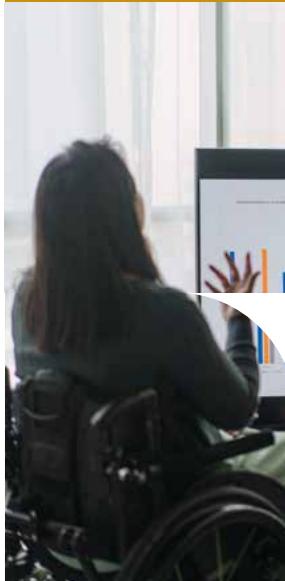
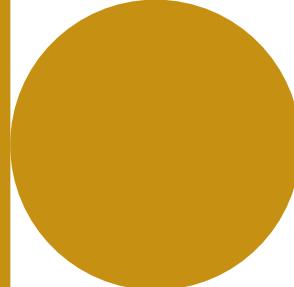
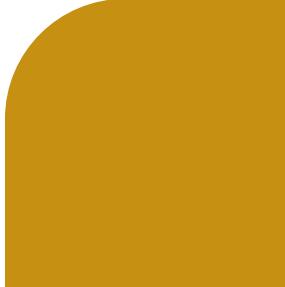


2026-2028

# ACCESSIBILITY ACTION PLAN



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The Royal Canadian Mint's vision  
is to be one of the best mints  
in the world.

## 1

# MESSAGE FROM THE PRESIDENT AND CEO

At the Royal Canadian Mint, accessibility is more than compliance. It is about creating an inclusive environment where everyone can thrive. I'm proud to share our 2026-2028 Accessibility Action Plan.

It builds on the progress we have made and outlines our next steps to reduce barriers for employees, customers, and visitors.

Since launching our first Accessibility Action Plan in 2022, we've made great strides. Some of the highlights of our journey so far include:

- Adding braille and tactile elements to our facilities and products
- Improving our hiring practices to make them more inclusive and accessible
- Consulting with disability organizations and persons with disabilities to gather valuable feedback
- Offering accessible tours at our Ottawa and Winnipeg locations that include tactile elements and on-demand sign language interpretation

These successes are the result of listening to feedback, learning from the lived experiences of persons with disabilities, and working together across departments to make meaningful changes. But we know there is still more to do.

As we move forward, we will focus on where barriers remain. This includes improving workplace accommodations, designing accessible spaces and services, and enhancing how we gather and act on feedback. We will also expand accessibility training for employees to ensure that inclusion is part of everything we do.

Thank you to everyone who contributed to this plan. Your voices have shaped our vision and will continue to guide us as we work toward becoming a barrier-free organization. Together, we are making accessibility a core part of how we operate.



Sincerely,

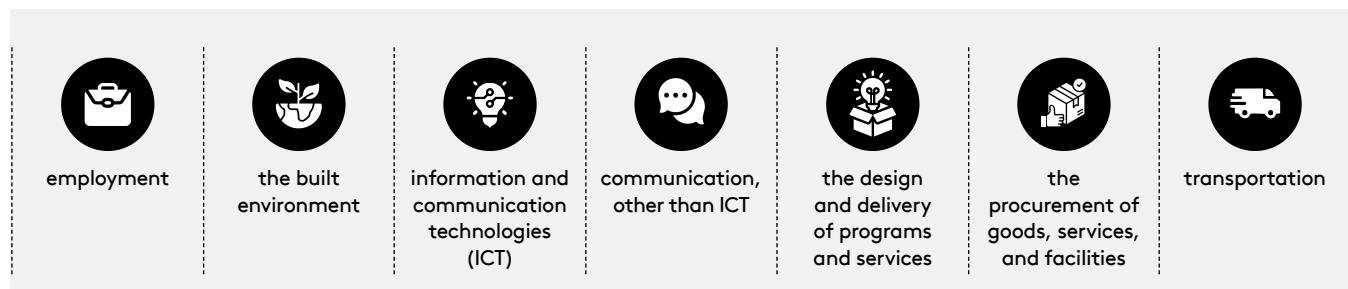
**MARIE LEMAY, PRESIDENT AND CEO  
ROYAL CANADIAN MINT**

# 2 GENERAL

## 2.1 | EXECUTIVE SUMMARY

The 2026–2028 Accessibility Plan reflects the Royal Canadian Mint’s commitment to creating a barrier-free organization. Guided by the principles of the *Accessible Canada Act* (ACA) and informed by the lived experiences of persons with disabilities, this Plan outlines the actions to identify, prevent, and remove barriers over the next three years.

Building on the progress made under the [2023-2025 Accessibility Action Plan](#), this Plan focuses on eight key areas, including the seven priority areas outlined in the ACA:



We also added a priority area: governance. This focus highlights the Mint’s dedication to fostering cross-departmental collaboration and embedding accessibility into decision-making at all levels of the organization.

Aligned with the *Accessible Canada Act*’s goal of a barrier-free Canada by 2040, this Accessibility Action Plan integrates accessibility into all aspects of the Mint’s operations. This benefits employees, customers, and the communities we serve.

Developed through extensive consultations with employees, stakeholders, and persons with disabilities, the Plan emphasizes collaboration, transparency, and accountability. Annual updates will track progress and ensure that we continually respond to feedback.

Accessibility is also part of our Sustainability commitment. It is embedded in how we design spaces, deliver services, and make decisions. We recognize that accessibility is connected to other factors such as race, gender, and income. We are committed to making our organization more inclusive for everyone.

By listening, learning, and collaborating, we aim to create respectful, fair, and accessible services and experiences for everyone.

## 2

## 2.2 | ABOUT THE ROYAL CANADIAN MINT

The Royal Canadian Mint (the Mint) is a federal Crown corporation reporting to Parliament through the Minister of Finance. It has approximately 1,100 employees. The Mint was named one of the National Capital Region's top employers every year since 2021.

The Mint operates facilities in Ottawa, Ontario and Winnipeg, Manitoba. It produces all of Canada's circulation coins and manages the national coin supply. It also offers a wide range of specialized services and products for domestic and international clients, including:



**Bullion and Refining Services:**  
Producing globally recognized gold and silver bullion, including Gold and Silver Maple Leaf coins.



**Custom Minting and Medals:**  
Designing and producing medals, medallions, and custom coinage.



**International Minting Services:**  
Supplying coins to over 80 countries with secure, innovative solutions.



**Retail and Collectibles:**  
Offering collector coins and numismatic products celebrating Canadian heritage and culture.

The Mint is guided by the *Royal Canadian Mint Act* and is committed to ethical, inclusive, and sustainable practices. Accessibility is central to how the Mint engages with the public, delivers services, and supports its workforce.

## 2.3 | ACCESSIBILITY STATEMENT

Accessibility is a part of the Mint's everyday business. We maintain our commitment to inclusion by removing barriers and enhancing accessibility for all customers and employees on an ongoing basis.

In doing so, we will continue to seek input from our talented people and the public through a formalized feedback process. By working together with sustained commitment, we will build a positive image of disability, engage persons with disabilities in decision-making, increase accessibility of the built environment and deliver customer and employee experiences that are dignified, fair and respectful.

# 2

## 2.4 | CONTACT INFORMATION

The Mint is dedicated to creating an inclusive environment by providing accessible facilities, programs and services. Through collaboration and meaningful consultations, we developed the 2026-2028 Accessibility Action Plan to reflect this commitment.

Your feedback is valuable in helping us evaluate our progress, measure achievements, and guide future improvements.

If you have feedback about accessibility at the Mint, or if you need this Accessibility Action Plan or a copy of our feedback process description in an alternate format, please contact us using any of the methods below:

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### CONTACT INFORMATION

**MAIL:**

Director of Public Affairs, Government Relations and Stakeholder Engagement

ROYAL CANADIAN MINT  
320 SUSSEX DRIVE  
OTTAWA ON K1A 0G8

**TELEPHONE:** 1-800-267-1871

**EMAIL:** [mediarelations@mint.ca](mailto:mediarelations@mint.ca)

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### REQUESTING ALTERNATE FORMATS

We are committed to making this Accessibility Plan available in formats that meet your needs. You can request alternate formats, such as:



**Large print**



**Braille**



**MP3 audio**



**Electronic formats**

To request an alternate format, please contact us using any of the methods above.

We will provide alternate formats as quickly as possible, at no cost to you.

# 3

## REPORTING OUR PROGRESS

Since publishing our first Accessibility Action Plan in 2022, the Mint has worked steadily to reduce barriers and embed accessibility into our operations.

For a detailed breakdown of our 2025 progress, including completed actions and outstanding commitments, please refer to the 2025 Progress Report. You can also review our previous progress reports by clicking on the links below:



[2023 Progress Report](#)



[2024 Progress Report](#)



[2025 Progress Report](#)

As we move into the 2026-2028 planning cycle, our goal is to build on the lessons learned and continue aligning our operations with the needs and expectations of persons with disabilities. By learning from their lived experiences, we aim to ensure our actions address real-world barriers and opportunities. We remain committed to fostering a workplace and organization that is inclusive, equitable, and accessible for all.



# 4

## CONSULTATIONS

The Mint completed a full accessibility assessment that included a detailed review of internal policies, processes, and practices. Interviews were also conducted with staff across various roles to gather insights related to the seven priority areas of the *Accessible Canada Act*.

To support the development of this Accessibility Action Plan, consultations were held with individuals involved in accessibility efforts, both within the organization and externally. These included employees with disabilities, allies, managers, and other key stakeholders identified in collaboration with the Mint.

The consultation process included:

- Two focus group sessions with the Mint's cross-functional Accessibility Working Group
- Sixteen one-on-one interviews with Mint employees across roles and departments
- A review and analysis of external feedback from persons with disabilities on the Mint's website and product packaging
- One interview with an external stakeholder representing an organization for persons who are deaf or hard of hearing

Over the last three years, the Mint also collaborated with external organizations to gather feedback and insights, including:

- Accessibility Advisory Group
- The Accessibility Consulting Team at BDO Canada LLP
- Employment Accessibility Resource Network (EARN)
- Left Turn Right Turn
- Performance Plus Rehabilitative Care (PRPC)
- Return on Disability Group Persons with Disabilities D(if) Labs

These consultations and collaborations helped identify barriers and opportunities for improvement across the Mint's programs, services, workplace, and customer experience and informed the actions outlined in this Plan.

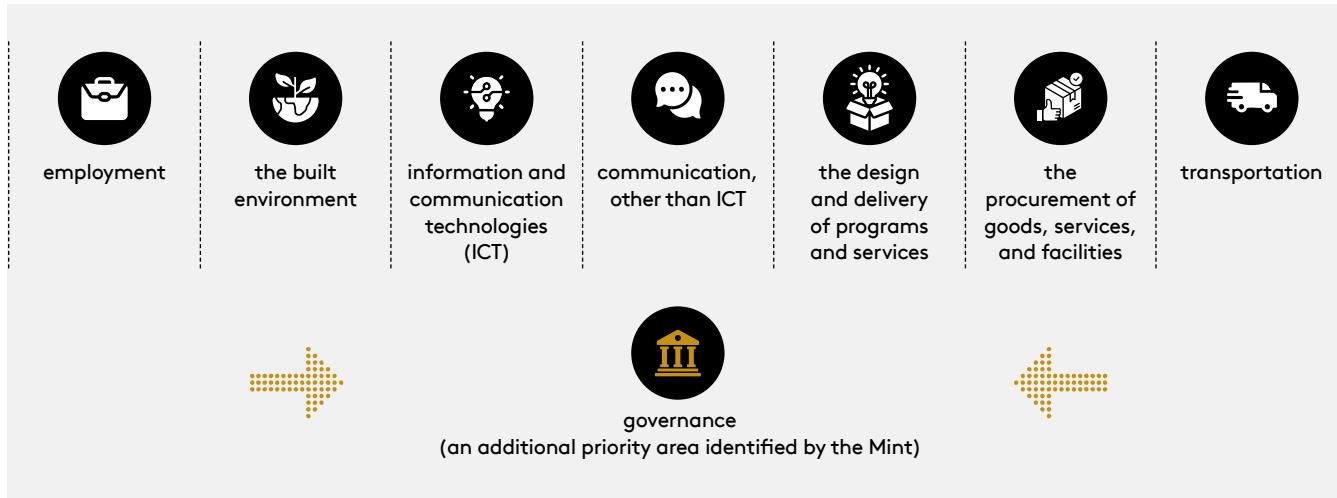


## 5

# PRIORITY AREAS DESCRIBED UNDER THE ACT

There are seven priority areas described under Section 5 of the *Accessible Canada Act*.

These areas include:



Responsibility for putting this Accessibility Action Plan into action is shared across several roles. The Mint's Director of Sustainability leads the coordination of accessibility efforts across departments, with support from leads from various departments at the Mint, who are each responsible for actions in their areas. Progress is tracked and reported each year through a public update, as required by the *Accessible Canada Act*.



# 5

## 5.1 | EMPLOYMENT

This priority area covers the full employee journey at the Mint, from recruitment and onboarding to when an employee leaves the organization. It includes support such as workplace accommodations, emergency response planning, and managing both short- and long-term disability leaves.

### ACCESSIBILITY ACHIEVEMENTS

- The Mint is improving its recruitment process by offering flexible application options, encouraging accommodation requests, and reviewing job requirements to reflect actual role needs. We are working on ensuring these practices are consistent.
- Inclusive language ensures job postings, policies, and communications are respectful and welcoming.
- Recruiters and hiring managers receive Equity, Diversity, Inclusion and Accessibility (EDIA) training and use tools to reduce bias.
- Accommodations are provided at all stages of employment, supported by a centralized system and resources for managers to ensure timely and effective implementation.
- Partnerships with organizations like Employment Accessibility Resource Network (EARN) and Performance Plus Rehabilitative Care (PRC) help improve job access for people with disabilities.

### BARRIERS TO ACCESSIBILITY

- Some employees, especially those with non-apparent or neurodiverse disabilities, find the accommodation process unclear or burdensome. Some employees cite challenges like repeated disclosure, inconsistent procedures, and extensive medical documentation.
- Job postings include some inclusive language but could be more accessible. Issues like inconsistent formatting, limited keyboard navigation, and non-standardized templates may limit access for candidates with disabilities.
- The Mint lacks a formal Employment Accessibility Strategy to guide inclusive practices across all phases of the employee lifecycle.
- Accessibility resources, such as guidance on accommodations or inclusive communication, are spread across platforms.
- Accommodations identified during recruitment are not always carried over into onboarding. This can delay support for new employees during a critical adjustment period.
- Departing employees are not asked for feedback on accessibility or accommodations.
- Representation of persons with disabilities in the workforce has declined slightly. This highlights the need for stronger outreach and inclusive hiring practices.

# 5

## 5.1 | EMPLOYMENT

### ACTIONS TO IMPROVE ACCESSIBILITY

**By the end of 2026,** the Mint will review and enhance its workplace accommodation process and policies to ensure they are clear, supportive, and aligned with accessibility best practices. This includes improving guidance for employees and managers and reducing barriers to accessing accommodations.

**By the end of 2026,** the Mint will improve the accessibility of job postings by standardizing templates, enhancing keyboard navigation, and ensuring compliance with accessibility standards. These improvements will help attract a broader and more diverse pool of candidates.

**By the end of 2026,** the Mint will integrate accessibility-related questions into its onboarding and offboarding process to better understand employee experiences and identify opportunities for improvement.

**By the end of 2026,** the Mint will continue to expand its recruitment outreach to persons with disabilities by strengthening partnerships with external organizations and participating in targeted career events.

**By the end of 2027,** the Mint will strengthen the transition of accommodations from recruitment to onboarding to ensure that new employees have timely access to the supports they need from their first day.

**By the end of 2027,** the Mint will explore opportunities to offer internships, mentorship programs, and job shadowing experiences to support career development and attract diverse talent.

**By the end of 2027,** the Mint will monitor and align with recommendations from the Better Accommodation Project, a federal initiative focused on simplifying accommodation processes and centering the voices of persons with disabilities.

**By the end of 2027,** the Mint will update the placement and content of accessibility and inclusion statements in job postings and the career landing page to better reflect its commitment to equity and to ensure this information is visible and welcoming to all applicants.

**By the end of 2028,** the Mint will develop a formal Employment Accessibility Strategy that outlines a clear vision, measurable goals, and inclusive practices across all stages of employment. This strategy will align with the Accessible Canada Act and the Accessibility Standards Canada Employment Standard.

**By the end of 2028,** the Mint will create a centralized accessibility hub on its intranet to provide employees and managers with easy access to guidance, tools, and resources that support inclusive practices.

# 5

## 5.2 | THE BUILT ENVIRONMENT

This priority area focuses on the physical spaces that employees, clients, and visitors use when interacting with the Royal Canadian Mint. It includes areas such as entrances, workstations, meeting rooms, signage, washrooms, and lighting, as well as considerations for accessibility in work-from-home settings.

### ACCESSIBILITY ACHIEVEMENTS

- The Mint added braille door plates and audio guides in high traffic areas to improve accessibility and wayfinding features to assist individuals with low or no vision.
- Emergency response plans at both Ottawa and Winnipeg locations are being updated to ensure accessibility is fully considered during emergencies.
- The Mint received feedback from visitors that there were no places to sit along the tour route in Ottawa. Benches have been added along tour routes to provide resting opportunities and reduce barriers.
- Employees are encouraged to keep workspaces clear to maintain safe, navigable areas.
- Quiet spaces are available to support employees with sensory sensitivities.

### BARRIERS TO ACCESSIBILITY

- Emergency protocols lack individualized plans for employees and visitors with disabilities. This can create safety risks, especially in a hybrid work environment.
- Some areas at the Ottawa and Winnipeg locations remain partially inaccessible, such as limited elevator access and poorly placed automated doors and push buttons.
- There is no consistent process for consulting persons with disabilities during construction or renovation projects.
- Accessibility issues are reported informally through inconsistent methods, causing delays, limited tracking, and uncertainty about how to report concerns.
- The Mint lacks standardized guidelines for accessible design. This results in inconsistent decisions on doorway widths, signage, lighting, and furniture layout across locations.

## 5

## 5.2 | THE BUILT ENVIRONMENT

## ACTIONS TO IMPROVE ACCESSIBILITY

**By the end of 2026,** the Mint will review and ensure individualized emergency response plans are in place for employees with disabilities at both locations. Additionally, the Mint will review procedures to ensure visitor needs are also considered.

**By the end of 2027,** the Mint will complete a built environment audit of its Ottawa and Winnipeg locations.

**By the end of 2026,** the Mint will implement a centralized and clearly communicated system for reporting accessibility and facilities concerns across all locations. This will include digital platforms, signage, and onboarding materials to ensure employees know how to report issues.

**By the end of 2026,** the Mint will develop internal built environment accessibility guidelines that align with the Accessible Canada Act's Built Environment Standard and incorporate universal design principles. These guidelines will support consistent and inclusive decision-making across all sites.

**By the end of 2027,** the Mint will conduct an emergency egress audit of both facilities to identify and address accessibility gaps in evacuation routes and signage.

**By the end of 2028,** the Mint will develop and begin implementing a phased plan for accessibility upgrades, aligned with heritage preservation standards where applicable. The phased approach will be carried out over a five-year period, extending beyond the scope of this accessibility plan.

**By the end of 2028,** the Mint will develop a formal process to ensure accessibility is considered during the planning and design of all construction, renovation, and reconfiguration projects.

**By the end of 2028,** the Mint will provide training of key personnel, such as facilities and Capital Project Managers, on accessibility standards and considerations.



# 5

## 5.3 | INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

This priority area focuses on the digital tools and systems the Mint uses to support employees, clients, and stakeholders. It includes hardware, software, assistive technologies, and other tools that support virtual communication and engagement.

### ACCESSIBILITY ACHIEVEMENTS

- The Mint reviews website content to meet accessibility standards and Web Content Accessibility Guidelines (WCAG) for font readability, including appropriate font size, style and contrast. Additionally, alternative text is added to website images.
- There are standardized templates in place to help maintain consistency. Captioning is being introduced to support digital inclusion.
- Accessibility is integrated into the EDIA Lens Toolkit to promote inclusive communication and service delivery.
- Feedback channels, such as a recruitment email and website contact form, support continuous accessibility improvements.
- Feedback from external organizations and persons with disabilities helps identify barriers and guide website updates.

### BARRIERS TO ACCESSIBILITY

- The Mint’s primary website has not been fully audited for accessibility. This may leave usability issues undetected, especially for users of assistive technologies.
- Employees involved in digital content and systems have not received accessibility training. This limits the Mint’s ability to provide accessible digital experiences.
- Some internal platforms are difficult to navigate, with inconsistent layouts and limited customization options. This creates challenges for neurodivergent employees.

### ACTIONS TO IMPROVE ACCESSIBILITY

**By the end of 2027**, the Mint will take a phased approach to improve the accessibility of its external website and public-facing digital platforms. Key actions include:

- Enhancing navigation for users of keyboards, screen readers, and touch devices, with major updates aligned with the platform upgrade.
- Adding filters to improve search accuracy and better differentiate between different products.
- Adjusting the website’s design to improve the experience for users who rely on dark mode settings in their web browsers.

**By the end of 2027**, the Mint will introduce role-specific accessibility training for ICT and content creation staff, with regular updates to reflect evolving standards and tools.

**By the end of 2028**, the Mint will review internal platforms for accessibility and usability. Employees with disabilities will be involved in testing and developing a roadmap for improvements.

## 5

## 5.4 | COMMUNICATION, OTHER THAN ICT

This priority area focuses on how the Mint shares information with employees and customers. It includes all forms of communication, such as printed materials, publications, and digital content. Using plain language is also an important part of accessible communication, as it helps ensure information is clear and easy to understand for everyone.

### ACCESSIBILITY ACHIEVEMENTS

- The Mint continues working on its internal and external communications to ensure content is clear, understandable, and usable for all audiences.
- A style guide with accessibility standards is part of the EDIA Lens Toolkit to support inclusive content creation. It provides advice on plain language, visual contrast, and alternative text.
- Internal communications use plain language to ensure clarity and accessibility for all employees.
- The Mint provides transcriptions for virtual meetings to support accessibility for participants.
- The Mint provides closed captions for videos with dialogue and is expanding efforts to include captions on social media platforms.
- Product details are presented in formats that are accessible to a wide range of users, including those using assistive technologies.

### BARRIERS TO ACCESSIBILITY

- Staff involved in creating internal and external communications do not consistently receive training on accessibility. This can result in inaccessible content.
- Some internal documents lack accessibility features like alternative text, tagged headings, or are not compatible with assistive technologies.
- Social media posts and videos sometimes lack captions, alternative text, or plain language.
- Interpretation services are offered, but inconsistent planning can result in underuse or scheduling issues.
- The Mint has a process for providing alternate formats like braille or large print, but greater communication is needed to ensure employees and customers are aware of the process and the vendors available to support these requests.

## 5

## 5.4 | COMMUNICATION, OTHER THAN ICT

## ACTIONS TO IMPROVE ACCESSIBILITY

**Starting in 2026,** the Mint will deliver formal role-specific accessibility training for employees who contribute to communications content. This training will cover inclusive writing, visual accessibility, and accessible multimedia practices.

**By the end of 2026,** the Mint will communicate the process for providing alternate formats to all employees. The process will be documented and shared on the Mint's employee platform so that it is easily accessible for all employees.

**By the end of 2027,** the Mint will establish minimum accessibility guidelines for internal documents, including guidelines for avoiding inaccessible formats.

**By the end of 2027,** the Mint will strengthen ASL/QSL event planning by embedding interpretation into early design stages and developing internal procedures to support effective coordination and respectful use of interpreter time.

**By the end of 2028,** the Mint will create accessible templates for internal and external documents, informed by the training and the internal accessible communication guidelines established in 2027. These templates will be made available to all team members to ensure consistency across the organization.



## 5

## 5.5 | THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Mint is committed to ensuring that its programs and services are accessible to all employees, clients, and stakeholders. This includes proactively considering accessibility during the design and delivery of its operations to meet the diverse needs of Canadians.

### ACCESSIBILITY ACHIEVEMENTS

- The Mint offers inclusive tours at its Ottawa and Winnipeg locations, with accommodations such as visual aids, tactile elements, ASL/QSL interpretation, and mobility support.
- Select coins now include tactile elements, reflecting a commitment to universal design and accessibility.
- Teams involved in packaging and shipping are considering feedback from people with disabilities to inform product design.
- Public Safety Officers receive biannual training on mental health, neurodiversity, and security de-escalation techniques. This training supports more inclusive and responsive safety services.

### BARRIERS TO ACCESSIBILITY

- Current training for front-line employees does not provide enough guidance on how to support customers with diverse disabilities.
- Feedback from customers with disabilities is collected through existing channels, such as surveys. But opportunities to actively seek input or provide easy, accessible ways to share feedback could be improved. Expanding options for alternative communication formats would make it easier for individuals to share their experiences or request support.
- Consultation with persons with disabilities typically occurs after services or programs are developed. This reactive approach can lead to missed opportunities to identify barriers early and ensure accessibility is integrated from the start.

### ACTIONS TO IMPROVE ACCESSIBILITY

**By the end of 2026**, the Mint will provide customized accessibility training for front-line employees, including practical guidance and real-life scenarios to support inclusive customer service. Training will also focus on handling special requests, including accessibility accommodations.

**By the end of 2026**, the Mint will enhance communication about special request processes and accessible tours through clearer messaging on its website and in tour materials.

**By the end of 2027**, the Mint will review and enhance its existing feedback process to ensure it is accessible to all customers. This includes:

- Investigating the screen reader compatibility of the “Contact Us” page.
- Adding instructions for providing feedback on signage at service desks, entrances, and exits in boutiques, in both official languages and audio formats where possible.

**By the end of 2027**, the Mint will implement a consultation framework to engage persons with disabilities during the planning and design of new programs, services, and spaces.

## 5

## 5.6 | THE PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

This priority area covers all purchases and leases made by the Mint, including buildings, equipment, and contracted services.

It also includes the evaluation processes that guide procurement decisions. This area ensures that accessibility and inclusion are considered from the outset. By integrating these principles into procurement criteria, the Mint helps ensure that acquired goods and services meet the needs of all users.

### ACCESSIBILITY ACHIEVEMENTS

- Accessibility is part of the Mint’s Procurement Strategy, ensuring that vendors are evaluated on their accessibility credentials.
- Accessibility is considered at three stages of procurement:
  - Public access to opportunities
  - Accommodations during procurement
  - Barrier-free specifications in deliverables
- Tools such as the Inclusive Procurement Guide and the Sustainability within the Contract Lifecycle Framework help ensure accessibility is part of purchasing decisions. These can be found on the Mint’s Strategic Procurement dedicated intranet webpage.
- Accessibility requirements are included in contracts to ensure goods and services can be used by everyone, including persons with disabilities.

### BARRIERS TO ACCESSIBILITY

- Employees lack training on accessibility in procurement, which can lead to it being overlooked in purchasing decisions.
- Accessibility is not consistently applied throughout the procurement process, which may result in goods and services that do not meet everyone’s needs.

### ACTIONS TO IMPROVE ACCESSIBILITY

**By the end of 2026**, the Mint will introduce a standardized checklist to help determine when accessibility requirements should be included in procurement documents and contracts.

**By the end of 2027**, the Mint will roll out phased accessibility training for employees involved in procurement, including Contract Managers. The training will focus on accessible procurement practices, emerging government standards, and best practices.

**By the end of 2028**, the Mint will define minimum accessibility evaluation criteria for relevant procurements to ensure consistent prioritization of accessibility in vendor selection and contract deliverables.

## 5

## 5.7 | TRANSPORTATION

This priority area focuses on ensuring that travel and transportation arrangements related to Mint activities are accessible to employees, clients, and the public. While the Mint does not operate transportation services, accessibility is integrated into travel, hospitality, and event planning to help reduce barriers for all participants.

### ACCESSIBILITY ACHIEVEMENTS

- The Winnipeg facility provides on-site accessible parking for visitors. In Ottawa, accessible parking is available nearby through partnerships with neighboring organizations, such as the National Gallery of Canada and the Global Centre for Pluralism, in response to visitor feedback.

### BARRIERS TO ACCESSIBILITY

- Accessibility is not consistently embedded in the Mint's travel and event planning procedures. This could result in barriers for employees and guests with disabilities, such as limited access to accommodations, transportation, and venue features.

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### ACTIONS TO IMPROVE ACCESSIBILITY

**By the end of 2026,** the Mint will expand accessibility considerations in travel and event planning checklists, including accessible transportation, venues, and hotel rooms.

**By the end of 2026,** the Mint will update the Travel, Hospitality, Conference, and Event Policy to include guidance on accessible travel supports and accommodations.

**By the end of 2027,** the Mint will review the travel management system to ensure compatibility with assistive technologies.



# 5

## 5.8 | GOVERNANCE

This priority area focuses on raising awareness about barriers, encouraging leadership at all levels to lead by example, and recognizing how different aspects of identity can affect accessibility.

### ACCESSIBILITY ACHIEVEMENTS

- The Mint's leadership has demonstrated support for accessibility by embedding accessibility into strategic priorities and communications.
- Employees describe the Mint as a respectful and collaborative workplace, fostering a strong foundation for accessibility.
- External accessibility advisory groups provide input, ensuring decisions are informed by lived experience and best practices.
- The Mint publicly aligns its commitment to accessibility with the *Accessible Canada Act* and its diversity and inclusion values.
- A cross-functional Accessibility Working Group coordinates accessibility efforts, tracks progress and ensures accountability.
- The Equity, Diversity, Inclusion and Accessibility (EDIA) Lens Toolkit helps departments integrate diversity, equity, inclusion, and accessibility into their practices. This supports consistent, inclusive programs and services.
- The Accessibility Employee Resource Group (ERG) has increased visibility and engagement through initiatives like guest speaker sessions, workshops, and collaboration with internal teams, helping to raise awareness and foster inclusion across the organization.

### BARRIERS TO ACCESSIBILITY

- Accessibility is often focused on physical barriers with less attention to non-apparent (invisible) disabilities, neurodiversity, and mental health. This might discourage self-identification and accommodation requests.
- The Accessibility ERG continues to face challenges with limited engagement and broader organizational integration which may limit its ability to drive change.
- Accessibility is not consistently integrated into planning, performance metrics, procurement, or digital design.

## 5

## 5.8 | GOVERNANCE

## ACTIONS TO IMPROVE ACCESSIBILITY

**By the end of 2026,** the Mint will strengthen accessibility leadership by supporting champions from various departments through the cross-functional Accessibility Working Group. This group will meet every quarter to advocate for accessibility, build momentum, and support teams integrate accessibility into their daily work. To maintain progress over the long term, an existing role at the Mint will be given the responsibility for leading and coordinating these efforts.

**By the end of 2026,** the Mint will continue to implement mandatory training on accessibility and disability inclusion for all staff, with emphasis on training that is tailored to functional roles and inclusive of various disability types.

**By the end of 2027,** the Mint will integrate accessibility into project planning, digital accessibility audits, and Sustainability reporting to ensure accessibility considerations are systematically embedded across business operations.

**By the end of 2028,** the Mint will strengthen the Accessibility ERG by enhancing organizational support and fostering broader employee engagement. The ERG will continue to play a key role in promoting inclusion, raising awareness, and providing input on accessibility initiatives.



## 6

# THE MINT'S FEEDBACK PROCESS

The Mint welcomes all feedback about accessibility and this Accessibility Action Plan, whether submitted anonymously or not. All feedback will be reviewed and considered carefully, and appropriate action will be taken where possible.

Accessibility feedback is managed by the **Director of Public Affairs, Government Relations and Stakeholder Engagement**. They are responsible for overseeing the implementation of the Accessible Canada Act at the Mint.

A full description of the Mint's feedback process is available at [The Royal Canadian Mint's Feedback Process](#).

## FEEDBACK

The Mint welcomes feedback from employees, clients, stakeholders, and members of the public about accessibility. Whether you are requesting information or sharing an experience, your input helps us identify barriers and improve accessibility across our services.

You can contact the Mint by:

### MAIL:

Attention: Director of Public Affairs,  
Government Relations and Stakeholder  
Engagement

ROYAL CANADIAN MINT  
320 SUSSEX DRIVE  
OTTAWA ON K1A 0G8

TELEPHONE: 1-800-267-1871

EMAIL: [mediarelations@mint.ca](mailto:mediarelations@mint.ca)

## ALTERNATIVE FORMATS

The Mint is committed to making this Accessibility Plan available in a variety of alternative formats upon request. These formats may include print, large print, braille, audio, and electronic versions that are compatible with assistive technologies.

Requested formats will be provided as soon as possible, and no later than:

- 15 days of the initial request:



Print



Large print (increased font size)

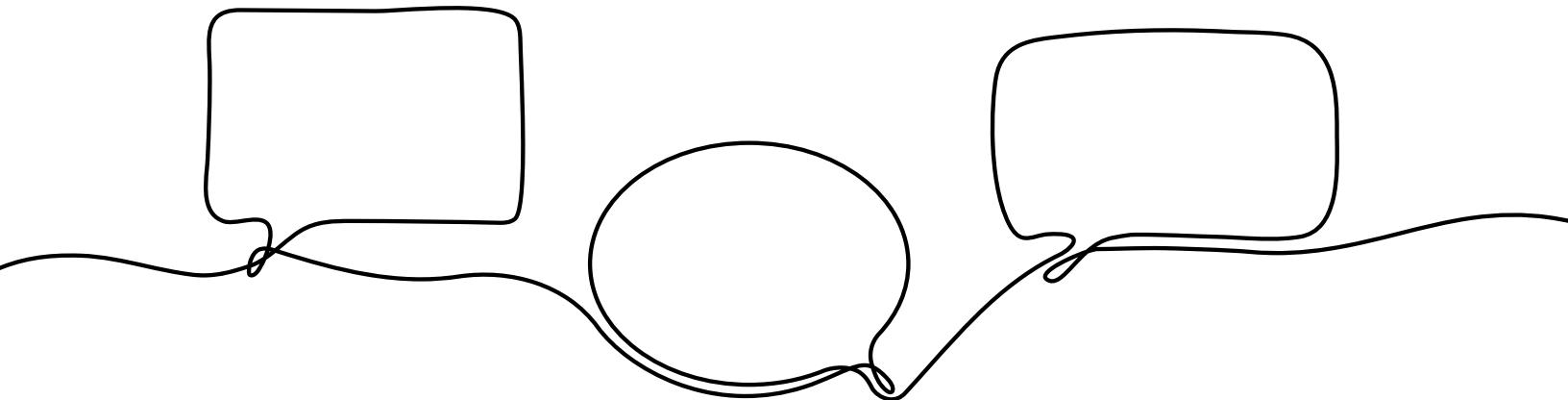
- 45 days of the initial request:



Braille (a system of raised dots that people who are blind or have low vision can read with their fingers)



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



# 7 CLOSING

The Royal Canadian Mint's 2026-2028 Accessibility Action Plan reflects its commitment to fostering an inclusive and barrier-free environment for employees, customers, visitors, and stakeholders.

By building on the progress achieved through the 2023-2025 plan and aligning with the principles of the *Accessible Canada Act*, the Mint has outlined a clear roadmap to address barriers across key priority areas. Through collaboration, transparency, and continuous feedback, the Mint is embedding accessibility into its operations, governance, and culture.

This plan not only aims to meet compliance standards but also to create a workplace and customer experience that is equitable, respectful, and accessible for all. Together, these efforts will help the Mint achieve its vision of becoming a truly inclusive organization.

# 8 GLOSSARY

## ACCESSIBILITY

Accessibility refers to how services, technology, locations, devices, environments, and products are designed to accommodate persons with disabilities. Accessibility means giving people of all abilities equal opportunities to take part in life activities. The term implies conscious planning, design, and/or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making everything more usable and practical for all people.

## BARRIER

The *Accessible Canada Act* defines a barrier as: anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

## DISABILITY

The *Accessible Canada Act* defines a disability as: any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.



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