

Accessible Canada Act – Second- Year Progress Report

Fibernetics Corporation

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Date of Accessibility Plan

June 1, 2024

Date of Progress Report

June 1, 2026

General

Fibernetics Corporation is a Canadian Carrier and Internet Service Provider operating as a Competitive Local Exchange Carrier (CLEC) in various provinces across Canada.

Fibernetics serves both residential and business customers and is committed to identifying, preventing, and removing

barriers experienced by persons with disabilities in accordance with the Accessible Canada Act.

This Year-2 Progress Report outlines the actions taken between June 1, 2025 and May 31, 2026 to continue implementing the commitments set out in Fibernetics' Accessibility Plan published on June 1, 2024. The organization's approach continues to be guided by the principles of dignity, equity, autonomy, inclusive design, and meaningful participation.

1. Consultations

Open channels of communication to internal staff, and particularly employees with known disabilities were maintained. New employees to the organization were provided with the opportunity to provide feedback as part of the onboarding process. Fibernetics also focused on refreshing and improving accessibility information collection, and provided an anonymous method for employees to disclose accessibility needs and suggestions. This was achieved by way of a survey. The simplicity of the survey was selected so as to provide a company-wide method of updated information collection to inform future plans, ensure that responding to the survey was not taxing, and to reduce barriers in disclosure. Employees were informed of the opportunity to provide feedback

using the survey via internal messaging channels such as Teams and asynchronous employee-specific communication via email providing direction to the anonymous survey platform. Employees were provided with a flexible timeline in which to provide their feedback.

2. Feedback

Feedback continued to be received via multiple avenues, including mail, phone, email and the online webform available on the company's website, as well as via the anonymous survey which was launched internally.

In response to individual accessibility requests, Fibernetics provided appropriate equipment to improve the work environment for the individual, such as foot risers and monitor/laptop stands for varying height and supporting ergonomics.

In response to the internal anonymous survey, partial feedback was received in, and participation was also partial. No common themes were identified based on the survey results. It appears that there continues to be hesitancy in disclosing accessibility needs.

In consideration of the feedback, future surveys may ask more specific questions rather than being open-ended,

which may elicit more feedback and willingness to disclose accessibility needs, challenges and suggestions.

3. Areas Described Under Section 5 of the ACA

a. Employment

Fibernetics continued to strengthen accessibility within employment practices. Ergonomic training remains part of the onboarding process for new hires, and ergonomic assistive equipment was provided to address employee-identified needs. Several office chairs identified as non-supportive or broken were replaced to improve comfort and reduce physical strain.

Managers and HR personnel continued informal check-ins related to accessibility needs, helping to reduce stigma and encourage dialogue.

Employees were offered ergonomic refresher courses, so that they can be completed when suitable, to encourage comfort with the learned material. Visual aids for ergonomic workstation set up were also made available in an accessible location to all employees.

Managers completed specific accessibility training to encourage learning and normalize accessibility conversations within teams.

Fibernetics plans to continue developing check-ins, education, and support for employees and managers as it relates to accessibility.

b. Built Environment

Fibernetics reviewed the physical office environment and confirmed that existing workspaces continued to meet basic physical accessibility standards, including wheelchair access throughout the office space. While constraints such as fixed lighting and limited sound-proofed rooms remain, meeting rooms continued to be made available as quieter spaces when needed.

In order to increase options for alternate work locations within the office space in order to mitigate the audio and lighting challenges, an additional large space was made available to employees to work at, within the existing office space, which provided comfortable wheelchair access.

Fibernetics will continue to conduct accessibility audits of the physical environment.

c. Information and Communication Technologies (ICT)

Fibernetics continued reviewing internal communication platforms, including Microsoft Teams, email, and softphone systems. These platforms provide multiple modes of communication (text, audio, and video), supporting accessibility for employees and external customers and vendors with diverse needs.

Additional contact options have been developed to allow customers with hearing accessibility needs to obtain support via chat in real time. This complements asynchronous written support that customer with hearing challenges can obtain via email.

Further developments that assist customers with visual or physical accessibility needs in obtaining product support after hours via an audio-enabled tools are in development for potential.

Fibernetics is committed to conducting period accessibility review of internal and customer-facing systems, gather feedback as available, and address any identified accessibility gaps as they arise.

d. Communication, Other Than ICT

Internal communications continued to emphasize clarity, inclusivity, and availability in multiple formats. Key documents remained accessible through SharePoint, printed copies in the office, and email distribution, with alternate formats available upon request. Employee documentation such as the Employee Handbook and policies were updated to have inclusive language and adopted more plain-language practices.

Fibernetics plans to combine the Employee Handbook together with company policies in one document, to ease access to the information in one place and reduce cognitive strain associated with locating, reading, and cross-referencing multiple documents. Requests for alternate formats will continue to be monitored to guide future improvements.

e. Procurement of Goods, Services and Facilities

Fibernetics continued reviewing procurement practices to identify opportunities to integrate accessibility considerations. Accessibility is increasingly considered when evaluating goods and services, particularly for workplace equipment and tools.

Accessibility training opportunities specific to procurement will continue to be researched.

f. Design and Delivery of Programs and Services

Customer facing staff at Fibernetics continued to be encouraged to remain mindful of diverse accessibility needs when interacting with internal and external customers and vendors. Fibernetics explored available accessibility training resources to support employees who interact directly with customers. Research continues into identifying specific customer-facing accessibility training.

g. Transportation

Not applicable – Fibernetics does not provide public-facing transportation services.

4. Other Areas

Accessibility Training and Awareness

Formal accessibility training was provided to Managers during this reporting period. While not all Managers completed the training by the reporting timeframe of this report, internal communication affirms their commitment to do so in the upcoming year.

Awareness of invisible disabilities continued through informal discussions and internal guidance.

Ongoing and future efforts are in place to implement accessibility training for the organization across departments, and continue to encourage awareness of invisible disabilities.

5. Conclusion

During Year-2 of its accessibility planning cycle, Fibernetics Corporation continued building on foundational progress toward a more accessible and inclusive organization. Actions taken during this period focused on practical employment supports, which included ensuring ergonomic furniture was available and removing furniture that was not ergonomically aligned, and creating additional quiet work spaces. Fibernetics improved accessible communication through plain-language practices and inclusive language. Finally, Fibernetics increased awareness of accessibility considerations by providing Manager training specifically on accessibility.

Fibernetics will continue implementing its Accessibility Plan, learning from experience, and advancing accessibility across its operations in alignment with the goals of the Accessible Canada Act.