Quadro Communications Co-operative Inc.
Accessibility Plan Progress Report
May 2025 – May 2026 rev 1

Quadro Communications Co-Operative Inc.
1845 Road 164, PO Box 101
Kirkton, ON N0K 1K0

519-229-8933
customer.care@quadro.net
www.quadro.net

Introduction

Quadro Communications Co-operative Inc. is pleased to submit this update to our Accessibility Plan, originally filed on May 31, 2024, in accordance with the Accessible Canada Act and its associated regulations.

This update outlines the feedback received over the past year and describes how this feedback has been considered and integrated into our accessibility practices and priorities.

Feedback Summary

Since the publication of our initial Accessibility Plan in 2024, Quadro established accessible feedback channels for members, customers or employees including:

- Email: accessibility@quadro.net
- Telephone: 519-229-8933 / 1-800-265-4983
- Mail: 1845 Road 164, Kirkton ON N0K 1K0
- Anonymous online webform: https://www.quadro.net/accessibility-feedback-form/

From June 2025 to May 2026, no feedback was received from members, customers or employees.

Alternative Formats

You may request an alternative format of this plan or feed-back process in print, large print, braille or audio. An electronic version of this plan is available to be viewed or downloaded on our website at: https://www.quadro.net/accessibility/ or in a format that is compatible with adaptive technology can be requested by sending an email to: accessibility@quadro.net.

Actions Taken in Response to Feedback

As no feedback was submitted, no specific actions were required during this reporting period.

Consultations

No further consultations were conducted in 2025, as no feedback was received from staff or the public identifying any additional barriers, concerns, or areas requiring further consultation at this time.

Status of Progress in identified Areas

This progress report aligns with the key areas in our Accessibility Plan and provides an update on the actions we have taken to advance accessibility.

Built Environment

- **Objective**
  - Ensure all buildings meet accessibility requirements for people/individuals with disabilities
- **Progress**
  - Relocated front line staff to retail locations, and removed temporary workstations within head office, to remove aisle barrier.
- **Next Steps**
  - Continue to implement accessibility improvements in older buildings to meet accessibility standards.

Employment

- **Objective**
  - Provide a fair and equitable employment opportunity for people/individuals with disabilities
- **Progress**
  - Completed a review of our recruiting strategy that included identifying barriers to employment for people/individuals with disabilities.
- **Next Steps**
  - Incorporate the perspectives and experiences of people/individuals with disabilities as we continue to evaluate the effectiveness of our recruitment strategy**.**

Information and Communication Technologies (ICT) Summary

- **Objective**
  - Remain focused to remove digital barriers by ensuring our ICT systems and content are accessible and inclusive
- **Progress**
  - Company website and digital content meet Web Content Accessibility Guidelines (WCAG)2.0 Level AA
- **Next Steps**
  - Provide ongoing accessibility training to all employees
  - Continue to review/update ICT systems as needed through consultation with people/individuals with disabilities.

Communication (Non-ICT) Summary

- **Objective**
  - A demonstrated commitment to inclusive and accessible communication beyond digital technologies, which include but are not limited to marketing materials and other direct information methods
- **Progress**
  - We are continually working to adapt our brand to better reflect the diversity of the communities we serve**.**
  - Developing techniques to deliver information in plan language
- **Next Steps**
  - We seek to align all aspects of our communications and branding with inclusive and culturally responsive practices.

Procurement of Goods, Services, and Facilities Summary

- **Objective**
  - At Quadro, accessibility is a core consideration in the procurement of goods, services, and facilities.
- **Progress**
  - Encouraging customer feedback on accessibility issues.
  - Procurement best practise includes a review of accessibility criteria as a standard evaluation component during purchase considerations
- **Next Steps**
  - We will continue to monitor progress and consult people/individuals with disabilities as we work to continually refine our procurement processes.

Design and Delivery of Programs and Services Summary

- **Objective**
  - Provide accessible and inclusive services for all customers.
- **Ongoing Initiatives**
  - Encouraging feedback as an aid to continuous service improvements.
- **Next Steps**
  - Continue to consult with employees, customers and other members of the public who have disabilities or work with member of our communities with disabilities.

Transportation Summary

Quadro has not currently identified barriers related to transportation.