



ACCESSIBILITY **PROGRESS REPORT**



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INTRODUCTION

The Royal Canadian Mint is committed to fostering an inclusive environment that prioritizes accessibility in all facets of its operations. This commitment reflects our organizational values and dedication to ensuring all stakeholders, including customers, employees, and partners, can engage fully and meaningfully with the Mint's products, services, and workspaces.

In alignment with the **Accessible Canada Act**, the Mint has developed and implemented a robust Accessibility Action Plan, aimed at eliminating barriers and enhancing accessibility across seven key pillars. The 2024 Accessibility Progress Report provides an in-depth look at the strides made over the past year and illustrates our ongoing commitment to accessibility improvements. These efforts are grounded in a culture of respect and continuous feedback, with input from both the community and our employees living with disabilities.

As we look to the future, the Mint remains dedicated to building on the achievements of 2023 and 2024, evolving our strategies, and meeting or exceeding accessibility standards to ensure a welcoming, accessible, and inclusive experience for everyone.

For further inquiries, feedback on accessibility, or to request a copy of the Mint's Accessibility Action Plan or Progress Report in an alternative format, please contact: **Director of Public Affairs, Government Relations, and Stakeholder Engagement (Directrice, Affaires publiques, relations gouvernementales et mobilisation des intervenants)**

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We are committed to responding to feedback promptly, typically within five business days for mailed inquiries, and within 72 hours for feedback received via telephone.

EXECUTIVE OVERVIEW

The Royal Canadian Mint's Accessibility Action Plan is an integral part of our broader corporate strategy to foster a workplace and a business environment inclusive of all Canadians. Through proactive accessibility initiatives and a commitment to continuous improvement, the Mint aims to create a universally welcoming and accessible environment.

STRATEGIC VISION AND COMMITMENT

In alignment with the Mint's 2024-2028 Corporate Plan, our accessibility strategy is designed to drive transformative change, moving beyond compliance to ensure all stakeholders can engage fully and meaningfully with our products, services, and workplaces. This vision extends across the organization and encompasses the Mint's seven key accessibility pillars, from employment practices to program design, facilities, and technology. By implementing accessible procurement guidelines, investing in employee training on accessibility best practices, and prioritizing accessible design in our public spaces and digital platforms, the Mint reaffirms its commitment to inclusivity as a driver of both innovation and excellence.

2023-2024 PROGRESS HIGHLIGHTS

In the past year, the Mint has made significant strides across multiple accessibility pillars:

- **Employment and Inclusivity:** New disability-inclusive HR policies have been embedded into recruitment practices, and partnerships with agencies supporting individuals with disabilities have broadened our recruitment reach.
- **Built Environment:** Key facility enhancements include the installation of braille and audio guides at our Ottawa and Winnipeg locations. We have also ensured obstacle-free access to critical areas.
- **Information and Communication Technologies:** Website improvements have achieved 90% compliance with WCAG 2.1 standards, with a goal of 100% coverage by year-end.
- **Customer Service and Communication:** Expanded partnerships with vendors now enable us to provide accessible product information formats, including braille and audio.
- **Feedback and Continuous Improvement:** Regular consultations with the Accessibility Advisory Group and quarterly reviews provide ongoing insights into community and employee needs, enabling continuous progress across all accessibility pillars.



STAKEHOLDER IMPACT SUMMARY

The impact of the Mint’s accessibility efforts has been profound for employees, customers, and the broader community. Engagement with the Accessibility Advisory Group has yielded valuable insights, informing changes that ensure our website, and in-person experiences meet a high standard of accessibility. For example, improvements to our digital services have been particularly valuable to customers with visual impairments, enhancing usability through features such as closed captions, improved contrast, and a more intuitive navigation structure.

Feedback from our Employee Resource Group and surveys has also underscored the positive impact of accessibility training and policies on internal culture. These initiatives have cultivated a more inclusive environment for employees with disabilities, fostering a sense of community and support among employees across departments. Additionally, customer feedback channels have provided insight into user preferences, allowing us to make informed adjustments that directly enhance the Mint’s accessibility.

The next page offers a summary of our 7 pillars and their deliverables. It includes our 2023 Progress Report and our 2024 progress assessments.

The **Appendix** contains a detailed outline of projects and activities for each pillar and deliverable.



PROGRESS DASHBOARD

2024 ACHIEVEMENTS AND 2023 PROGRESS REPORT

PILLAR	DELIVERABLE	2024 PROGRESS REPORT	2023 PROGRESS REPORT
EMPLOYMENT	1. Implement inclusive HR language	Complete	In Progress
	2. Develop disability-focused business policies	Ongoing	In Progress
	3. Partner with disability employment agencies	Ongoing	In Progress
BUILT ENVIRONMENT	4. Install braille and audio guides	Complete	In Progress
	5. Clear access to doors/elevators	Complete	Not Started
INFORMATION AND COMMUNICATION TECHNOLOGIES	6. Implement video captioning	Complete	In Progress
	7. Add website alt text	Complete	In Progress
	8. Ensure WCAG font compliance	Complete	In Progress
COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES	9. Enable meeting transcription	Complete	Complete
	10. Partner to create accessible formats	Complete	Complete
	11. Provide accessibility training	Complete	In Progress
	12. Maintain interpretation services	Complete	Complete
	13. Enable product touching by customers	Complete	In Progress
	14. Create accessible product info	Ongoing	Not Started
DESIGN AND DELIVERY OF PROGRAMS AND SERVICES	15. Implement DEI Lens Toolkit	Complete	Complete
	16. Add tactile product features	Complete	Not Started
	17. Permit assistive devices	Complete	In Progress
	18. Provide accommodated tours	Complete	Complete
PROCUREMENT OF GOODS, SERVICES AND FACILITIES	19. Implement inclusive procurement	Complete	In Progress
	20. Create accessibility procurement guidelines	Complete	In Progress
TRANSPORTATION	21. Provide accessible parking at Ottawa facility	Complete	Not Started

STAKEHOLDER ENGAGEMENT AND IMPACT

The Royal Canadian Mint's approach to accessibility is deeply informed by engagement with key stakeholders, including community members, employees, and customers. Continuous dialogue and feedback mechanisms allow the Mint to refine its practices and address the unique needs of individuals with disabilities. The following section provides an overview of engagement outcomes, capturing the impact of the Mint's accessibility efforts across three main stakeholder groups.

COMMUNITY CONSULTATION RESULTS

The Mint has established formal partnerships with the Accessibility Advisory Group (AAG) and Left Turn Right Turn (LTRT), creating a structured approach to gathering ongoing community insights. This consultation framework ensures that the Mint receives regular, actionable feedback on accessibility needs across its facilities, digital platforms, and recruitment practices.

The Mint's Accessibility Advisory Group (AAG), composed of representatives from various community sectors, played a critical role in guiding the Mint's accessibility improvements. Through regular consultations, the AAG provided actionable insights into accessibility features across the Mint's facilities, digital platforms, and communication channels. For instance, feedback from AAG members led to the integration of additional braille signage, accessible product information formats, and enhanced website functionality for screen reader compatibility.

In addition to insights from the Accessibility Advisory Group, the Mint benefited from expert consultation with Dif Labs: Their accessibility specialists provided actionable recommendations on both digital and physical accessibility features, helping guide enhancements to the Mint's facilities and digital platforms. Dif Labs' research contributed valuable data on inclusive employment trends, which informed

updates to the Mint's recruitment practices and partnerships with disability employment agencies. These expert contributions have reinforced the Mint's commitment to evidence-based, community-informed accessibility initiatives.

In addition, partnerships with community organizations, such as the Employment Accessibility Resource Network (EARN), strengthened the Mint's connection to persons with disabilities seeking employment opportunities. Through initiatives like the monthly Job Match Call, the Mint connected with potential candidates while receiving input on how to make recruitment processes more inclusive. These partnerships continue to guide the Mint in developing employment practices that are accessible and appealing to a diverse talent pool.

CUSTOMER FEEDBACK ANALYSIS

The Mint's customer feedback channels, including dedicated phone and email lines for accessibility inquiries, have been instrumental in shaping a responsive approach to accessibility improvements. A formalized feedback process ensures that all comments are acknowledged promptly and directed to the appropriate teams for review and action. Through this process, customer feedback has driven recent enhancements to the Mint's online and in-store experiences, with adjustments made in response to specific user needs.

Engagement on social media platforms reflects the Mint's commitment to transparency and responsiveness. Recent posts about National AccessAbility Week, for example, received positive responses, with community members expressing appreciation for the Mint's proactive accessibility measures. The Mint's focus on open communication allows customers with disabilities to feel heard and valued as contributors to the organization's accessibility journey.

INNOVATION AND BEST PRACTICES

The Royal Canadian Mint has placed innovation at the forefront of its accessibility efforts, continuously exploring new solutions and best practices to create a more inclusive environment. By implementing cutting-edge technologies, refining internal processes, and launching leading initiatives, the Mint demonstrates a commitment to creating meaningful change that extends beyond compliance. This section provides an overview of innovations and practices that distinguish the Mint as a leader in accessibility.

LEADING INITIATIVES

The Mint's accessibility journey has been guided by forward-thinking initiatives that integrate accessibility into all areas of the organization. A key example is the Diversity, Equity, and Inclusion (DEI) Lens Toolkit, which provides departments with practical resources for incorporating accessibility considerations into policy, program, and process design. This toolkit has been instrumental in developing disability-focused business policies and creating a supportive environment for employees and customers alike.

Another flagship initiative is the Mint's **Inclusive Procurement Guidelines**, which encourage engagement with diverse suppliers and prioritize accessibility criteria in sourcing and contracting decisions. By actively seeking vendors with strong accessibility credentials, the Mint not only meets procurement needs but also supports a more inclusive supply chain. These initiatives reflect the Mint's commitment to accessibility as a core value, influencing both internal operations and external partnerships.

TECHNOLOGY INTEGRATION

The Mint has embraced technology as a powerful tool for advancing accessibility across its operations. Recent enhancements include real-time captioning in virtual meetings, ensuring that individuals, internal and external, with hearing impairments can participate fully in collaborative sessions.

The Mint has made substantial advancements in digital accessibility, including enhanced captioning for training and social media content, comprehensive alt text across mint.ca, and improved screen-reader compatibility. The Mint achieved a 90% compliance rate in digital accessibility features on mint.ca, with a target for 100% coverage by year-end, driven by ongoing stakeholder feedback and digital audits.

Innovative accessibility features have also been introduced in Mint facilities, such as braille and audio guides that assist visitors with navigation and access to product information. These guides, available at both Ottawa and Winnipeg facilities, provide essential orientation for individuals who are blind or have low vision. Furthermore, the Mint continues to assess and implement new technologies as part of its accessibility roadmap, maintaining a proactive approach to technology integration that directly benefits both employees and customers.

Process Improvements

The Mint's commitment to accessibility is reflected in its continuous refinement of operational processes to meet the needs of all stakeholders. Improvements to the feedback and consultation process have ensured that input from community members and employees is actively incorporated into accessibility strategies. For example, feedback from the Accessibility Advisory Group (AAG) has guided specific enhancements, such as adding accessible parking spaces and adjusting building layouts to remove barriers to mobility.

LOOKING FORWARD

Internal processes supporting accessibility have also been strengthened through regular audits and training sessions. The Mint's Facilities and IT teams conduct ongoing reviews to ensure compliance with accessibility standards, while training programs for staff emphasize the importance of maintaining accessible spaces and services. These process improvements reflect the Mint's dedication to building an environment that is responsive, adaptable, and inclusive.

STRATEGIC ROADMAP

The Mint's long-term accessibility roadmap aligns closely with its 2024–2028 Corporate Plan, which emphasizes inclusion as a key driver of innovation and engagement. The roadmap outlines phased objectives to create transformative change, with each milestone building on the achievements of previous years. Key roadmap goals include:

1. **Embedding Accessibility in Product Design:** Integrate accessibility standards into all product development phases, ensuring that new products are accessible and inclusive by design. This focus will extend to both physical and digital products, reflecting the Mint's commitment to universal design principles.
2. **Strengthening Partnerships:** Collaborate with accessibility advocates, community organizations, and industry experts to stay at the forefront of best practices. By fostering these partnerships, the Mint can leverage collective expertise and insights to advance its accessibility initiatives effectively.
3. **Sustainability in Accessibility Efforts:** Implement a sustainable approach to accessibility investments, ensuring that enhancements to physical and digital infrastructure are enduring and adaptable for future needs.

This strategic roadmap positions the Mint to lead by example within the minting industry, with each milestone supporting a more accessible, resilient, and inclusive future.

CONTINUOUS IMPROVEMENT FRAMEWORK

Accessibility is an ongoing commitment, and the Mint's continuous improvement framework ensures steady progress that adapts to changing needs. This framework relies on regular feedback mechanisms, data-driven assessments, and stakeholder engagement:

- **Feedback Integration:** The Mint's feedback process promptly reviews and addresses comments from employees, customers, and the public, with closely monitored response times.
- **Quarterly Accessibility Reviews:** Led by the Human Resources team and senior leadership, these reviews assess progress on current accessibility initiatives, evaluate new proposals, and incorporate any necessary adjustments to ensure alignment with evolving accessibility standards. These regular reviews allow the Mint to promptly identify and address potential barriers, ensuring that all facilities remain fully accessible and align with high accessibility standards.
- **Annual Accessibility Audits:** These audits check compliance across accessibility pillars and inform the following year's action plan, supporting a forward-looking approach.

Stakeholder feedback is essential to this process.

Insights from community consultations, employee channels, and advisory groups like the Accessibility Advisory Group (AAG) guide future goals, ensuring that initiatives stay responsive. Through this framework, the Mint is committed to making accessibility a key priority, evolving part of its operations, creating a legacy of inclusivity.

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DETAILED OUTLINE OF 2024 PROJECTS AND ACTIVITIES

The table below provides a detailed outline of the progress we have made on all of our accessibility activities, by Pillar and by deliverable.

PILLAR I — EMPLOYMENT		
DELIVERABLES	PROGRESS ON PROJECTS AND ACTIVITIES	OWNERSHIP
1. Implement inclusive HR language Develop and integrate inclusive language in all HR policies, communications, and recruitment practices to attract and support diverse talent.	Inclusive Language Training: Regular training updates and tools were provided to HR staff and hiring managers, with a focus on inclusive job postings and applicant communications. Employee Resources: The Linguistic team and employees completed courses on inclusive language, with a dedicated Veritas page now available for easy access to these resources.	Human Resources Complete
2. Develop disability-focused business policies Create policies that position disability inclusion as a strategic advantage, enhancing accessibility beyond compliance requirements.	- Implemented the DEI Lens Toolkit, strengthened by department-specific workshops (e.g., Operations, Customer Solutions) to enhance managers' understanding of inclusive policy applications. - Identified roles in Manufacturing/Production that present high employment opportunities for persons with disabilities, such as Engraver and Shipping Mailroom positions; developed flexible workstations for these roles to accommodate individual accessibility.	Human Resources Ongoing
3. Partner with disability employment agencies Collaborate with agencies and networks that support persons with disabilities to broaden recruitment and retention efforts and foster inclusive employment practices.	- Collaborated with employment service organizations like EARN* and PPRC** to expand recruitment reach and improve workforce retention strategies. - Established a candidate pool for persons with disabilities to consider for employment opportunities. - Ensured consistent HR representation on EARN job calls for ongoing support. *Employment Accessibility Resource Network **Performance Plus Rehabilitative Care (PPRC)	Human Resources Ongoing
PILLAR II — BUILT EMPLOYMENT		
DELIVERABLES	PROGRESS ON PROJECTS AND ACTIVITIES	OWNERSHIP
4. Install braille and audio guides Place braille and audio guides in high-traffic areas to improve wayfinding and accessibility for individuals who are blind or have low vision	- Integrated recommendations from accessibility specialists for the placement of braille signage and audio cues in high-traffic areas, including washrooms and building entrances. - Established partnerships with accessibility providers like Miller McConnell and Crawford Technologies for effective signage and wayfinding.	Human Resources Complete
5. Clear access to doors/elevators Ensure all doorways, elevators, and access points are free from obstructions, providing clear, unrestricted access for everyone, especially individuals using mobility aids	- Scheduled regular facility assessments to ensure obstacle-free access to doors and elevators, collaborating closely with employees who use assistive devices. - The Mint's culture of care encourages employees to maintain clear access paths for elevators and doors.	Facilities Complete

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PILLAR III — INFORMATION AND COMMUNICATION TECHNOLOGIES		
DELIVERABLES	PROGRESS ON PROJECTS AND ACTIVITIES	OWNERSHIP
6. Implement video captioning Provide closed captions for all video content to enhance accessibility for viewers who are deaf or hard of hearing	- Partnered with the IT team to add closed captions to all training videos and extend captioning to social media content. - Expanded captioning for trainings, including third-party contractor content (e.g., added captions to TDG training).	IT and HR Complete
7. Add website alt text Ensure all images on the Mint’s website include alternative text descriptions to improve accessibility for users who rely on screen readers	Worked with Crawford Technologies to update alternative text descriptions on Mint.ca, aiming to cover over 90% of images by year-end.	eCommerce Complete
8. Ensure WCAG font compliance Adjust website font color and contrast to comply with WCAG standards, enhancing readability for individuals with visual impairments	Conducted an accessibility audit to verify WCAG compliance, specifically addressing light font color issues to improve readability for visually impaired users.	eCommerce Complete

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PILLAR IV — COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

DELIVERABLES	PROGRESS ON PROJECTS AND ACTIVITIES	OWNERSHIP
9. Enable meeting transcription Implement transcription options in virtual meetings to improve accessibility for attendees who may have hearing impairments or language needs	Enabled real-time transcription in video conferencing tools, which improved accessibility for multilingual meetings and built on previous accessibility enhancements.	IT and Linguistic Services Complete
10. Partner with vendors to create accessible formats Work with vendors to provide documents and product information in accessible formats such as braille, audio, and electronic files	Expanded partnerships with Miller McConnell and Crawford Technologies to produce materials in braille and audio formats, including product information and selected internal documents.	HR, Accessibility Team, Linguistic Services Complete
11. Provide accessibility training Offer accessibility awareness training to employees across departments, with a focus on customer service and disability etiquette	- Offered a variety of Accessibility Awareness courses on the internal learning portal, with sessions like "Disability Etiquette" tailored to Customer Solutions and Protective Services, building awareness of specific accessibility needs in customer-facing roles. - Training methods included virtual, online learning, and in-person experiences.	HR and Learning Complete
12. Maintain partnership for interpretation services Maintain and expand partnerships for on-demand sign language interpretation services to support deaf and hard-of-hearing individuals.	- ASIGN Inc. provided sign language services, including an on-demand ASL/LSQ interpreter application available at customer service desks and security areas in Ottawa and Winnipeg. - Members of the Security/screening team and boutique were trained to use the on-demand sign language Interpreter App. - The Translation Team has implemented a new request platform that features a user-friendly interface designed for placing Sign Language Interpreter requests. - Working with the Translation Team to distinguish the need for Translation services versus ASIGN services.	Linguistic Services Complete
13. Enable product touching by customers Allow customers who are blind or have low vision to touch and interact with products in a safe and accessible manner	Additional staff training was conducted on handling products for customers with low vision, ensuring that physical items within boutiques are accessible.	Customer Solutions Complete
14. Create accessible product information Allow customers who are blind or have low vision to touch and interact with products in a safe and accessible manner	Ongoing work with vendors aims to make all print materials, including product catalogs, available in audio and braille formats, prioritized based on visitor feedback.	Customer Solutions Ongoing

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PILLAR V — DESIGN AND DELIVERY OF PROGRAMS AND SERVICES		
DELIVERABLES	PROGRESS ON PROJECTS AND ACTIVITIES	OWNERSHIP
15. Implement DEI Lens Toolkit Utilize the DEI Lens Toolkit in all program, policy, and process reviews to integrate diversity, equity, and inclusion principles across operations.	• The DEI (Diversity, Equity, and Inclusion) Lens Toolkit is a comprehensive resource designed to integrate inclusive practices into program, policy, and process reviews across departments. • Extensively used in new policy development, the Toolkit is supported by training for over 20 super-users who facilitate DEI-aligned evaluations throughout the organization. • The DEI Committee, structured into four allyship groups, includes a group focused specifically on supporting super-users in applying the Toolkit.	Impact Office and HR Complete
16. Add tactile product features Develop tactile features and audio descriptions for products, enhancing accessibility for customers who are blind or visually impaired.	• Added tactile samples of coins in boutique areas, along with expanded audio descriptions for certain displays, to better serve customers who are blind • We collaborate with learning providers who share our commitment to diversity, equity, and inclusion (DEI). These partners must demonstrate their ability to deliver accessible, high-quality content that meets our standards and our DEI goals	Customer Solutions and Product Development Complete
17. Permit assistive devices Update policies to allow personal assistive devices in restricted areas and ensure guidelines support emergency medical devices.	• Updated policies now allow personal assistive devices in restricted areas, with guidelines for emergency medical monitoring tools, such as insulin pumps. • Security accommodations have been implemented at our Winnipeg facility to allow employees to bring personal devices into high-security areas • Visitors may keep their personal devices with them throughout facility tours; devices must remain stowed away during the tour and photography and video recording are strictly prohibited	Customer Solutions Complete
18. Provide accommodated tours Offer flexible, customized tours for visitors with disabilities, allowing additional time and tailored access as needed.	• Offered extended, customizable tours, including private sessions for visitors with disabilities, based on feedback and needs assessments from customer engagement teams.	Customer Solutions Complete

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PILLAR VI — PROCUREMENT OF GOODS, SERVICES & FACILITIES		
DELIVERABLES	PROGRESS ON PROJECTS AND ACTIVITIES	OWNERSHIP
19. Implement inclusive procurement Establish guidelines that incorporate accessibility as a requirement in procurement, ensuring purchased goods and services meet accessibility standards	Expanded the Inclusive Procurement Guide with accessibility-focused criteria to attract vendors with expertise in accessible products and services	Procurement Complete
20. Create accessibility procurement guidelines Develop guidelines to ensure inclusive and accessible procurement practices. Incorporate accessibility criteria in the procurement process, unless otherwise stated.	Introduced a new evaluation metric to assess vendors' accessibility expertise, aligning with the Mint's procurement priorities.	Procurement Complete

PILLAR VII — TRANSPORTATION		
DELIVERABLES	PROGRESS ON PROJECTS AND ACTIVITIES	OWNERSHIP
21. Provide accessible parking Ensure designated accessible parking is available at Mint facilities to accommodate visitors and employees with disabilities	Partnered with neighboring organizations, like the Global Centre for Pluralism, to ensure accessible parking at the Ottawa facility on Sussex Drive, in response to visitor feedback.	Facilities Complete



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