



Your Partner in Communication



ACCESSIBILITY PLAN PROGRESS REPORT NEXICOM GROUP

June 2025



General

The Nexicom Group (Nexicom Inc., Nexicom Systems & Lansdowne Telephone), is committed to providing a barrier-free environment for customers, employees, suppliers, job applicants and visitors who access the company's goods and services.

The Accessibility Progress Report has been prepared in accordance with the requirements of the Accessible Canada Act and its regulations (ACA).

This plan identifies barriers where they exist in our organization.

Contact Information and Feedback Process

To obtain a copy of Nexicom Group's Accessibility Plan, would like to provide feedback, or would like to request this information in an alternate format please contact us:

Mail:

Accessibility Coordinator

5 King St. E

Millbrook, On

LoA 1Go

Email:

accessibility@nexicomgroup.net

Telephone:

1-833-932-4202

Information on how to submit feedback is also available on our website.

<https://nexicom.net/accessibility>

The person responsible for receiving accessibility feedback for Nexicom group is the Manager of Human Resources & Payroll.

Nexicom Group will provide the following alternate formats of this plan upon request through email at: accessibility@nexicomgroup.net

or by phone at 1-833-932-4202.

Print or Large Print- provided within 15 days of request

Braille- provided within 45 days of request

Audio (voice reading text out loud) – provided with 45 days of request

Status of Progress

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 at the Nexicom Group of Companies.

Employment

Identified Barrier	Action Taken
Accessibility for interview rooms.	Nexicom Group has established an accessible meeting room for interviews at each office.
There is a need for greater accessibility support to encourage self-disclosure and enhance a supportive workplace.	If an employee needs accessible support, they will go to the department manager who will consult with the Human Resources Manager on suitable accessible accommodation.
Lack of clarity among job applicants, and hiring managers on the types of accommodations available for persons with disabilities who are applying, and interviewing for positions.	Job postings now say we are an equal opportunity employer, with an inclusive work environment. Interviewees are asked if they require any accommodations for the interview.

The Built Environment

Interior stairs in many of the buildings.

Make it difficult for some employees.

Ensure team members know all spaces

Must be clear of physical barriers.

In offices that we can, we have made sure, that employees can access any resources, washrooms, coffee etc. they may need.

Have brought up at Health and safety meetings and monthly inspections, that areas need to be clear to allow for employees to have easy access to move around.

Information and Communication Technologies (ICT)

Website is not always easy to navigate because of the large volume of information; also, the language used may be too complex and difficult to understand

We have constructed a new website that is simpler to navigate and read less information, with clear concise language. This will be rolled out in May 2025.

Expand the availability of video or other types of communication.

Creation of training and instruction Videos have started, for both staff and customers.

Communication, other than ICT

Training on how to create documents that are available in multiple formats are not provided.

Marketing group is looking into what accessibility needs are required
Developing materials to meet those needs.

The Procurement of Goods, Services and Facilities

Procurement practices may not meet accessibility requirements

Evaluating our practices.

The Design and Delivery of programs and Services

Continue to educate team members on the best practices in customer interactions with customers with accessibility challenges

Training is being developed.

Conclusion

Nexicom Group believes we can make a difference for persons with disabilities by addressing the barriers described in our Accessibility Plan.

The company is guided by the recognized principles of the Accessible Canada Act.

<https://laws-lois.justice.gc.ca/eng/acts/a-o.6/>