



10 Dartnall Road
Hamilton, Ontario L8W 3N1

Tel: 905.662.9194
Fax: 905.662.5449
www.i-m-s.ca

Committed to Quality Service

Accessibility Progress Report 2026

Integrated Market Solutions Inc. (IMS) is committed to building a barrier-free environment in accordance with the Accessible Canada Act and Regulations (ACA, ACR). Not only is this part of our company culture, but opening access to everyone is imperative to our growth and competitiveness as an employer in the telecommunications industry. We know that creating a barrier-free environment takes time and commitment. We are dedicated to the ongoing identification, removal and prevention of barriers. The Accessibility Plan and this Progress Report will help guide our organization in meeting our accessibility commitments.

This Accessibility Plan steers our culture in regards to improving and measuring accessibility. This plan is coordinated by senior management including our Human Resources Manager and Manager of Business Systems.

Version

This plan is updated for submission by June 1, 2026 and provides information on the progress since June 1, 2025 and further action goals for the next year.

General Information

If you would like to provide feedback, or request further information, regarding this accessibility plan you may contact us by the following methods:

- Mail:
Integrated Market Solutions Inc
Attn: Human Resources
10 Dartnall Rd
Hamilton, ON L8W 3N1
- Telephone:
905-662-9194 (office number - Select 0 and leave message)
- Email:
info@i-m-s.ca

Table Of Contents

Accessibility Progress Report 2026	1
Version	1
General Information	1
Table Of Contents	2
Progress And Plan	2
Employment	2
Built Environment	3
Information and Communication Technologies (ICT)	3
Communication, other than ICT	4
Design and Delivery of Programs and Services	4
Procurement	5
Transportation	5
Consultations	5
Training and tools needed to assist customers with barriers	6

Progress And Plan

Employment

Actions:

Most positions are physically demanding, involve driving and attention to customer needs including those with accessibility needs. Postings have clear messaging regarding accommodations available for accessibility needs.

Progress/Plan:

We achieved success with our barrier-removal strategy with continued consultations including managers, supervisors as well as confidential consultations with employees who have identified with disabilities and utilized external subject sources and tools. Accommodations have been made for physical, learning, mental health and other health related issues. All of these accommodations have been made in confidence and discreetly, often without the prospective or active employee knowing. There was no turnover in office positions that could accommodate obvious accessibility needs (sight, hearing, physical) although facilities exist at the ready.

Measurable Goals:

- By Q2 2027 a redesign of the recruitment and onboarding processes and documents will be taken to ensure they are fully compliant with the CAN/ASC-1.1 standard's guidance on barrier-free practices.

Built Environment

Actions:

IMS does not own the properties from which the company operates and our locations are not open to the general public. However, accommodations are available that allow us to easily adapt to those that have physical disabilities, with only some areas that may limit mobility.

Progress/Plan:

All our physical locations have ample access for those with physical accessibility needs. The two offices where full or part time employees engage in work that is not “in the field” construction or installation work have accessible washroom facilities and accessible work stations in the event they can be utilized.

Measurable Goals:

- Ensure that any and all changes to the built environment do not negatively impact current accessibility standards and must improve accessibility where they have the ability to do so and are economically viable. This standard should strive for 100%.

Information and Communication Technologies (ICT)

Actions:

Training, internal communications and internal electronic systems have been updated and under continuous improvement.

Progress/Plan:

The following system changes have been made:

- **Accessible Communications Style Guide** - A guide on formatting for electronic communications (including Google Docs, Sheets and Gmail) was drafted to steer all content of internal communications and systems to conform to accessibility standards.
- **Internal Memos and Bulletins** - these are mostly in Google Doc format and most current communications (going back a few years) have been converted to the standards in our Accessible Communications Style Guide.
- **eLearning Portal** (Health & Safety and some Technical Training) - New courses are now utilizing standards set out in the Accessible Communications Style Guide and include “Listen to this lesson” recordings. Images include descriptive alt-text and content is also being reviewed with the assistance of AI to improve readability and comprehension. Backwards compatibility is ongoing and priority for onboarding courses.
- **Company Public URL** - The new site is still under development awaiting approvals and feedback on the marketing plan direction. Then content including images and video will still need to be developed. The structure of the new site will have accessibility standards applied after the fundamental scale and scope is finalized and content created.
- **Internal Electronic Resource Portal** - The Google Sites internal landing page for electronic resources is being maintained in Google Sites as this is the best platform for

Field Technicians and Construction Crews to easily access information and resources they need in the field. There could be accessibility challenges for some employees but no tool has been found that is better at getting this important safety information to the field. (see goals below)

- **Internal ERP** - A high contrast visual perspective utilizing a large font has been prepared for the system. This system has many different user roles who perform completely different tasks or use different resources within the platform. This visual template is ready to make accessible access available on short notice for these various roles as arises.
- **Internal Training/Communications Video** - Although no new training video was created in the last year, the resources are available and the template ready to apply captions to all training videos.

Measurable Goals:

- All remaining onboarding training and new training to be converted to the new accessible template by Q2 2027 at 100%.
- The updated public URL should also be live by Q4 of 2026 and this will greatly improve our electronic recruitment gateway.
- All memos and bulletins will conform to the standards at 100% with an eye towards continuous improvement of the standards.
- A review of technology to replace Google Sites is to be conducted by Q4 2026 with a comparative analysis report made of the short list contenders to measure cost/benefit to improve accessibility to these internal links, tools and resources.

Communication, other than ICT

Actions:

IMS has strived to reduce paper forms and moved all but the most sensitive and confidential information to ICT systems. To date, no request for alternate formats of communication have been requested and we are ready to develop them on request. Large print is available as we print these documents on demand.

Progress/Plan:

Actions are completed and only the production of specific braille documents would require lag time to produce.

Measurable Goals:

- A review to be completed by Q2 of 2027 to ensure this standard is still met at 100%.

Design and Delivery of Programs and Services

Actions:

Accessibility considerations must be involved from the beginning when designing and planning the delivery of programs and services either to employees and our client's customers.

Progress/Plan:

Improved information is often now available from within our client's dispatch application before our employees are dispatched to homes with persons with disabilities. We have also linked our clients accessibility information directly on the main page of our internal web portal. Customized anti-ableism training is under active development and is expected to be distributed by July which will become part of our yearly refresher training program.

Measurable Goals:

- 100% of client supplied information regarding their accessibility products are to be relayed to Installation/Service Technicians while continuing our culture of customer support and maintaining our Net Promoter Score (NPS) at a high level.
- 100% of employees and management will receive anti-ableism training and this will also become part of the onboarding training.

Procurement

Actions:

Accessibility must be considered during all stages of procurement. The majority of goods are supplied by our client company with the exception of office goods.

Progress/Plan:

We have two desks with automatic height adjustments to accommodate a wheel chair. Along with two sit to stand adjustable desk risers for the office. Our office supply storage cabinet is now a low standing cabinet. As new goods are needed we will purchase with accessibility in mind.

Measurable Goals:

- A review to be completed by Q2 of 2027 to ensure this standard is still met at 100%.

Transportation

Actions:

IMS does not provide any transportation services; this section does not apply.

Progress/Plan:

n/a

Consultations

Actions:

We consulted more deeply with our managers, supervisors and employees including those with disabilities including those with direct knowledge and experience with barriers. Focus groups and 1-on-1 interviews were used.

Progress/Plan:

No new feedback was received on the Accessibility Feedback form which has a button on the main page of our Internal Electronic Resource Portal. Although as stated previously, various

accommodations have been made for physical, learning, mental health and substance issues. All of these accommodations have been made in confidence and discreetly, often without the prospective or active employee being made aware of the accommodation.

Measurable Goals:

- By Q2 2027, and when the anti-ablism training is distributed the Accessibility Feedback form will be linked to in the communication email, in the training and will be focused on increasing engagement throughout the organization in this process.
- All feedback will create notifications so that the relevant team members will review and make adjustments to this plan or as are identified.

Training and tools needed to assist customers with barriers

Actions:

Managers and Supervisors are available to assist employees while they are with customers with accessibility requirements and have conducted 1 on 1 consultations with Field Technicians where they are customer facing regarding how to assist our client's customers.

Progress/Plan:

No new communication from our clients was received and no complaints or concerns regarding accessibility requirements from our client customers has been received in the year. We believe that our customer facing Field Technicians are committed to providing top tier customer service in any situation. Their customer satisfaction scores also validate this.

Measurable Goals:

- A formal feedback mechanism to be considered to ensure that managers or supervisors who receive feedback from our client on any accessibility issues with customers is forwarded to this team with the goal of continuous improvement. This is to ensure that accessibility is considered by this team and not lost as a solely employee "performance" issue.
- An analysis on how to best design this feedback mechanism will be completed prior to the distribution of the anti-ablism training so that it is ready for input.

-end of document-