

ACCESSIBILITY PLAN (2026–2029)

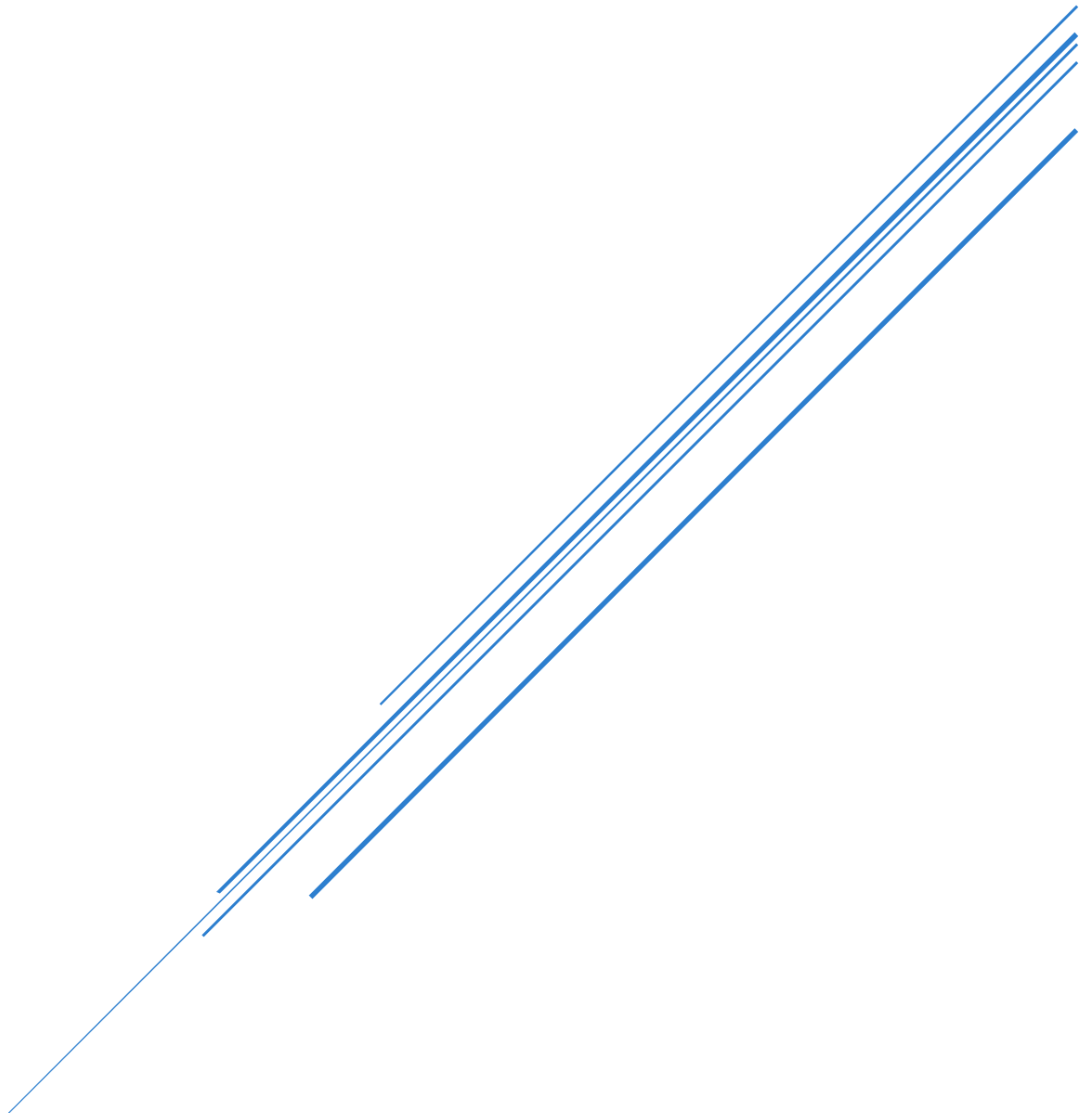


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General

Executive Summary

ATS Services Ltd. is committed to fostering an inclusive, barrier-free environment for our employees, clients, and the public. In accordance with the *Accessible Canada Act*, this Accessibility Plan outlines our ongoing commitment to identify, eliminate, and prevent accessibility barriers across our operations from 2026 to 2029. Through this plan, we aim to contribute to the Government of Canada's goal of achieving a barrier-free Canada by 2040.

Statement of Commitment

We believe that everyone must be treated with dignity, have equal opportunities, and be provided barrier-free access to full participation. We commit to continuously reviewing our policies, practices, and infrastructures to uphold these core principles.

Contact Information & Feedback Mechanism

We welcome feedback from the public and our employees regarding accessibility and the implementation of this plan.

- **Designated Position:** Human Resources Manager
- **Mailing Address:** 35 Auriga Dr, Ottawa, ON K2E 8B7
- **Telephone:** 613-716-9469
- **Email:** hr@atsservices.ca

How to contact us and share feedback

ATS Services Ltd. welcomes feedback from employees, visitors, clients, contractors, and other individuals who interact with our organization regarding our Accessibility Plan and accessibility at ATS Services Ltd.

What feedback can I provide?

- You can provide feedback about ATS Services Ltd.'s Accessibility Plan.

- Barriers you have experienced when interacting with ATS Services Ltd., including our workplaces, services, communications, recruitment processes, or facilities.
- Suggestions for improving accessibility within our organization.

Feedback may be submitted anonymously. If you choose to provide your contact information, we will acknowledge receipt of your feedback.

How will my feedback be used?

- Your feedback may be used to identify and remove accessibility barriers.
- Improve our policies, practices, and services.
- Help inform future updates to our Accessibility Plan and progress reports.
- Feedback records will be retained for the period required under applicable accessibility legislation and records retention requirements.

How can I provide feedback?

You can submit your feedback using any of the following methods:

Mail:

(confirm mailing address)

Email:

hr@atsservices.ca

Telephone:

613-288-9139 / 1-888-845-4913 (Toll Free)

[Complete our Accessibility Feedback Form Here](#)

Acknowledgement & Alternate Formats:

ATS Services Ltd will acknowledge receipt of all accessibility received, unless submitted anonymously.

Our Accessibility Plan and a description of our accessibility feedback process are available upon request in alternate formats.

Alternate formats will be provided within the following timeframes:

- Within 15 days for electronic, print, or large print formats.
- Within 45 days for Braille or audio formats.

2. Consultations

In alignment with the ACA principle "Nothing Without Us," ATS Services Ltd. consulted with employees to gather feedback that guided the development of this Accessibility Plan. Feedback received through the consultation helped us to identify accessibility barriers, better understand employees' experiences, and inform the priorities and commitments outlined in this plan.

Methodology: We invited our employees to participate in a voluntary accessibility survey. The survey provided employees with an opportunity to share their experiences, identify accessibility barriers, and offer suggestions for improving accessibility across the organization.

The survey included questions related to:

- Accessibility barriers encountered throughout the employee lifecycle, including recruitment, onboarding, and employment;
- Workplace accommodations and accessibility support;
- The accessibility of workplace systems, documents, and digital communications;
- Accessibility of the physical work environment; and
- Recommendations for improving accessibility policies, practices, and employee awareness.

Participation in the survey was voluntary, and the feedback received was reviewed to identify common themes and areas for improvement.

Key Insights: Participants highlighted the importance of accessible communication, accessible digital documents and workplace resources, clear accommodation processes, and ongoing accessibility awareness and education. These insights directly informed the priorities and commitments outlined in this Accessibility Plan.

3. Priority Areas (Section 5 of the ACA)

Pillar 1: Employment

Goal: ATS Services Ltd. is committed to providing an inclusive and accessible workplace where all employees and applicants have equitable access to employment opportunities and workplace supports. Throughout the 2026–2029 planning period, we will continue to strengthen our employment practices by improving accessibility across recruitment, onboarding, workplace accommodations, training, and employee support. Our objective is to reduce barriers, promote equal opportunities, and ensure that employees with disabilities are supported throughout every stage of the employment lifecycle.

Barriers Identified: Feedback received through employee consultation identified several opportunities to improve accessibility in employment practices, including:

Recruitment

- Information regarding the availability of workplace accommodations during the recruitment process could be communicated more consistently to applicants.

Workplace Accommodations

- Feedback identified opportunities to improve awareness of the workplace accommodation process and the supports available to employees.
- The absence of a clearly documented accommodation process, including defined roles and responsibilities, may lead to inconsistent experiences for employees requesting accommodations.

Training and Awareness

- Feedback identified opportunities to further strengthen accessibility awareness and disability inclusion through employee and manager training.
- Continuing to incorporate accessibility considerations into onboarding and employee training materials will help support an inclusive workplace.

Actions for 2026-2029

Recruitment

- By June 2027, we will ensure that applicants receive clear and consistent information about the availability of workplace accommodations and the process for requesting them throughout the recruitment process.

Workplace accommodations

- By June 2027, ATS Services Ltd. will develop and document a clear workplace accommodation process outlining how accommodation requests are made, reviewed, and implemented.
- By December 2027, ATS Services Ltd. will provide employees and managers with guidance on the workplace accommodation process, including available supports, roles, responsibilities, and points of contact.

Training and Awareness

- By June 2027, we will provide accessibility awareness training for employees and managers, including topics related to disability inclusion, workplace accommodations, and visible and non-visible disabilities.
- By December 2027, we will review and update onboarding and employee training materials to incorporate accessibility best practices, including the use of plain language and accessible document formats where appropriate.

Pillar 2: The Built Environment

Goal: To promote accessible, safe, and inclusive workplaces by considering accessibility in the planning, maintenance, and improvement of ATS Services Ltd.'s work environments.

Barriers Identified:

Mobility and Physical Access

- Limited elevator access or stair-only access in some leased office locations.
- Accessibility features, including automatic door operators, are not consistently available across all ATS office locations.

Emergency Preparedness

- Emergency evacuation procedures could better address the needs of employees and visitors with disabilities.

Actions for 2026-2029

Mobility and Physical Access

- By December 2027, ATS Services Ltd. will review its office locations to identify opportunities to improve physical accessibility within the organization's control.
- Where accessibility improvements require structural modifications, ATS Services Ltd. will work collaboratively with building owners or property managers to explore reasonable accessibility improvements.

Emergency Preparedness

- By June 2028, ATS Services Ltd. will review its emergency preparedness and evacuation procedures to ensure they include appropriate accessibility considerations for employees and visitors with disabilities.

Pillar 3: Information and Communication Technologies (ICT)

Goal: To improve the accessibility of digital systems, workplace technology, and electronic resources to support an inclusive and accessible workplace.

Barriers Identified:

Digital Documents and Resources

- Accessibility considerations are not always consistently applied when creating internal digital documents and resources.

Workplace Technology

- Employees may have limited awareness of the accessibility features available within workplace software and technology.

Actions for 2026-2029

Digital Documents & Resources:

- By December 2027, ATS Services Ltd. will incorporate accessible formatting practices into the creation of internal digital documents.

Workplace Technology

- By June 2027, ATS Services Ltd. will consider accessibility when selecting or updating workplace software and technology, where reasonably practicable.

Pillar 4: Communication (Other than ICT)

Goal: To ensure information and communications are accessible to employees, job applicants, and members of the public.

Barriers Identified:

Accessible Information

- Accessibility considerations are not always consistently incorporated when developing or updating public-facing communications and recruitment materials.

Actions for 2026-2029

- By December 2027, ATS Services Ltd. will incorporate accessibility considerations when developing or updating public-facing communications and recruitment materials.

Pillar 5: Procurement of Goods, Services, and Facilities

Goal: To incorporate accessibility considerations into procurement decisions from the beginning of the purchasing process, helping ensure that the goods, services, and facilities we acquire support an accessible and inclusive workplace wherever reasonably practicable

Barriers Identified:

Procurement Practices

- Accessibility requirements are not consistently considered or included when purchasing goods, services, or facilities.

Actions for 2026-2029

- By June 2028, ATS Services Ltd. will update its procurement practices and provide guidance to employees involved in purchasing to ensure accessibility is considered, where reasonably practicable, when procuring goods, services, and facilities.

Pillar 6: Design and Delivery of Programs and Services

Goal: To deliver programs and services that are accessible, inclusive, and responsive to the needs of employees, job applicants, clients, and partners.

Barriers Identified: Employees responsible for delivering programs and services do not currently have formal guidance on accessible service practices.

Actions for 2026-2029

- By June 2028, ATS Services Ltd. will develop and implement guidance on accessible service practices and provide training to employees responsible for delivering programs and services.

Pillar 7: Transportation

- **Status:** Non-applicable. ATS Services Ltd. does not operate transportation services or facilities.

4. Monitoring and Performance Measurement

Monitoring and Performance Measurement

To ensure transparency and monitor progress, ATS Services Ltd. will measure its progress using the following indicators:

- The number and timeliness of responses to workplace accommodation requests.

- The number and timeliness of responses to requests for alternate formats.
- Progress made toward implementing the commitments outlined in this Accessibility Plan.
- Feedback received from employees, job applicants, and members of the public regarding accessibility.

As required by the Accessible Canada Act, ATS Services Ltd. will publish annual Progress Reports outlining the progress made toward implementing the commitments in this Accessibility Plan, including how feedback received has been considered.