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes. We acknowledge that applicants may require

accommodations during the hiring process. If you are selected for an opportunity, please notify Human Resources of any arrangements you need.”

When we extend an offer of employment, we will inform the successful applicant of our policies and procedures for accommodating employees with disabilities. We will also include workplace accommodation plans, policies and procedures in our onboarding materials.

3.1 Accommodation

Internet Lightspeed responds to changes in an employee’s accessibility needs. Employees are encouraged to speak with their supervisor about accommodation needs. The supervisor and the employee will then consult Human Resources to put the accommodation in place.

We will keep a complete record of each accommodation request and all actions taken, while protecting confidentiality and personal information. Individual accommodation plans will be reviewed and updated as

needed when an employee's workspace is modified or relocated, or when their role or responsibilities change.

4.0 The built environment

Our primary objective is an accessible workplace. Future building leases will take accessibility barriers into account.

Because of facility constraints, Internet Lightspeed offers remote, hybrid or on-site work arrangements to employees with disabilities, where such accommodations are feasible.

5.0 Information and communication technologies (ICT)

Internet Lightspeed uses a variety of tools to support our clients, employees and suppliers. By continuously improving our communication technology and resolving barriers, we aim to achieve a high standard of digital accessibility.

Our action plan is to identify and resolve barriers on our websites, supplier platforms, chat tools, billing portals,

telecommunications services and other computer systems used by employees and customers, with the goal of increasing compliance with the Web Content Accessibility Guidelines (WCAG).

6.0 Communication, other than ICT

Our primary objective is to make our documentation more accessible. Our brand guidelines will include detailed instructions for creating documents and advertisements that clearly present our products and services and meet accessibility standards.

Internet Lightspeed will ensure that all employees are informed of our policies and procedures for supporting clients and staff with disabilities. Supervisors will provide employees with this information during onboarding, and management will update staff whenever these plans or policies change.

7.0 Procurement of goods, services and facilities

Internet Lightspeed purchases services from external vendors to support its operations. We will continue to evaluate our procurement policies, processes and tools to improve accessibility.

8.0 Design and delivery of programs and services

Our objective is to provide programs and services that meet the needs of persons with disabilities.

We recognize that some of our services do not yet fully meet the needs of persons with disabilities. We will continue to engage customers through our “we care” philosophy and the accessibility section of our website, and to provide customer service training to staff and supervisors on the needs of persons with disabilities.

9.0 Transportation

Internet Lightspeed does not provide transportation services. This area does not apply to our operations.

10.0 Consultations

Internet Lightspeed recognizes the importance of an efficient workplace free of internal barriers, guided by the principles of the Accessible Canada Act. We believe every employee should experience an inclusive work environment. In keeping with our commitment to workplace accessibility, we have begun introducing new tools and greater visibility for our commitment to improving operations and the employee experience.

This plan was developed in consultation with internal and external stakeholders, including persons with disabilities [CONFIRM], and through a review of comments received through online submission forms, recorded customer service calls, and conversations with employees and customers.



We will continue to gather feedback through our online accessibility form and customer surveys.