



Accessibility Progress Report - Year 4

Wifiplex Inc.

In accordance with the Accessible Canada Act (ACA) and the CRTC Accessibility Reporting Regulations

1. Introduction

This report constitutes the **second progress report of Wifiplex Inc.**, prepared in accordance with the requirements of the **Accessible Canada Act (ACA)** and the **CRTC Regulations**. It reports on the **progress made** in implementing the company's **accessibility plan**, published on Wifiplex Inc.'s website.

<https://wifiplex.ca/lca/> [[wifiplex.ca](#)]

This report is part of the regulatory cycle provided for under the ACA, namely:

- Year 1: Feedback process
 - Year 2: Accessibility plan
 - Year 3: First progress report
 - **Year 4: Second progress report**
 - Year 5: Update to the accessibility plan [[wifiplex.ca](#)]
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2. Reporting period

This report covers the period following the publication of the first progress report and reports on the measures taken **during the subsequent year**, up to the publication date of this report, in accordance with the CRTC's annual requirements.

3. Progress made - Policies, programs, practices and services

In accordance with section 5 of the ACA, Wifiplex Inc. continues its actions in the **seven priority areas**.

3.1 Employment



Wifiplex Inc. continued internal awareness of accessibility and inclusion, including:

- maintaining inclusive recruitment practices;
- the ability to offer reasonable accommodations based on individual needs;
- continued efforts to adapt workstations when required. [\[wifiplex.ca\]](https://wifiplex.ca)

3.2 Built environment

The company continues to assess its work environments in order to **identify and reduce physical barriers**, taking into account the operational reality of its facilities.

3.3 Information and communication technologies (ICT)

Wifiplex Inc. maintains an ongoing commitment to digital accessibility:

- continuous monitoring of its Web platforms' compliance with **WCAG 2.1 Level AA standards**;
- progressive improvements aimed at making digital services easier to use for all users. [\[wifiplex.ca\]](https://wifiplex.ca), [\[wifiplex.ca\]](https://wifiplex.ca)

3.4 Communications other than ICT

The company continues to provide **clear and accessible communications**, including:

- the availability of documents in accessible formats upon request;
- awareness among communications teams regarding accessibility.

3.5 Procurement of goods, services and facilities

Accessibility criteria continue to be considered when procuring goods and services, where relevant, in collaboration with suppliers.

3.6 Design and delivery of programs and services

Wifiplex Inc. maintains services designed to be **usable by as many people as possible**, including:

- accessible customer support options (telephone, email, digital tools);
- continued attention to an inclusive customer experience. [\[wifiplex.ca\]](https://wifiplex.ca)



3.7 Transportation

The company remains attentive to transportation-related issues that may affect accessibility for its employees and partners and assesses opportunities for improvement when required.

4. Consultation of persons with disabilities

During the reporting period, Wifiplex Inc. continued an approach of **listening and openness** toward persons with disabilities, particularly through discussions related to the accessibility of its services and digital tools. The comments received help guide the continuous improvement of the company's practices.

5. Feedback received and taken into account

Wifiplex Inc. maintains an **accessible feedback process**, allowing clients, employees and members of the public to submit their comments:

- by email;
- by telephone;
- through the company's website. [\[wifiplex.ca\]](http://wifiplex.ca)

During the period covered, accessibility-related feedback was **taken into account in the continuous improvement** of services and digital platforms. No major unresolved issue was brought to the company's attention.

6. Barriers identified and future measures

Wifiplex Inc. recognizes that certain barriers may persist, particularly those related to:

- technological evolution;
- operational constraints specific to its services.

The company will continue its efforts to **prevent new barriers** and progressively improve the accessibility of its services, in preparation for the **next update of its accessibility plan**.



7. Feedback process

Persons wishing to provide feedback on accessibility may contact Wifiplex Inc. through the following means:

- Website: <https://wifiplex.ca/lca/>
- Email: accessibilite@wifiplex.ca
- Telephone: 1-888-777-9778

Alternative formats are available upon request to ensure the accessibility of the feedback process. [\[wifiplex.ca\]](https://wifiplex.ca)

8. Conclusion

Through this second progress report, Wifiplex Inc. reaffirms its **ongoing commitment** to removing barriers, preventing new barriers and promoting an accessible environment, in accordance with the objectives of the Accessible Canada Act.