



Accessibility Progress Report 2

Solo Cable Solutions Inc.

Reporting Period: May 2026

1. General

This report provides Solo Cable Solutions Inc.'s annual update on progress made under the Accessible Canada Act (ACA). It outlines actions taken across key accessibility areas, feedback received through consultation processes, and planned improvements moving forward.

Solo Cable Solutions Inc. remains committed to continuous accessibility improvement across all areas of its operations. We actively encourage feedback from employees, clients, and members of the public, and maintain accessible communication channels to ensure everyone can participate fully.

Designated Contact for Accessibility Feedback:

- **Title:** Accessibility Officer
- **Email:** accessibility@solocable.com
- **Phone:** 519-759-5857 ext. 102
- **Mailing Address:** 20 Roy Blvd. Unit #2, Brantford, Ontario, N3R 7K2
- **Website:** <https://solocable.com>

Feedback channels may be used to:

- Report barriers encountered in accessing services or facilities
 - Provide comments on the implementation of the accessibility plan
 - Request alternate formats of accessibility plans, reports, or documents
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2. Areas Described in Section 5 of the Accessible Canada Act

a) Employment

- Applicants are informed that accommodation measures are available throughout the recruitment process.
- Individual Accommodation and Return-to-Work Plans have been developed and implemented where required.
- Accessibility considerations have been incorporated into employee performance review processes.
- Dedicated personnel are available to support employees requiring workplace accommodations or assistance.

b) Built Environment

- A workplace accessibility review was conducted, including visual inspections and employee feedback.
- Ground-level offices and washroom facilities have been verified for accessibility compliance.
- Wayfinding and safety signage have been improved across the facility, including exits and accessible routes.
- Automatic door systems have been installed and designated accessible parking spaces provided.

c) Information and Communication Technologies (ICT)

- The company website has been updated to support screen reader compatibility and keyboard-only navigation.
- Mobile responsiveness has been improved to ensure accessibility across devices.
- Website content has been enhanced with improved visual design, including brighter imagery and clearer layout structure to support readability and ease of use.
- Contrast, spacing, and navigation features have been refined to support users with visual and cognitive accessibility needs.
- A dedicated and simplified Contact Us page has been developed to improve ease of communication and accessibility for all users.

d) Communication (Other Than ICT)

- Customer service practices have been adapted to support individuals with communication disabilities.
- Reception areas and service counters have been reviewed to improve accessibility and usability.
- Alternative formats of communication are available upon request.

e) Procurement of Goods, Services and Facilities

- Accessibility requirements have been integrated into procurement policies and processes.
- Suppliers are evaluated based on their ability to provide accessible goods and services.
- Assistive devices and accessibility supports are provided where needed.

f) Design and Delivery of Programs and Services

- Ongoing training is provided to support inclusive customer service delivery.
- Internal processes have been updated to reflect accessibility best practices.
- Accessibility-related documents are made publicly available upon request in alternate formats.
- Employees requiring support are assigned designated contacts for coaching and guidance.

g) Transportation

- Not applicable, as Solo Cable Solutions Inc. does not operate as a transportation service provider.
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3. Consultations

- Internal employee surveys were conducted to gather feedback and lived experiences related to accessibility.
 - Individuals with disabilities and accessibility professionals were consulted to support inclusive planning.
 - Feedback was collected across digital systems, physical environments, employment practices, and customer service experiences.
 - A workplace safety and accessibility discussion was introduced to gather practical, real-time feedback from employees.
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4. Feedback

- Feedback was received through surveys, in-person discussions, and email communication.
- Key topics included accessible parking, counter heights, entrance ramps, and website usability.
- Feedback has been reviewed and incorporated into accessibility planning and ongoing improvements.
- Continued focus has been placed on improving mobile access and enhancing real-time support options.



Accessibility on the Job Site Safety Talk

A safety and accessibility discussion titled “**Accessibility on the Job Site**” was conducted with employees.

Participants were asked the following focus question:

“What changes or improvements would help make your work area safer and easier to navigate for everyone?”

Key feedback themes included:

- Improved clarity and maintenance of walkways and job site pathways
- Enhanced signage for navigation and hazard awareness
- Better lighting in work and transition areas
- Reduction of physical barriers and obstructions

This feedback will directly inform future workplace safety and accessibility improvements.

5. Challenges and Lessons Learned

- Continuous feedback loops remain essential for identifying and addressing accessibility barriers effectively.
 - Tailoring training approaches to diverse learning and communication needs is critical to inclusive workplace development.
 - Integrating accessibility into daily safety practices is particularly important in dynamic job site environments where conditions frequently change.
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6. Looking Ahead

Solo Cable Solutions Inc. will continue to advance its accessibility commitments through the following actions:

- Further enhance website accessibility, including improved visual design and user navigation features.
- Continue development and monitoring of the dedicated Contact Us page to ensure accessible communication options remain effective.
- Expand accessibility-focused safety discussions and job site engagement activities.
- Implement improvements based on employee feedback gathered through accessibility and safety consultations.
- Continue ongoing employee training focused on accessibility, inclusive communication, and workplace safety.



- Develop measurable accessibility performance indicators and track progress on a regular basis.
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7. Closing Statement

Solo Cable Solutions Inc. remains committed to identifying, removing, and preventing barriers to accessibility. We will continue working collaboratively with employees, stakeholders, and individuals with lived experience to build a more inclusive and accessible organization.