

ARROW TECHNOLOGY GROUP

Accessibility Plan

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A PDF version of this Accessibility Plan
is available to download.

ACCESSIBILITY AT ARROW

General

Arrow Technology Group provides IT services, hardware, technical support and telecommunications services in Alberta.

This plan describes how Arrow will identify, remove and prevent accessibility barriers affecting employees, applicants and customers. It covers our workplace and the ways people obtain information, communicate with us and use our services.

Accessibility contact: Monica Burman

Monica receives accessibility feedback and requests for alternative formats.

Attention: Accessibility

Arrow Technology Group

18236 102 Ave NW

Edmonton, AB T5S 1S7

CONTACT METHODS

 accessibility@atg.net

 [1-877-701-4050, extension 110](tel:1-877-701-4050)

Feedback process

You can contact us by telephone, email or mail to report an accessibility barrier or provide feedback on this plan and its implementation. You may also use our website contact form.

Feedback can be provided anonymously. If you use a form and wish to remain anonymous, do not include identifying information; if the form requires it, use telephone or mail instead.

We will acknowledge feedback other than anonymous feedback, using the same communication method where possible. Please tell us if you need another method.

Monica will refer the feedback to the staff responsible for the matter. We will assess the barrier, determine the response and record any action or outstanding work. Feedback will be considered when preparing updated plans and progress reports.

Personal information provided with feedback will remain confidential unless you consent to its disclosure or disclosure is required by law.

Alternative formats

You may request this plan, our accessibility progress reports or the description of our feedback process in print, large print, Braille, audio or an electronic format compatible with assistive technology.

Contact us using the methods above. We will provide the requested format as soon as feasible, within:

- 15 days for print, large print or an accessible electronic format.
- 45 days for Braille or audio.

We may use an external provider to prepare the requested format. Another format can be provided if we agree with the requester and document that agreement.

Employment

Employees and applicants can request disability-related accommodations through their manager or Arrow's accessibility contact.

We will discuss individual needs and assess appropriate accommodations, including working from home where suitable for the role. Requests and agreed actions will be documented and followed up with the individual.

Built environment

We will assess barriers affecting access to our premises when they are identified through feedback, accommodation requests or changes to our facilities.

We will determine the modifications or alternative arrangements needed. Where a matter involves leased premises, we will work with the property owner as necessary.

Information and communication technologies

We will publish our accessibility plan, feedback-process description and progress reports in formats meeting the applicable WCAG Level AA requirements.

We will assess accessibility barriers affecting our websites, online forms and digital tools. Identified issues will be referred to the staff or service provider responsible for correction or an accessible alternative.

People who cannot use an online customer-service function because of a disability can contact us for assistance through another channel without an additional charge for that assistance.

Communication, other than information and communication technologies

We will discuss communication needs with the person requesting assistance and provide information in an accessible manner.

This may include written communication instead of a telephone conversation, explaining information verbally, or providing documents in an alternative format where required.

Staff handling a request will receive the instructions needed to provide the agreed assistance.

Procurement of goods, services and facilities

We will consider accessibility needs when purchasing goods, services or facilities and when selecting solutions to identified barriers.

Design and delivery of programs and services

We will consider accessibility barriers affecting enquiries, quotations, ordering, installation, account administration, billing and technical support.

When a barrier is identified, the staff responsible will assess the assistance or change needed, discuss relevant options with the person affected and record the resulting action.

Transportation

Arrow does not operate a public passenger transportation service.

Disability-related barriers involving travel for work will be considered through our workplace accommodation process.

Telecommunications accessibility requirements

Arrow's telecommunications activities are also subject to accessibility-related conditions under sections 24 and 24.1 of the Telecommunications Act, as applicable to the services we provide.

Our actions will include:

- Providing accessible customer-service information and assistance.
- Providing bills and service information in alternative formats where required.
- Addressing accessibility barriers in telephone customer service, including automated menus where used.
- Providing relevant customer-service staff with training on handling accessibility enquiries and available assistance.
- Addressing applicable telephone-service accessibility obligations, including relay-service arrangements, with the providers involved in delivering those services.

The CRTC Accessibility Reporting Regulations also govern our accessibility planning, feedback process, alternative formats, progress

reports and publication notices. We will maintain the required records and complete the applicable reporting and notification steps.

Consultations

Arrow consulted an employee with a disability through an individual discussion about workplace accessibility barriers and possible accommodations. The feedback informed the employment measures in this plan.

We will consult persons with disabilities when preparing updated plans and progress reports.

Accessible Canada Act principles

In preparing this plan, Arrow considered dignity, equal opportunity, participation without barriers, individual choice and the different ways people experience disability.

The plan provides for discussing needs directly with the person affected and considering their preferences when assessing a response. It also recognizes that people may experience more than one barrier or form of disadvantage.

We will involve persons with disabilities in future planning and take account of the Act's objective of achieving the highest level of accessibility.

Implementation and reporting

Monica will coordinate feedback with the staff responsible for addressing identified barriers. We will retain the required records and use feedback and actions taken to prepare updated plans and progress reports.

We will publish these documents and notify the relevant regulators according to the applicable requirements.

