

Arrow Technology Group - Accessibility Plan

1. General

1.1 Statement of Commitment

Arrow Technology Group is committed to providing an inclusive and accessible environment for all employees, clients, and stakeholders in alignment with the Accessible Canada Act (ACA). This Accessibility Plan outlines the strategies and actions Arrow Technology Group will take to identify, prevent, and remove barriers to accessibility, ensuring equal opportunity and participation for everyone in the digital and telecommunication realms.

1.2 Contact Information & Feedback Process

You can submit feedback about accessibility or this plan by contacting:

By telephone: Monica Burman – 1-877-701-4050 ext 110

By email: accessibility@atg.net

By mail:

Att: Accessibility
Arrow Technology Group
18236 102 Ave NW
Edmonton, Alberta
T5S 1S7

If you would like to be contacted regarding your concern, please let us know your preferred method of communication. Otherwise, we will respond via the same channel you used to contact us.

You also have the option of providing feedback anonymously. If you do, we will note your feedback through our usual internal process, but we will not respond directly.

Unless you elect to provide feedback anonymously, we will contact you to confirm receipt and discuss how we can best address the issue.

Feedback will be tracked and assessed as part of our process for updating our Accessibility Plan and Policies.

Any personal information you disclose to us while providing feedback on accessibility will be kept confidential.

1.3 Alternative Formats

You can request alternative formats of this plan, and a description of our feedback process by contacting:

Monica Burman

accessibility@atg.net

Phone: 1-877-701-4050 ext 110

Mail:

Arrow Technology Group

18236 102 Ave NW

Edmonton, Alberta

T5S 1S7

We will provide the following alternative formats within 15 days of the initial request:

- Print
- Large print (increased font size)

We will provide the following alternative formats within 45 days of the initial request:

- Braille (a system of raised dots for people who are blind or who have low vision so they can read with their fingers)
- Audio (a recording of someone reading the text out loud)

2. Areas Described under Section 5 of the ACA (Accessible Canada Act)

2.1 The Built Environment

The built environment priority area refers to all Arrow Technology Group physical spaces under federal jurisdiction. This includes considering accessibility features, such as automated door openers, accessible washrooms, lighting, signage, and noise.

What we are doing well

Arrow Technology Group complies with building codes and requirements for physical accessibility in its office spaces. We work hard to ensure that our premises are accessible and complete repairs and replacements as necessary.

Arrow Technology Group has emergency procedures, plans and public safety information available. We have developed emergency procedures for all employees. These procedures are communicated to the employees' respective managers and safety personnel.

Our plan

- Arrow Technology Group will review signage and take into consideration tactile elements such as Braille and high contrast colors to benefit individuals with visual impairments.
- Arrow Technology Group will explore the possibility of installing auditory or visual cues in our offices in the case of an evacuation.
- Arrow Technology Group will ensure adequate training for Managers regarding accessibility.
- Arrow Technology Group will continue to budget for repairs and replacements related to accessibility.

2.2 Employment

The Employment priority area covers an employee's experience at Arrow Technology Group. It starts from the recruitment and onboarding process. It ends when the individual leaves the organization. It also includes accommodation and short and long-term disability absences from work.

What we are doing well

Arrow Technology Group works hard to promote inclusivity and accessibility in attracting potential employees to our organization. We recruit at in-person career fairs, online, and in print media.

Arrow Technology Group asks for feedback from our staff through surveys and regular employee engagement initiatives.

We regularly review and audit our policies, practices and programs to ensure we are making progress towards inclusion and accessibility.

We support employees with workplace accommodations in consultation with the employee and any other professional (i.e., medical doctor) when necessary.

Our plan

- We will conduct a comprehensive review of the current state of the accommodations process at Arrow Technology Group, including awareness among team members regarding the process.
- We will continue to promote and support accessibility across the organization and ensure that accessibility events, activities, programs, and support resources are promoted and available to all employees.
- We will formalize an accessibility feedback process for employees.
- Arrow Technology Group will review accessibility training needs with the organization and work to offer more training based on accessibility best practices. This includes

implementing mandatory accessibility training for all employees, focusing on disability awareness and methods for creating accessible products and services.

- We will ensure all new employees are informed about our policies regarding employee accommodation as part of their onboarding process, including information about accessibility and the Accessibility Act.

2.3 Information and Communication Technologies (ICT)

The ICT priority area relates to the technologies our employees and customers use. This includes hardware, software, assistive devices and all other aspects of technology.

What we are doing well

Arrow Technology Group works diligently to ensure our website and digital services meet the latest accessibility standards.

We conduct comprehensive accessibility audits of our current technologies, services, and facilities to identify potential barriers.

Our plan

- Arrow Technology Group will review our key webpages for meeting WCAG 2.1 Level AA conformance (Website Content Accessibility Guidelines). Our accessibility plan and all related documents will meet these standards.
- Arrow Technology Group will develop and implement detailed action plans to address any barriers identified during our audits, with timelines and responsible parties clearly defined.
- We will regularly update our technologies and practices based on the latest accessibility research and technology advancements.
- Arrow Technology Group will incorporate accessibility considerations into our design and development guidelines to ensure that new products and services are accessible from the outset.
- We will provide training and communications to employees on accessibility features and best practices for creating accessible digital content.
- Arrow Technology Group will explore the use of closed captioning for all video content to ensure accessibility for individuals who are deaf or hard of hearing.

2.4 Communication, other than ICT

The Communication priority area relates to communication with employees and customers. This includes print materials and publications. It also includes digital communications such as websites, digital materials and e-newsletters. Presentations and other methods of communication are also covered.

Communication is fundamental to the work we do at Arrow Technology Group. We are committed to meeting the communication needs of persons with disabilities.

The Arrow Technology Group website provides clear, easy-to-navigate information written in clear, simple, and concise language. We also offer ways for people with disabilities to provide feedback on accessibility.

Our plan

- Arrow Technology Group will work to build awareness among our employees regarding accessible communication practices.
- Arrow Technology Group will work to ensure that documents are offered in accessible formats (e.g., digital contracts and alternative format billing).
- Arrow Technology Group will continue to ensure our social media content and other communications can be accessed by all. We will include alternative text on images and closed video captioning where possible.
- Arrow Technology Group will consider additional accessible ways to market its products and services to persons with disabilities.
- Arrow Technology Group will consult annually with its employees regarding accessibility and disabilities in the workplace.
- We will create multiple, accessible channels for persons with disabilities to provide feedback on our accessibility performance, including surveys, focus groups, and direct communication tools.

2.5 The Procurement of Goods, Services and Facilities

The Procurement priority area relates to how goods, services, and facilities are purchased by Arrow Technology Group. This includes the evaluation process leading up to making purchases. It also includes ensuring that all documents related to procurement are accessible and have accessibility considerations in mind.

Our plan

- Arrow Technology Group will review procurement-related documents and procedures to improve accessibility where possible.
- Arrow Technology Group will learn more about best practices for accessible procurement and stay informed about the latest trends.
- We will work to ensure that accessibility considerations are incorporated from the start of any procurement process, such that all new goods, services and facilities procured by Arrow Technology Group will be accessible by default.

2.6 The Design and Delivery of Programs and Services

This priority area focuses on making all Arrow Technology Group programs and services accessible to all. It involves considering persons with disabilities when creating programs and services and requires us to continuously improve them.

What we are doing well

Arrow Technology Group is committed to providing goods and services in a way that respects the dignity and independence of persons with disabilities.

We train all customer-facing employees to provide excellent customer service to all customers, including those with disabilities.

Arrow Technology Group offers accessible support to customers through multiple channels. We accommodate customers with support persons.

We welcome feedback from customers, especially from persons with disabilities.

Our plan

- Arrow Technology Group will investigate ways to document a customer's accessibility needs in their file upon request.
- Arrow Technology Group will continue to engage in ongoing training of customer service and technical support representatives to ensure they are equipped with best practices to assist those with disabilities or accessibility concerns.
- We will explore additional support channels, such as live-chat support, to ensure customers can reach us in ways that meet their needs.
- Arrow Technology Group will actively engage with communities representing persons with disabilities to gather feedback on our products and services through ongoing consultations.
- We will include persons with disabilities in the development and design phases of new products and services (co-design approach).
- Arrow Technology Group will survey customers at least annually to seek and review feedback on accessibility concerns.
- We will strive for the highest level of accessibility in all new projects to ensure full participation for everyone.

2.7 Transportation

Arrow Technology Group has limited involvement with transportation. Because of this, barriers and actions have not been identified in this priority area. If Arrow Technology Group becomes more involved with any form of transportation, we will identify barriers and actions in this area.

3. Consultations

Arrow Technology Group is committed to ongoing consultations with persons with disabilities and communities representing persons with disabilities. We will establish feedback mechanisms and engagement opportunities to ensure that the voices and experiences of persons with disabilities inform our accessibility initiatives.

We recognize that persons with disabilities are the experts in identifying barriers and solutions, and we are committed to collaborating with them to create a truly accessible environment.

4. Incorporation of ACA Principles

Arrow Technology Group's accessibility initiatives are guided by the principles set out in Section 6 of the Accessible Canada Act:

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

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

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

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

Continuous Improvement: This accessibility plan is a living document and will be reviewed and updated regularly to ensure continuous improvement in accessibility across all aspects of our operations.

5. Publication and Format

This accessibility plan is published on our website, accessible directly from the homepage. The document is written in clear, simple, and concise language to ensure understanding. The electronic publication of this plan meets Level AA conformance with the Web Content Accessibility Guidelines (WCAG) 2.1.

Arrow Technology Group is dedicated to fostering an inclusive digital and telecommunication environment. We are committed to collaborating with persons with disabilities, continually seeking their input to refine our approach and better serve their needs.

For questions, feedback, or to request alternative formats of this plan, please contact us at accessibility@atg.net or call 1-877-701-4050 ext 110.