



Accessibility Second Progress Report 2025

May 2025

vianet



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The Vianet Accessibility Plan was developed in 2022/2023 and published June 2023.

This **second report** identifies the progress Vianet has made on the actions proposed in each of the areas described in the Accessibility Canada Act.

1 General

Vianet welcomes ongoing feedback from our employees, customers, and members of the public. We are committed to reviewing the feedback we receive and taking steps to address barriers through this process.

You can submit feedback about accessibility at Vianet by contacting:

Accessibility Officer

Email: accessibility@vianet.ca

Telephone: 1-800-272-0632

Mail: 128 Larch St Suite 202, Sudbury, Ontario, P3E 5J8

You may also submit feedback anonymously via our website:

<https://www.vianet.ca/support/accessibility-services/survey/>

Feedback will be acknowledged through the same means by which it was received unless it was received anonymously.

You can ask for a copy of our Accessibility Plan, Progress Report, or a description of our feedback process in one of these alternative formats:

Alternative Formats:

An electronic version of our Accessibility Plan, Progress Report or Feedback Process, compatible with assistive technology can be downloaded from our website at:

<https://www.vianet.ca/support/accessibility-services/accessibilityplan/>

Alternative formats also include the following:

- Print – 15 days
- Large print (Increased font size) – 15 days
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers) – 45 days
- Audio (recording of the text read out loud) – 45 days



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2 Areas Described Under The ACA

2.1 Employment

We've developed a statement that describes our commitment to accessibility and have installed this statement on our Careers page on our website.

Our employment opportunity postings have been updated to include a barrier free and inclusivity statement.

Vianet continues to work on identification, removal, and prevention of barriers to recruitment, promotion, and retention in support of a representative and inclusive workforce.

We regularly review our employment documentation and processes and make changes where necessary to be more inclusive.

2.2 The Built Environment

We consistently review/identify and remove barriers in the built environment where possible.

We've resolved existing issues related to lighting and noise in the office environment specific to employees' needs.

As tenants in many of our locations, we have limited control over the built environment. We continue to encourage our employees to share accessibility concerns regarding the built environment.

2.3 Information And Communication Technologies (ICT)

We implemented a process to run new and updated tools through accessibility checkers. This will ensure that accessibility is incorporated into the design process in our development environments.

We introduced an accessibility feedback process into our internal application to facilitate accommodation requests in a live environment.

We continue to be prepared to move forward to action such requests as they come in.



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2.4 Communication, Other Than ICT

Vianet continues to review current documentation and adopt plain language and accessible formats where necessary.

Vianet hiring communication now identifies Vianet as an equal opportunity employer and communicates how job applicants can request and receive accessibility accommodations.

2.5 The Procurement Of Goods, Services, And Facilities

When procuring goods, services, and facilities, Vianet continues to consider accessibility at the start of the procurement process.

Vianet has not received any feedback on accessibility barriers that relate to the procurement of goods, services, and facilities.

2.6 The Design And Delivery Of Programs And Services

Vianet continues to review the design and delivery of programs and services to ensure they are accessible to everyone.

Vianet has not received any feedback on accessibility barriers that relate to the Design and Delivery of Programs and Services.

2.7 Transportation

This area under the Accessible Canada Act is not applicable to Vianet as we do not offer transportation.



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3 Consultation

Within the ACA requirement for consultation with persons with disabilities, our team ensured that consultations were held with those reaching out to us with concerns and suggestions to improve accessibility.

All concerns and suggestions were considered and addressed as they were received. In many cases, we were able to accommodate within a reasonable amount of time. In other instances, plans have been made to address concerns and consider suggestions.

4 Feedback

We continue to encourage feedback from our employees, existing customers and the public through methods set out in our 2023 Accessibility Plan.

Results, to date, have revealed that most feedback received is from employees regarding internal work tools and programs, as well as the office environment.

5 Conclusion

In the spirit of continuous improvement, Vianet is ready to learn from staff and clients who are the experts on the “lived experience” as it relates to accessibility barriers.

Vianet will continue to monitor customer surveys and feedback to identify areas for improvement and take action.

Vianet welcomes all feedback and will continue to explore new ways to improve accessibility for staff and clients.

In accordance with the ACA, Vianet will publish an updated Accessibility Plan every three years and communicate updates by publishing a progress report every year in between.