



2026 to 2028 Accessibility Plan

December 3, 2025

Atomic Energy of Canada Limited

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How to use this document

This accessibility plan is part of our work under the *Accessible Canada Act*. Federally regulated organizations like ours prepare and publish plans every 3 years that explain how we are identifying, removing, and preventing accessibility barriers for people with disabilities.

This plan begins with a simplified summary that outlines key information about our organization and our accessibility goals. The next section of the plan is a longer and more detailed description of our goals, organized into headings required by the *Accessible Canada Act*.

If you need this report in a different format, please [go to the instructions for requesting an alternate format \(jumps to section in document\)](#).

Definitions

The following definitions apply throughout this accessibility plan:

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Switchback: A ramp or path that zigzags up or down a slope to make it easier to travel.

Summary

We're happy to share Atomic Energy of Canada Limited's 2026 to 2028 Accessibility Plan with the public and our partners. This is our second plan, and it continues the work we started with [our first accessibility plan](#) in December 2023.

Our work is guided by the *Accessible Canada Act*, a federal law with the goal of making Canada more accessible for everyone. We're committed to meeting the Act's requirements by identifying and removing barriers in how we work and deliver our services.

This new accessibility plan builds on what we've learned so far. It also includes feedback from people with disabilities about what's working and where we can improve.

You can read this plan online in HTML format or download the accessible PDF version of this plan.

About our organization

Atomic Energy of Canada Limited is a federal Crown corporation that looks after Canada's nuclear responsibilities. Some of these responsibilities include

- cleaning up and managing Canada's nuclear sites and waste safely,
- supporting nuclear science and research, and
- meeting Canada's regulatory and international commitments.

Atomic Energy of Canada Limited does not run nuclear facilities itself. Instead, it oversees Canadian Nuclear Laboratories, a private company that carries out the day-to-day work.

AECL owns and oversees several sites across Canada. However, many of these sites are undergoing a process of decommissioning. This means that we plan to close the site down eventually, but it can take many years to do this safely. We own two sites that are not going to be decommissioned in Chalk River and Ottawa. The focus of this plan, and our long-

term investments to improve accessibility, will be on these two sites that are not being decommissioned.

For more information, go to www.aecl.ca.

What we heard from people with disabilities

Listening to people with lived experience of disability helps us understand barriers from their perspective. Their input ensures that accessibility goals and actions are informed by direct experience and lived expertise. We worked with employees and members of the public with disabilities to understand their experiences and gather ideas for improvement.

In the fall of 2025, we invited employees to share their experiences and ideas about accessibility in the workplace. At the same time, we held a focus group of Canadians with different types of disabilities. These participants were not Atomic Energy of Canada Limited employees, but they represent people who may interact with us or apply for jobs with us.

The feedback from both groups gave us valuable insights that will guide our future accessibility efforts. The main themes from these consultations are summarized in the [“Consultations” section of this accessibility plan](#).

Our accessibility goals

Here are the actions we’re taking in the next 3 years to improve accessibility.

Employment goals

Goal	Timeline
We’ll launch an onboarding buddy support system to help new employees.	June 2026

Goal	Timeline
We'll create and share clear guidelines that promote respectful collaboration, including shared practices for meetings, calendar management, and other workplace expectations.	December 2026
We'll update exit interview questions to gather feedback from employees with disabilities and share it with AECL's accessibility working group.	December 2026
We'll research assistive technologies for workplace equipment and furniture and recommend next steps for how to include them in our guidelines.	December 2026
We'll review our employee performance evaluation process with an accessibility consulting firm to ensure fairness for all staff.	December 2027
We'll develop and deliver training to help people managers better understand different disability experiences.	December 2027
We'll deliver an interactive workshop for all employees on accessibility and accessible practices in the workplace, using real-world examples.	December 2027

[Go to the "Employment" section to learn more about these goals.](#)

The built environment goals

Goal	Timeline
We'll work with Canadian Nuclear Laboratories to update CNL's emergency signs to ensure it captures relevant information for persons with disabilities accessing AECL's offices.	March 2026
We'll work with Canadian Nuclear Laboratories to ensure ramps and switchbacks are installed in the main parking lot at the Chalk River site.	December 2026
We'll decide if we'll keep our Ottawa office space and make necessary accessibility improvements, or ensure a new location is as accessible as possible.	May 2028
We'll work with Canadian Nuclear Laboratories to investigate opportunities and implement solutions to make the visitor entry and shuttle bus area more accessible at the Chalk River site.	December 2028

[Go to the “Built environment” section to learn more about these goals.](#)

Information and communication technologies goals

Goal	Timeline
We'll evaluate our web designer's ability to meets web accessibility standards.	January 2025
We'll launch a fully redesigned and accessible website.	August 2026
We'll work with an accessibility consulting firm to have the new website tested by people with different disabilities.	November 2026
We'll create a process to check the accessibility of the new website regularly.	November 2026
We'll review our software applications to understand how accessible they are.	December 2026
We'll create a standard format for SharePoint pages and internal sites to ensure accessibility. Then, we'll update existing internal sites to meet this standard.	December 2026 and December 2027

[Go to the “Information and communication technologies” section to learn more about these goals.](#)

Goals for communication, other than information and communication technologies

Goal	Timeline
We'll create a process to decide when new videos need described video, and make sure it's included when required. For example,	March 2026

Goal	Timeline
recordings of our annual general meeting typically feature only spoken content, so described video is not necessary.	
We'll create plain language guidelines for documents, webpages, and other communications.	October 2026
We'll finish updating older documents and templates into accessible formats, starting with the highest-priority ones.	December 2026 and December 2027

[Go to the “Communication” section to learn more about these goals.](#)

Goals for the procurement of goods, services, and facilities

Procurement means how we get the goods, services, and spaces we need to do our work.

Goal	Timeline
We'll continue to update our templates to ask vendors for feedback on the accessibility of the process.	April 2026
We'll review “request for proposal” templates and procurement documents to improve accessibility and set up regular updates.	September 2026
We'll train AECL employees on accessibility barrier awareness and requirements to strengthen support and improve processes.	September 2026

[Go to the “Procurement” section to learn more about these goals.](#)

Goals for the design and delivery of programs and services

Goal	Timeline
We'll create an accessibility checklist when planning our annual public meetings to ensure they are more accessible.	January 2026

[Go to the “Programs and Services” section to learn more about these goals.](#)

Transportation goals

Goal	Timeline
We'll make job postings clearer by noting limited transit access and required on-site attendance for the specific role.	December 2026

[Go to the “Transportation” section to learn more about these goals.](#)

General

This section gives an overview of our organization, explains how to give feedback, outlines how to request this plan in other formats, and defines key terms.

Our commitment to accessibility

At Atomic Energy of Canada Limited, we're dedicated to being accessible and welcoming to everyone. We want to make sure that our organization is accessible for all employees and visitors and ensure that the information we produce is accessible.

We are committed to removing accessibility barriers at Atomic Energy of Canada Limited. This is our second accessibility plan, and we are glad to report that we have accomplished the vast majority of our goals established in our last [accessibility plan](#). We remain focused on improving and building on previously set goals. This accessibility plan reflects that commitment.

How to contact us and share feedback

We welcome feedback from our employees, partners, and members of the public.

You can give feedback about:

- this accessibility plan and
- barriers you have encountered when interacting with Atomic Energy of Canada Limited.

Feedback can be given anonymously. We'll respond to your feedback within 2 weeks, unless you submit the feedback anonymously. We will respond to your feedback in the same way you sent it to us (for example, by phone, e-mail or mail).

How will my feedback be used?

Your feedback will be shared with and considered by the teams responsible for accessibility. It may be actioned while the current accessibility plan is in place, or it may be considered for a future plan. Plans are developed and published every 3 years.

A summary of your feedback and how it was considered will be included in our progress reports. We will keep your feedback for at least 7 years.

How can I give feedback?

Our Communications Coordinator is the person responsible for collecting and responding to your feedback. If you would like to share your feedback with us, you can contact us in the following ways:

- Email: accessibility@aecl.ca
- Phone: 1-888-220-2465

Please ask for the Communications Coordinator responsible for accessibility or leave a message with your feedback.

- Mail:

286 Plant Road, Station 703A

Chalk River, Ontario, K0J 1J0

Please address your letter to the Communications Coordinator.

Please include in your letter that the content is related to feedback about our accessibility plan.

How to ask for alternate formats

This accessibility plan is available in HTML and as a PDF. Both are compatible with assistive technologies.

- Read this plan online in HTML format.
- Download the accessible PDF version of this plan.

If you would like this accessibility plan or a description of our feedback process in alternative format, please contact the Communications Coordinator using any of the following ways:

- Email: accessibility@aecl.ca
- Phone: [1-888-220-2465](tel:1-888-220-2465)

Please ask for the Communications Coordinator responsible for accessibility or leave a message with your feedback.

- Mail:

286 Plant Road, Station 703A

Chalk River, Ontario

K0J 1J0

Please address your letter to the Communications Coordinator.

Please include in your letter that the content is a request for an alternative format.

When alternate formats will be ready

The following alternative formats are available upon request:

Within 15 days of request:

- **Print**
- **Large print** (increased font size)

Within 45 days of request:

- **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers)
 - You can request a version that uses either Braille Grade 1 (also known as uncontracted Braille) or Braille grade 2 (also known as contracted Braille). If you have a preference, please specify when you make the request.

- **Audio** (a recording of someone reading the text out loud)

Consultations

This section outlines how people with disabilities were consulted in the preparation of this accessibility plan. Listening to people with lived experience is essential, and we're committed to ongoing conversations to ensure our decisions are accessible and equitable.

To inform this plan, we consulted with a total of 10 people with disabilities through 2 activities:

1. Employee interviews
2. Focus group with Canadians with disabilities

By gathering both internal and external perspectives, this approach ensures the plan reflects the needs and experiences of employees and the broader public. What we heard in these consultations helped guide the priorities and actions in this plan.

Employee interviews

In the fall of 2025, Atomic Energy of Canada Limited employees were invited to speak one-on-one virtually with a third-party consulting firm to share their experiences with accessibility, including any barriers they have encountered or noticed in the workplace. Individual interviews with a third party let staff give feedback safely and privately.

We asked participants the following questions:

- What has been your general experience of accessibility at AECL?
- Have you personally experienced any barriers?
- Have you noticed barriers that might affect other people with disabilities?
- Do you have any opinions or feedback about the 2023-2025 Accessibility Plan?
- Do you have any ideas for how accessibility could be improved at AECL?
- What do you think AECL should prioritize in the 2026-2028 plan?

Focus group

We held a virtual focus group in the fall of 2025 with a group of Canadians who have a variety of disabilities. These people are not employees of Atomic Energy of Canada Limited, but they represent people who may interact with us or who may apply to work for us.

We asked focus group participants to review a draft of this accessibility plan and give feedback on its content, design, clarity, and accessibility. They were asked the following questions:

1. What are your general impressions of the accessibility plan?
2. What are your thoughts on the goals that Atomic Energy of Canada Limited has set in their accessibility plan?
3. What do you think is missing from this accessibility plan?
4. Can any improvements be made regarding the flow or organization of the accessibility plan? Were there any accessibility barriers to understanding it?
5. What do you like about the accessibility plan?
6. In the plan we chose to use the full name of Atomic Energy of Canada Limited, instead of the acronym “AECL.” Do you have any feedback about this choice? Do you think it makes the document easier to read? Would you prefer it if we used the acronym AECL instead of the full name every time?

What we heard

Feedback from the consultations helped us to write and revise this plan. Participants highlighted areas of strength as well as opportunities for improvement. Some key themes from the feedback we received are:

Clarity and accessibility of the draft plan

Feedback emphasized the importance of clear, inclusive, and straightforward communication. The people we consulted with appreciated that the plan was written in a concise and accessible way, while also recommending a few areas for refinement.

Suggestions included

- using more direct and action-oriented language in goals,
- adjusting timelines to ensure they are realistic and achievable,
- revisiting some word choices to make the plan more inclusive,
- expanding the definitions section to support reader understanding, and
- strengthening the reasoning and context behind certain goals to show how they contribute to broader accessibility outcomes.

Respecting time and workflows

Time management practices were identified as an important factor affecting accessibility and inclusion. Practices such as scheduling meetings, sending and accepting calendar invitations, and following through on commitments were noted. Inconsistent practices can create uncertainty and stress and present additional barriers for people who rely on structure, predictability, or specific supports to manage their work effectively.

Relational and cultural barriers

Some accessibility barriers stem from relational and cultural aspects of the workplace. It was noted that group dynamics and team-building approaches often rely on subtle or coded communication, which can create barriers to full participation and inclusion. These dynamics can reinforce unspoken social norms around communication and likeability, leading to uneven experiences among employees. For some, navigating these expectations can involve masking or suppressing aspects of their identity or communication style to fit in.

Commitment to accessibility

Atomic Energy of Canada Limited is an organization that continues to make progress toward greater accessibility and inclusion. Numerous initiatives are underway, reflecting a strong organizational commitment to creating a more accessible workplace. Accessibility is recognized as a shared priority and an area of ongoing growth.

How we used this feedback in our accessibility plan

The feedback from consultations directly informed the development and revision of this plan. It highlighted both areas of strength and opportunities for improvement, helping us create a plan that is clearer and more actionable.

Clarity and accessibility of the draft plan

When preparing the final version of this plan, we actioned the feedback we got from consultations in the following ways:

- Revising word choices to be more inclusive
- Moving and expanding the definitions section to support understanding
- Strengthening the context behind goals, including the specific barriers each goal aims to address
- Updating the alternative formats section to include braille grade level offerings

These changes help make sure the plan is written in a clear, accessible, and actionable way. This makes it easier for employees and stakeholders to engage with its content.

Respecting time and workflows

We understand that inconsistent time management practices have created systemic challenges that affect all employees and disproportionately impact people with disabilities. To address this, we're collaborating with people management teams, human resources, and the accessibility working group to strengthen consistency and predictability across workflows.

Together, we've committed to establish clear expectations for scheduling meetings, sending and accepting calendar invitations, and managing shared commitments. By improving time management practices, we aim to create a more predictable, respectful, and inclusive work environment for everyone.

Relational and cultural barriers

We recognize that some accessibility barriers stem from social and cultural aspects of the workplace. Subtle communication norms and team dynamics can unintentionally exclude employees whose interaction or communication styles differ from the majority. To address this, we're taking steps to build awareness, strengthen psychological safety, and create more inclusive team relationships.

As part of this work, we will:

- Develop and deliver training to increase awareness of different disability experiences.
- Incorporate questions into existing employee surveys to better understand how relational factors influence accessibility and inclusion.
- Offer an interactive workshop on inclusive and clear communication, helping teams recognize and reduce barriers that can arise from indirect or coded language.

Strengthening relational inclusion will help create a workplace culture where all employees feel respected, understood, and empowered to contribute authentically.

Commitment to accessibility

Atomic Energy of Canada Limited remains dedicated to creating a more accessible and inclusive workplace. Numerous initiatives are underway, and accessibility continues to be recognized as a shared organizational priority. Ongoing efforts include engaging employees with lived experience of disability, reviewing policies and practices, and embedding accessibility considerations into decision-making across all levels of the organization.

We're grateful for the contributions of both the employees who shared their experiences and the focus group participants. We recognize that consultations must be ongoing, and we're committed to building relationships of trust with people who have disabilities to support accessible and inclusive decision making.

Our accessibility goals

This section outlines our accessibility goals across the 7 areas identified in Section 5 of the *Accessible Canada Act*. They are:

1. Employment
2. The built environment
3. Information and communication technologies (ICT)
4. Communication other than ICT
5. The procurement of goods, services, and facilities
6. The design and delivery of programs and services
7. Transportation

For each area, you'll find a brief introduction, a summary of our achievements to date, and the actions we plan to take from 2026 to 2028 to continue improving accessibility.

Employment

Atomic Energy of Canada Limited has a team of over 55 employees. Since 2020, many employees work in a hybrid work environment. The goals in this section will help make our workplace more accessible, especially for employees with disabilities.

Achievements to date

We have made important progress in improving accessibility for employees and job applicants. All staff have completed accessibility training, and we have updated hiring practices to remove barriers and make job postings more inclusive. We have also taken steps to ensure fairness in recruitment, including not using artificial intelligence in the hiring process.

Clear procedures are now in place for employees and job candidates to request accommodations. These procedures outline the roles of the various people involved in the

process, helping make accommodations collaborative while keeping requests confidential. Job postings, our website, and the application process clearly inform and remind candidates that accommodations are available to support equal access and participation.

Identified barriers

We've identified the following barriers:

- Performance management procedures and other aspects of the employment lifecycle haven't been fully reviewed for accessibility. This could mean there are barriers in these procedures that are unknown to us.
- Employees may be unaware they can request adaptive technology or equipment. They may also not know how to make these requests. This could limit their ability to perform their job effectively or access necessary workplace supports.
- Inconsistent time management practices, such as scheduling and following through on meetings, can create uncertainty and stress. This is a barrier for employees who rely on structure, predictability, or specific supports to manage their work effectively.
- Subtle or coded communication in team dynamics and social interactions can make it hard for employees to participate fully. This creates a barrier for employees who may need to adapt or mask aspects of their identity or communication style to fit in.

Actions for 2026 to 2028

We'll do the following to remove and prevent the identified barriers:

- By June 2026, we'll launch a support system to help new employees during onboarding, including identifying a support person (onboarding buddy), or other "go-to" resources to help employees, including those with disabilities.
- By December 2026, we'll develop and share organization-wide guidelines that set clear expectations for respectful collaboration, including for scheduling meetings, sending and accepting calendar invitations, managing shared commitments, and other workplace expectations. These guidelines will be distributed to all employees, integrated into onboarding, and discussed at the team level.
- By December 2026, we'll update the exit interview process to request feedback from employees with disabilities on any barriers they faced. We'll share this feedback with the accessibility working group.
- By December 2026, we'll research assistive technologies, including devices that support sensory accessibility or other adaptive equipment, to add to the workplace equipment and furniture guidelines. Based on this research, we'll add to the existing guidelines and launch for employee awareness.
- By December 2027, we'll develop and deliver training for people managers. The training will help to increase awareness of diverse disability experiences, including communication differences, sensory needs, and executive function.
- By December 2027, we'll deliver an interactive workshop, designed and facilitated by people with disabilities, on accessibility and accessible practices in the workplace, using real-world examples.
- By December 2027, we'll work with an accessibility consulting firm to review how employee performance is reviewed and managed across the organization. We'll also make any changes needed to ensure it is equitable for all employees, including those with disabilities.

The built environment

Atomic Energy of Canada Limited has main offices in Chalk River and Ottawa, Ontario, and in Pinawa, Manitoba. These are secure sites, so the public rarely visits them. Only a few employees work in Pinawa with the remaining employees split between our Chalk River and Ottawa offices.

Whiteshell Laboratories in Pinawa is owned by AECL, but it's in the process of closing. Because it's in the process of closing, we've chosen to focus this plan, and our future activities, on the active sites in Chalk River and Ottawa.

Our office in Chalk River is on a multi-building campus that's shared with, and primarily operated by, Canadian Nuclear Laboratories. Therefore, work to upgrade accessibility on this site is a shared responsibility between our 2 organizations.

Chalk River employees have moved to a new office building with accessibility being a key part of the design. Our goal is to make all our workplaces easier to use for everyone.

Achievements to date

Much of our work on the built environment is part of long-term projects. These projects require careful planning, renovations, and close collaboration with partners.

At the Chalk River site, we recently moved our head office to a new building that was renovated with accessibility in mind. Some improvements include

- visual indicators on floor-to-ceiling windows,
- renovating the kitchen to lower counter tops and accessible appliances,
- automatic door openers at entrances, and
- careful consideration of the height of furniture and objects hung on walls.

Further upgrades are planned as part of the move.

We continue to work with Canadian Nuclear Laboratories to update emergency evacuation plans that give clear guidance for people with disabilities.

In Ottawa, the lease runs until May 2028. If we stay in this location, we'll review making more accessibility upgrades as needed.

Identified barriers

We've identified the following barriers:

- The current emergency evacuation signage at the Chalk River site has not been reviewed by people with disabilities. This could create uncertainty or safety risks during an emergency for employees and visitors who require assistance or accessible routes.
- The Chalk River site has steep slopes and some areas of pavement disrepair which would make navigation difficult for some people using mobility devices.
- The accessibility of the current Ottawa office space has many accessible features however if we were to move we would ensure we incorporate additional features. Without a confirmed plan to stay or relocate, it is difficult to assess and address accessibility barriers or plan necessary improvements.

Actions for 2026 to 2028

Many of our built environment goals are multi-year projects. Several were started in the last plan and continue into this one. This is because they require planning, renovation, and coordination.

We'll do the following to remove and prevent the identified barriers:

- By March 2026, we'll work with Canadian Nuclear Laboratories to update emergency signs so they include relevant information for people with disabilities accessing AECL's offices. This commitment is carried over from our last plan.

- By December 2026, we'll work with Canadian Nuclear Laboratories to ensure ramps and switchbacks are installed in the main parking lot at the Chalk River site.
- We'll decide if we'll keep our Ottawa office space by May 2028. If we stay, we'll plan accessibility improvements. If we relocate, we'll ensure the new office is accessible. This commitment is carried over from our last plan.
- By December 2028, we'll work with Canadian Nuclear Laboratories to investigate opportunities and implement solutions to make the Minwamon Building (visitor entry) and shuttle bus area at our Chalk River site more accessible, so people with disabilities can move around the site and use the shuttle bus easily.

Information and communication technologies (ICT)

Atomic Energy of Canada Limited uses websites and documents to share information with employees, partners, and the public. Our website (www.aecl.ca) is the main way members of the public interact with us. While it has some accessibility features, we know that some barriers remain. We're dedicated to removing barriers to accessibility on our website and in our internal technology systems.

Achievements to date

We have made progress in improving the accessibility of our website and published documents. We've addressed barriers through consultations with people with disabilities, including

- improving colour contrast and text size
- making page layouts consistent, and
- enhancing compatibility with screen readers.

We are also in the process of redesigning the website to better meet accessibility standards. We will launch annual reviews of our content to make sure it continues to follow best practices laid out in Web Content Accessibility Guidelines. Since March 2024,

all public documents are published in accessible formats, and employees have received training to ensure these practices are followed. Work is ongoing to convert previously published documents into accessible formats.

Identified barriers

We've identified the following barriers:

- The current website is being prepared for a full redesign to be as accessible as possible, but some barriers remain in the interim. These barriers may make it difficult for some users to navigate the site, access information, or use assistive technologies effectively.
- The accessibility of our third-party software providers is unknown. This means there might be barriers we're not aware of. These platforms may not meet accessibility standards or support assistive technologies.
- Text on screens can be too small for some users. While our SharePoint and internal sites are checked for proper reflow and resizing for user customization, some pages may still have challenges.

Actions for 2026 to 2028

We'll do the following to remove and prevent the identified barriers:

- By January 2025, we'll ask website design companies interested in working with us to provide proof that they have experience with meeting web accessibility standards by showing past work experience.
- We'll launch a fully redesigned and accessible website by August 2026.
- By November 2026, we'll collaborate with an external accessibility consulting firm to have the new website reviewed and tested by people with different disabilities,

ensuring it meets the accessibility standards that was set by the website design company.

- By November 2026, we'll set up a process to regularly check the accessibility of the new website. This will include planning manual reviews every 2 years and involving people with disabilities whenever possible.
- By December 2026, we'll review our software applications to understand how accessible they are. This will include checking the software internally and asking vendors for information about accessibility features and compliance.
- By December 2026, we'll create a standard format for SharePoint pages and internal sites to make sure they resize and reflow properly for all users. By December 2027, we'll update existing internal sites to meet this standard.

Communication, other than information and communication technologies (ICT)

Atomic Energy of Canada Limited is committed to making our communications accessible for people with a variety of disabilities. Employees communicate with each other every day by phone, email, video conference, and in person. We also share information with the public through our website, social media, reports, and other publications. Over the past few years, we've made progress in removing barriers and improving how we share information.

Achievements to date

We've taken important steps to make our communications easier to access.

Since 2023, people can ask for documents from our website in different formats, such as large print, braille, and audio. In 2024, we started adding alternative text descriptions to all images on our website and social media. In 2025, we've also trained our new

Communications Coordinator on accessibility standards to help make sure our content stays accessible.

We've also made significant progress on a goal from the last plan: updating older documents and templates into accessible formats. This is a big project with about 80 templates still to go. Over the next few years, we'll finish updating them, starting with the most important ones.

Identified barriers

We've identified the following barriers:

- Videos on the [Atomic Energy of Canada Limited YouTube channel](#) currently lack audio descriptions. This may prevent people who have vision- and cognitive-related disabilities from fully understanding the visual content.
- Some documents, web pages, and other communications are not written in plain language and can be difficult to understand. This is often due to highly technical topics and industry-specific content. This can make it challenging for employees and the public to access, interpret, or act on important information.
- Some documents and templates remain inaccessible. This may prevent employees with disabilities from fully engaging with or using these resources effectively.

Actions for 2026 to 2028

We'll do the following to remove and prevent the identified barriers:

- By March 2026, we'll develop a process to decide when new videos need described video, and make sure it's included when required. For example, we expect recordings of our annual general meeting will not include described video, since they typically feature a person speaking at a podium with minimal visual content. In such cases, the spoken information conveys the full message, and described video would not add meaningful value.

- By October 2026, we'll create plain language guidelines for documents, webpages, and other communications. These guidelines will help staff tailor language to different audiences, making communications easier to understand.
- We'll finish updating 80 older documents and templates into accessible formats. High-priority templates will be done by December 2026, medium-priority templates by December 2027, and the rest as soon as possible. This commitment is carried over from our last plan.

The procurement of goods, services, and facilities

Atomic Energy of Canada Limited purchases a wide range of services and some goods to support our operations and employees. While we procure both, our procurement activities are primarily focused on services. As a Crown corporation, we follow clear and transparent practices that promote fairness, competitiveness, and value for money. We are also committed to making accessibility a core consideration in every purchase. The goals in this section support our continued efforts to embed accessibility into all aspects of procurement.

Achievements to date

Accessibility is now a standard part of our procurement processes. In 2024, we updated our procedures, checklists, and templates to ensure accessibility is considered for all purchases. We also developed a new form to guide staff in applying accessibility requirements and explain how to document exceptions when they're needed. These updates ensure accessibility is consistently built into our procurement activities.

Identified barriers

We've identified the following barriers:

- Inconsistent document management practices make it difficult for employees to find the information they need. This can create barriers to access, increase cognitive load, and reduce productivity.
- Templates and documents often use complex and technical language. This can make it harder to communicate requirements clearly and support inclusive participation from vendors.
- Requests for proposals and other procurement documents may not be accessible to bidders with disabilities. This could limit their ability to participate fully in the procurement process and compete equally.

Actions for 2026 to 2028

We'll do the following to remove and prevent the identified barriers:

- By April 2026, we will continue to update our competitive procurement templates to include a section asking vendors for feedback on the accessibility of the process.
- By September 2026, we will review our “request for proposal” and all competitive procurement templates to identify opportunities to make them more accessible. We will also set up regular check-ins to review and update these documents, recognizing that accessibility improvements are ongoing and require continued attention to keep our materials current and effective.
- By September 2026, the Procurement team will lead a training session for all AECL employees to explain accessibility as it relates to the procurement process. The session will aim to raise awareness of accessibility barriers, strengthen organizational support for inclusive practices, and streamline procurement workflows.

The design and delivery of programs and services

At Atomic Energy Canada Limited, we do not operate programs or services in a traditional sense. We work on behalf of Canadians, but we do not interact with members of the public very often. We provide some information on our website about nuclear energy and research. We also hold an annual general meeting each year where people from outside of our organization can attend and learn about our operations.

Achievements to date

Since we provide information regularly through our website and other methods, many of the improvements described in the [Communication, other than ICT section](#) have also made our programs and services more accessible.

Identified barriers

We've identified the following barrier:

- There are communication barriers at the Annual General Meeting. For example, sign language interpretation and live captioning are not available during the live in-person meeting, and accommodation requests are not included in the meeting invitation. This may prevent attendees with disabilities from fully participating or accessing the information presented.

Actions for 2026 to 2028

We'll do the following to remove and prevent the identified barrier:

- By January 2026, we'll create an accessibility checklist for use when planning our annual public meetings. This will include things like choosing an accessible venue and asking attendees if they need accommodations when registering for the event. The checklist will be used every year going forward.

Transportation

Atomic Energy of Canada Limited doesn't operate passenger transportation services, but we recognize that transportation affects how employees and visitors access our sites.

At the Chalk River site operated by Canadian Nuclear Laboratories, all employees and visitors, can access shuttle buses. This is a service that's operated by Canadian Nuclear Laboratories. One of these shuttle buses is fully wheelchair accessible.

Our Chalk River site is in a rural, secure location because of the type of work done there. Since it's remote, transportation options to this site are limited and the site can only be reached by private vehicle. While this barrier is mostly out of our control, we can take steps to let job candidates and future employees know about this barrier in advance.

Achievements to date

In the summer of 2025, an accessibility consultant did an on-site assessment at Chalk River. As part of this work, we confirmed that at least one of the shuttle buses is fully wheelchair accessible.

We'll continue to look for ways to improve transportation accessibility as needs arise.

Identified barriers

We've identified the following barrier:

- The CNL campus can only be accessed by private vehicle. Public transportation and ride share options are not available to access the site. This could mean that some people with disabilities are unable to work at or visit the site.

Actions for 2026 to 2028

We'll do the following to remove and prevent the identified barrier:

- By December 2026, we'll make job postings clearer and more accessible by explaining that the sites owned by AECL have challenges with accessibility. The Chalk River location is our main campus and is remote and has limited transportation options. We'll also clearly state the expected on-site work attendance.

Conclusion

Accessibility continues to be a key priority for Atomic Energy of Canada Limited. Over the past few years, we've made meaningful progress toward our accessibility goals. We're energized of the steps we've taken to reduce barriers for employees and members of the public.

We recognize that accessibility is an ongoing journey and there is more work to do. We'll continue to engage with people with disabilities to guide our efforts and remove barriers in how we share information, provide services, and carry out our work.

We welcome feedback at any time to help us continue improving accessibility. This plan will be updated in 2028. Progress reports will be published in 2026 and 2027.

Looking ahead, some of our early next steps include

- developing a checklist for accessible public meetings,
- updating procurement templates, and
- establishing a process to determine when described video is needed for new video content.

Together, these actions reflect our ongoing commitment to making accessibility part of everything we do.