

Arrow Technology Group - Accessibility Plan

Introduction

Arrow Technology Group is committed to ensuring accessibility for all, recognizing the importance of eliminating barriers that prevent people with disabilities from participating fully and equally in the digital and telecommunication realms. This accessibility plan outlines our policies, practices, and actions we intend to implement to improve opportunities for people with disabilities. Our plan aligns with Sections 4 (broadcasting) and 20 (telecom) of the CRTC Accessibility Reporting Regulations, and adheres to the principles set out in section 6 of the Accessibility for Canadians Act (ACA).

Subsection 42(1) or 51(1) of the ACA: Policies, Programs, Practices, and Services

Identification and Removal of Barriers

Audit and Assessment: Conduct comprehensive accessibility audits of our current technologies, services, and facilities annually to identify potential barriers.

Barrier Removal Plans: Develop and implement detailed action plans to address the barriers identified, with timelines and responsible parties clearly defined.

Continuous Improvement: Regularly update our technologies and practices based on the latest accessibility research and technology advancements.

Prevention of New Barriers

Design and Development Guidelines: Incorporate accessibility considerations into our design and development guidelines to ensure that new products and services are accessible from the outset.

Employee Training: Implement mandatory accessibility training for all employees, focusing on disability awareness and methods for creating accessible products and services.

Subsection 42(5) or 51(5) of the ACA: Consultation

Engagement with Disability Communities: Establish ongoing consultations with communities representing persons with disabilities to gather feedback on our products and services.

Feedback Mechanisms: Create multiple, accessible channels for persons with disabilities to provide feedback on our accessibility performance, including surveys, focus groups, and direct communication tools.

Subsection 42(9) or 51(9) of the ACA: Incorporation of ACA Principles

Dignity and Opportunity: Ensure that all our services and communications treat individuals with disabilities with dignity and provide equal opportunities.

Barrier-Free Participation: Strive for the highest level of accessibility in all new projects to ensure full participation for everyone.

Inclusive Policies and Practices: Review and revise policies and practices to acknowledge and address multiple forms of marginalization and discrimination.

Co-Design: Include persons with disabilities in the development and design phases of new products and services.

Publication of the Accessibility Plan

In line with Sections 5 (broadcasting) and 21 (telecom) of the Regulations:

Website Accessibility: This accessibility plan is published on our website, accessible directly from the homepage and via a hyperlink. The document is written in clear, simple, and concise language to ensure understanding.

WCAG 2.1 Compliance: The electronic publication of this plan meets Level AA conformance with the Web Content Accessibility Guidelines (WCAG).

Conclusion

Arrow Technology Group is dedicated to fostering an inclusive digital and telecommunication environment. This accessibility plan is a living document and will be reviewed and updated annually to ensure continuous improvement in accessibility across all aspects of our operations. We are committed to collaborating with persons with disabilities, continually seeking their input to refine our approach and better serve their needs.