

THE FEDERAL BRIDGE CORPORATION LIMITED

ACCESSIBILITY PLAN 2023-2026

PROGRESS REPORT – AS OF DECEMBER 31, 2025

Ce document est aussi disponible en français.

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GENERAL

Contact Information and Feedback Process

You may communicate feedback about this Accessibility Plan, barriers faced by employees or people who deal with The Federal Bridge Corporation Limited, or accessibility in general. Feedback may be submitted anonymously if preferred. All feedback received, other than anonymous feedback, will be acknowledged in the same manner it was received. Anonymous requests will be reviewed but not be responded to. Your feedback will improve accessibility within FBCL operations and will inform the next accessibility plan and annual progress reports.

In person or by mail:

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A person may make a request to access the FBCL's Accessibility Plan in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

Print or Large Print: A copy of this plan is available within 15 days of the request.

Braille: A Braille copy of this plan will be available within 45 days of the request.

Audio: An audio copy (an audio file with a person's voice reading the text) of this plan will be available within 45 days of the request.

AREAS DEFINED UNDER SECTION 5 OF ACCESSIBLE CANADA ACT

This Accessibility Plan for 2023-2026 was the first that was created by The Federal Bridge Corporation Limited (FBCL), as a parent Crown corporation including its wholly-owned subsidiary, The Seaway International Bridge Corporation Ltd. (SIBC). This report is prepared in accordance with the [Accessible Canada Act](#), to meet its responsibilities. Learning and building upon its learnings from the past three years, this document identifies the outcomes of priorities and activities that the FBCL committed to undertake by proactively identifying, removing, and preventing barriers to accessibility for its employees and customers.

Employment

Initiatives	Timeline (2025-26)	Progress as of Dec 31, 2025
The FBCL will: <ul style="list-style-type: none">• Conduct a comprehensive workforce analysis following implementation of a self-identification process.• Train all employees on accessibility, disability awareness, diversity and inclusion, unconscious bias and digital and communications principles.• Complete an employee equity plan, including an employment information	<ul style="list-style-type: none">• Establish training partnerships.	<ul style="list-style-type: none">• Ongoing partnership with agency providing outreach to individuals with disabilities to increase the diversity of the FBCL applicant pool.• Accessible webinars and training offered to all employees.• Accessibility training for People Leaders completed with the introduction of tools for more accessible meetings.
	<ul style="list-style-type: none">• Establish a scent-free environment with proper controls.	<ul style="list-style-type: none">• Scent-Free Environment Guideline and poster campaign implemented.
	<ul style="list-style-type: none">• Implement a mentoring initiative.	<ul style="list-style-type: none">• Organization wide job shadowing opportunities offered in 2025 provided development and mentoring to anyone interested in expanding their

Initiatives	Timeline (2025-26)	Progress as of Dec 31, 2025
systems review with an accessibility lens.		knowledge, awareness or interest on 18 unique positions.
	<ul style="list-style-type: none"> Complete Pay Equity Plan implementation. 	<ul style="list-style-type: none"> Ongoing review and alignment with Pay Equity Committee continues.

The Built Environment

Initiative	Timeline (2025-26)	Progress as of Dec 31, 2025
<p>The FBCL will:</p> <ul style="list-style-type: none"> Achieve Rick Hansen Foundation Accessibility Certification (RHFAC) status on existing buildings. All new construction or retrofits will target the higher Gold level certification. 	<ul style="list-style-type: none"> Address remaining 14 of 83 recommendations from the 2021 RHFAC report at FBCL facilities. 	<ul style="list-style-type: none"> FBCL is on track to action 34 recommendations in 2025-26 fiscal year with the remaining 14 in 2026-27 fiscal year. This initiative will be carried forward into FBCL's next three-year Accessibility Plan. Any exceptions to recommendations will be documented. A proactive lens was applied when actioning the RHFAC report to correct similar deficiencies throughout the Blue Water Bridge plaza at the same time.

Information and Communication Technologies (ICT)

Initiative	Timeline (2025-26)	Progress as of Dec 31, 2025
<p>The FBCL will:</p> <ul style="list-style-type: none"> Update its website and intranet to ensure compliance with the Treasury Board Secretariat Web Accessibility Standard. 	<ul style="list-style-type: none"> Upgrade and update website format and align with standards. 	<ul style="list-style-type: none"> Awarded contract for the redesign, build and deployment of a new website per WCAG 2.2 AA. This initiative will be carried forward into FBCL's next three year Accessibility Plan. Review of website content and design is continuing with an expected 2026 launch date for the new website format.
	<ul style="list-style-type: none"> Complete development of accessible technology architecture standard. 	<ul style="list-style-type: none"> Analysis of the accessible technology architecture standard has been initiated, but is not yet complete. This initiative will be carried forward into FBCL's next three-year Accessibility Plan.

Other Communications Other Than ICT

Initiative	Timeline (2025-26)	Progress as of Dec 31, 2025
<p>The FBCL will:</p> <ul style="list-style-type: none"> Conduct benchmarking review on signage with accessibility lens and develop an action plan to address gaps that were not within scope of the 2021 RHFAC assessment. Review and update communication of emergency and Business Continuity Plans tailored for employees with disabilities. Update policy and communications on accessibility accommodations for Access to Information and Privacy (ATIP) requests. 	<ul style="list-style-type: none"> Complete update of signage gaps. 	<ul style="list-style-type: none"> Blue Water Bridge Corporate Center and Plaza signs are being redesigned with accessibility in mind. Deployment completed for more accessible signs, including speed limits, suicide crisis hotline, accessible parking, variable messaging and lane control, toll booth signage, falling objects, secure area and Blue Water Bridge main building.
	<ul style="list-style-type: none"> Update internal ATIP policies. 	<ul style="list-style-type: none"> Communication templates used to respond to Canadians have been updated to meet the accessibility standards. All documentation provided to Open Gov website (open.canada.ca) now meets accessibility standards.
	<ul style="list-style-type: none"> Additional actions taken: 	<ul style="list-style-type: none"> The employee Accessibility intranet page continues to grow and evolve at FBCL delivering tools, resources, and training accessible in one location for ease of access and use. Any new accessibility initiatives launched within the corporation are

Initiative	Timeline (2025-26)	Progress as of Dec 31, 2025
		<p>highlighted on this intranet page and promoted to all employees to encourage awareness and feedback.</p> <ul style="list-style-type: none"> • Accessible Meeting Guideline launched and training with People Leaders completed. • Training completed on updated Business Continuity Plan, including crisis communications.

Procurement of Goods, Services and Facilities

Initiative	Timeline (2025-26)	Progress as of Dec 31, 2025
<p>The FBCL will:</p> <ul style="list-style-type: none"> • Include accessibility considerations in its procurement policies, processes and templates (where appropriate) and ensure that procurement documents are available in electronic formats allowing for use of accessibility aids. 	<ul style="list-style-type: none"> • Complete accessibility-focused update of procurement policies, processes and templates. 	<ul style="list-style-type: none"> • Ongoing utilization of updated procurement policies that incorporate accessibility considerations, ensuring fairness and inclusivity in the corporation's operations.

Design and Delivery of Programs and Services

The greatest public exposure to the FBCL is through traffic entering and exiting Canada through the crossing's infrastructure. Therefore, there is a significant focus on the accessibility of FBCL's built environment. However, FBCL recognizes that this is not the only way that the public can interact with its organization. Therefore, the corporation strives to spend as much time and effort on the soft side of public interaction (like communications) as we spend on the hard side of interactions with the public (like the built environment). Annually, FBCL reviews its policies, programs, practices and services as they relate to accessibility concerns and pursues continual improvements.

Physical accessibility has been reviewed at the Blue Water Bridge using the robust standards from the Rick Hansen Foundation Accessibility Certification, in which the FBCL's Maintenance and Facilities personnel participated to ensure continuous improvement to this standard through ongoing maintenance programming.

Electronic accessibility also continues to grow and evolve at FBCL. The employee Accessibility intranet page delivers tools, resources, and training accessible in one location. Any new accessibility initiatives are highlighted on this page and promoted to encourage awareness and feedback. Furthermore, published documentation is continually updated to an accessible format in alignment with each document review cycle.

Transportation

As outlined in the corporation's initial accessibility plan, the transportation sector is not directly applicable to FBCL's operations.

CONSULTATIONS

FBCL continues to enable ongoing comprehensive self-assessment surveys with all employees, enabling employees to self-identify as persons with disabilities and disclose the disability. This has resulted in proactive adjustments being made in the workplace

that previously would have been actioned following a Duty to Accommodate request. This initiative has provided FBCL management and People Leaders with valuable insights to better understand and support its workforce.

An accessibility survey was launched, both internally and externally in 2025, inviting feedback from community members and employees who have a range of accessibility needs. This survey will be made available to the public to interact with FBCL in early 2026. It aims to promote mechanisms that allow stakeholders and employees with or without disabilities to share their experiences and concerns on accessibility at the FBCL. The feedback collected will be carefully analyzed to better understand the realities they face and to identify barriers to inclusion. The goal is to take meaningful action to foster a more equitable and accessible environment for everyone. Additionally, this survey was aimed at informing the FBCL's 2026-2029 Accessibility Plan to create an inclusive, barrier-free environment at FBCL. Through initiatives like this, and others, a number of recommendations have been researched and implemented as per the following results.

Results

Employment

- Conducted People Leader training on planning inclusive meetings.
- Launched poster campaign promoting awareness of *Accessible Canada Act* and the number of Canadians with disabilities.
- Recognized and encouraged participation of all employees in National Accessibility Week.
- 83% of employees via an annual engagement survey noted FBCL as a diverse and inclusive workplace.

Information and Communication Technologies

- Training on Accessibility settings available for use on cell phones.
- Implemented a more accessible user interface for employees within the Human Resources Information System.

Built Environment

- Introduced more accessible custodial tools (for example, automated floor scrubbers and ergonomic mops).

In summary, FBCL is proactively engaging with its employees, community and accessibility experts to make its workplace more inclusive and accessible. This ongoing effort is crucial in shaping its strategies and ensuring a welcoming environment for everyone.