

2023-25 Accessibility Plan

2025 Progress Report

December 15, 2025

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1. General

Corporate profile

Farm Credit Canada ([FCC](#)) is a federal Crown corporation reporting to the Minister of Agriculture and Agri-Food. We provide capital solutions and non-financial products and services to over 103,000 customers throughout the agriculture and agri-food value chain across the country.

We're a team of more than 2,500 employees working from 101 offices across Canada, many in rural locations. Our head office is in Regina, Saskatchewan.

FCC's Director, Social Sustainability and DEI, is our designated Accessibility Lead to support actions outlined in the 2023-25 Accessibility Plan and this progress report.

Accessibility statement

FCC is focused on supporting the [Accessible Canada Act](#) (ACA) goal of a barrier-free Canada by 2040. Canadians depend on our customers to get food to their tables, and our customers depend on us.

At FCC, we're committed to providing an inclusive and accessible environment that empowers everyone, including people with disabilities, to fully participate and thrive. We aim to deliver inclusive, barrier-free experiences for all candidates, employees, customers and the public who interact with FCC.

Feedback process and contact information

We welcome feedback from anyone who interacts with FCC spaces, products, services and programs, including feedback from our customers, employees, candidates, suppliers and members of the public.

Your feedback helps us advance accessibility at FCC and contributes to the [Accessible Canada Act](#) goal of a barrier-free Canada for all, including people with disabilities.

How to share accessibility feedback

If you experience accessibility barriers when interacting with FCC or want to share feedback on our accessibility plan, we want to hear from you.

To share anonymous feedback, do not include contact information when you submit your feedback.

Ways to contact us:

- **Online:** [Accessibility feedback form](#)
- **Email:** accessible@fcc-fac.ca
- **Phone:** 1-888-332-3301 (toll-free) or 1-306-780-8900
Monday to Friday, 7:00 a.m. to 7:30 p.m. ET
- **Mail:** Accessibility Lead, FCC Head Office,
1800 Hamilton Street, Regina SK, Canada, S4P 4L3

How we acknowledge, use and share your feedback

We acknowledge feedback submissions that include contact information by responding within five business days. We will reply using the same contact method you used or the preferred method you specify in your feedback.

We use your feedback to address accessibility issues or concerns. We may request additional information or review your feedback with our accessibility partners to prepare our response and take appropriate action.

We share aggregate reports on feedback received and actions taken with FCC leadership and in accessibility progress reports available on our website. These reports do not include identifiable information.

How we protect your privacy and personal information

FCC is committed to protecting your personal information. We collect your personal information under the authority of the [Farm Credit Canada Act](#).

We use, manage, disclose and retain your accessibility feedback and personal information in accordance with Canada's [Privacy Act](#) and [Accessible Canada Act](#).

Consult FCC's [Privacy Policy](#) to learn how we protect your personal information and to find contact details for the **Privacy and Access Office** if you have questions or concerns.

Alternate formats

Links to accessible PDF formats of our accessibility plans and progress reports are available on our website at [Accessibility | FCC](#).

Request alternate formats of our accessibility plan or other FCC documents by completing the [Alternate Format Request](#) online form, email at accessible@fcc-fac.ca, or phone at 1-888-332-3301 (toll-free) or 1-306-780-8900.

FCC is committed to completing requests within these timeframes:

- **Print:** 15 days
- **Large print:** 15 days
- **Braille:** 45 days
- **Audio:** 45 days

Definitions of disability, barrier and accessibility

The following definitions are adapted from the Accessible Canada Act and apply throughout this report:

Disability: A disability results from the interaction between persons with a physical, mental, intellectual, cognitive, learning or communication impairment and environmental, social or attitudinal barriers that hinder their full and equitable participation in society.

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

Accessibility: The removal of barriers so employees, customers and the public can fully participate. This means designing physical spaces, devices, products, services, technology, communication methods and workplace practices so everyone can use them, regardless of their abilities.

2. Areas described under Section 5 of the Accessible Canada Act (ACA)

FCC has taken steps towards improving accessibility across the organization. These include working on a culture of inclusion and building our knowledge on accessibility. Employee mental health is a priority at FCC and, as a result, we have taken multiple steps to support accessibility and inclusion, including creating mental health programs and resources for our employees and customers. Our employees and customers shared feedback that they appreciate FCC's focus on supporting mental health and provided input on how we can do even more to support a culture of well-being and inclusion.

We are proud of the actions we have taken to make FCC accessible, but we recognize continued focus is needed to enhance accessibility across FCC. This report outlines our 2025 progress against goals set out in the 2023-25 Accessibility Plan.

Employment

In 2024, the Social Sustainability and Diversity, Equity and Inclusion (DEI) team launched its first Inclusion Campaign (self-identification campaign), highlighting the benefits of sharing diversity information and the importance of representation data to inform future DEI programming. As a result, the proportion of employees self-identifying with a disability rose from 3.2% in 2023 to 9.9% in 2024.

Following another successful Inclusion Campaign in October 2025, the number of employees who updated their diversity data and employees self-identifying with a disability increased once again. As of October 31, 2025, 96.5% of employees have updated their diversity data, and 11.2% (309 employees) identified as a person with a disability.

Progress achieved on employment accessibility goals

Accessing employment

FCC's commitment	Progress/actions taken	Status
<p>In 2023 and beyond, FCC will create and implement a talent sourcing strategy about how we find and hire people. This strategy will include tactics to increase the recruitment, retention and advancement of people with disabilities.</p>	<ul style="list-style-type: none">• We formed an Inclusive and Accessible Recruitment working group that brings together representatives from Human Resources, DEI, Accessibility and Indigenous Relations. This group will apply a unified approach to implement our talent acquisition strategy, including identifying shared priorities and key tactics. This group will collaborate to implement the enhanced recruitment strategy with findings from our accessibility assessment and employment systems review.• The Inclusive and Accessible Recruitment working group will work toward improving hiring for all equity-deserving groups through practice enhancements, diverse partnerships, education and intentional goal setting for the next three years.	<p>Completed</p>

Employee development

FCC's commitment	Progress/actions taken	Status
<p>In 2024, FCC will implement disability awareness knowledge sharing and support for all employees. This will also be built into FCC's onboarding process for all new employees.</p>	<ul style="list-style-type: none"> FCC designed and deployed a learning journey covering foundational accessibility and DEI concepts. The two-part, mandatory employee eLearning launched in December 2025. The program is designed for team members to learn about FCC's accountabilities to the ACA and DEI, recognize why it matters and how their actions can support building an accessible workplace for everyone. 	<p>Completed</p>
<p>In 2024, FCC will implement disability awareness knowledge sharing and support for managers and senior leadership. This will include awareness and learning for managers related to mental health inclusion and support.</p>	<ul style="list-style-type: none"> FCC designed and deployed a three-part manager learning journey covering foundational accessibility and DEI concepts. This mandatory eLearning program, launched in December 2025, includes two modules for all employees and one module specific to leaders. This third module equips people leaders with the mindset, expectations and actions needed to build an accessible and inclusive workplace for all employees. 	<p>Completed</p>
<p>In 2024, FCC will begin updating pre-existing training modules on a priority basis considering Web Content Accessibility Guidelines (WCAG) standards and feedback from people with disabilities.</p>	<ul style="list-style-type: none"> As of December 2025, FCC's team did a full accessibility audit of our course catalogue: <ul style="list-style-type: none"> 47% of learning content is in active circulation and has been redesigned to be made accessible. 26% of learning content has been decommissioned. 27% of learning content has not been updated for accessibility because it will be decommissioned in 2026. All eight members of the Design and Execution group within the Learning and Development team completed the Designing Accessible Learning Content (DALC) Program delivered by eLaHub and are now Accredited Accessible Learning Practitioners. Following completion of the DALC training, our Learning team has developed guidelines and procedures to align all newly designed digital learning with WCAG 2.2 standards. 	<p>Completed</p>

Equitable and inclusive workplace

FCC's commitment	Progress/actions taken	Status
<p>In 2025, FCC will work with our health benefits provider to identify whether any improvements to the employee benefits package are possible.</p>	<ul style="list-style-type: none"> • FCC worked with our health benefits provider to design a new employee benefits program that offers greater flexibility to meet employees' specific needs, among other changes. • In October 2025, FCC provided employees with a first glimpse of FCC's new comprehensive Total Rewards program and employees were invited to enroll before December 3, 2025, to make their 2026 plan selections. The new program reflects a modern approach to Total Rewards, which meets or exceeds current industry best practices and provides holistic support to meet the diverse needs of our workforce, including employees with disabilities. • Enhancements to the benefits program that support accessibility and DEI include increased flex credits to allow greater flexibility for employees by tailoring coverage to their specific life circumstances. The program also increases mental health, vision care, and hearing aids coverage and improves overall short-term disability coverage and fairness. • To support awareness and uptake of the new Total Rewards program, including health and wellness services and programs, we launched our new FCC Wellness Hub in November, a one-stop entry point for employees to easily access their benefits, current providers, new rewards and resources to support their physical, mental, financial and social well-being. 	<p>Completed</p>

Built environment

FCC has over 100 offices across Canada ranging from larger offices in urban centres to smaller offices in rural communities. All FCC offices are leased spaces.

FCC is focusing on built environment accessibility. In the last few years, three Facilities Management staff became Rick Hansen Foundation Accessibility Certified and are leveraging their training to make FCC offices more accessible. We know accessibility barriers persist in some offices and have been working on the goals in this plan to reduce these barriers.

Progress achieved on built environment accessibility goals

FCC's commitment	Progress/actions taken	Status
<p>In 2025, FCC will use the insights gained from the 2024 built environment accessibility gap analysis to prioritize necessary actions and make informed decisions regarding next steps.</p> <p>This strategic approach will ensure that resources are allocated effectively and that critical areas for improvement are addressed while considering other factors such as feasibility and costs.</p>	<ul style="list-style-type: none"> Based on the findings from the accessibility audit completed across 87 FCC sites in 2024, an accessibility remediation plan was developed to prioritize and address accessibility gaps in our offices. To support upgrading current leased spaces, a dedicated accessibility budget has been allocated to address prioritized gaps in 2025 and 2026. Prioritization is based on greatest impact to site users, lowest audit scores and facility viability. Elements identified as high impact and priority include accessible door operators and accessible parking designation. Based on the assessment, the Facilities team has identified three viable sites for the first phase of upgrades. This phase will serve as a guide on how to approach future work initiatives. In 2025, our Facilities team has also partnered with a leader in commercial real estate services to embed accessibility as a key consideration when procuring new leased spaces. 	<p>Completed</p>

Information and communication technologies (ICT)

In 2025, FCC continued to embed and scale ICT accessibility for customer-facing and employee-facing solutions to drive digital innovation.

Progress achieved on ICT accessibility goals

FCC's commitment	Progress/actions taken	Status
<p>In 2025, FCC will have improved and increased ICT accessibility with prioritized web tools.</p>	<ul style="list-style-type: none"> • Accessibility requirements have been embedded into the definition of "Done" in our Domains and Agile Delivery team's technology development cycle. We implemented an ICT accessibility governance model that applies to FCC-developed web applications. FCC's ICT accessibility governance model includes: <ul style="list-style-type: none"> – A self-attestation model that allows product teams to assess their web applications against our accessibility checklists and attest to a web application's rating. – An audit process, whereby a selection of web applications is reviewed quarterly against WCAG standards. – A WCAG standard review process, whereby when accessibility standards and requirements related to ICT change: <ul style="list-style-type: none"> ◦ Internal development standards are updated to align with current standards and requirements. ◦ Impact analyses are performed to support compliance of existing web applications and components, and prioritize remediation as needed. 	<p>Completed</p>

Communication, other than ICT

FCC did not have any Communication-specific 2025 plan goals. However, partners across FCC who lead corporate, customer and employee communications have made great strides to apply and promote the adoption of best practices for accessible and inclusive communications.

Communications leads have also begun partnering with the Social Sustainability and DEI team to build employee confidence to adopt inclusive language and imagery in their communications, including mitigating microaggressions and perpetuation of stereotypes impacting people with disabilities. Our Writing Centre reinforces plain language principles and best practices to ensure everyone, including people with disabilities, can find, understand and act on information we share.

Prior to launching a Request for Proposal (RFP) for a new intranet solution, the Corporate Communications team consulted partners to identify accessibility features to include in the new platform. RFP leads worked with the Accessibility team to:

- develop a list of vendor requirements to help determine the vendor's ability to meet current ICT and Communication standards.
- assist FCC in reinforcing best practices for accessible web and digital communication.
- meet accessibility requirements through the life of their multi-year contract.

Design and delivery of programs and services

In 2025, teams across FCC took a proactive approach to consider accessibility in their work.

Progress achieved on design and delivery accessibility goal

FCC's commitment	Progress/actions taken	Status
<p>By 2025, FCC has increased accessibility of our services through expansion of our digital offering and channels.</p>	<ul style="list-style-type: none"> • In 2024, we conducted an accessibility assessment of internal web applications. Three web applications fully met WCAG 2.1 standards. In 2025, we committed to increasing the number of fully accessible applications from 3 to 15 by December 31, 2025. As of September 2025, we surpassed this goal, achieving a total of 16 fully accessible applications. • Our Digital Design Services department was formally established within FCC. This team is responsible for overseeing all design standards and systems, ensuring consistency and accessibility is embedded in all future FCC-designed and developed applications. • We made significant progress in modernizing the framework of our public-facing Online Services platform, improving both accessibility and user experience, including remediating screen reader, colour contrast, and radio and checkbox button issues. • As part of the FCC Mobile App modernization, accessibility improvements were made to several process flows and screens. Notable fixes included customer sign-in, including two-factor authentication, customer registration, improvements to the Home screen and Loans screen, and tab navigation. • We redesigned our Accessibility page on fcc.ca to support greater accessibility and usability. We updated our public-facing accessibility feedback form to gather meaningful, actionable feedback. 	<p>Completed</p>

Procurement of goods, services and facilities

FCC made inroads in 2025, building internal awareness and capacity with Procurement and Risk teams. This was a significant step forward to embed accessible procurement in our new procurement model, policy and practices.

Progress achieved on procurement goals

FCC's commitment	Progress/actions taken	Status
<p>Starting in 2023, FCC will consider accessibility as part of our end-to-end procurement review and assessment. The review will result in a re-write of the procurement directive, policies and procedures. New accessibility standards will be included in these directives, policies and procedures.</p>	<ul style="list-style-type: none"> We strengthened the language in our Procurement and Vendor Management policy to outline FCC's ACA obligations and the shared accountability of business owners and vendors to advance accessibility at FCC. The updated policy was published in November 2025. 	<p>Completed</p>
<p>From 2025 onwards, accessibility will be explicitly considered in all procurements by either including accessibility requirements or by documenting the decision to not incorporate accessibility requirements.</p>	<ul style="list-style-type: none"> An accessibility statement and questions have been added to all requests for proposals (RFPs) outlining our commitment to accessibility and requiring vendors to demonstrate in their proposals how their business practices and proposed solutions align with Canadian accessibility standards and regulations. Teams collaborated on an accessibility risk assessment and heatmap to prioritize and guide procurement enhancements aligned with FCC's accessibility priority areas. These enhancements will be gradually embedded and scaled within FCC's new procurement model when it launches in 2026. 	<p>Completed</p>

FCC's commitment	Progress/actions taken	Status
<p>By 2025, procurement officers will receive training on how to incorporate accessibility into procurement.</p>	<ul style="list-style-type: none"> • An accessible procurement training session was delivered to Procurement and IT vendor management teams with three objectives: <ul style="list-style-type: none"> – Provide foundational understanding to reinforce shared accountability to support accessibility at FCC. – Equip partners in their role to support business owners to consider accessibility in their procurements. – Prepare teams to contribute to accessible procurement goals in our 2026-28 Accessibility Plan. 	<p>Completed</p>

Transportation

No transportation goals were included in our 2023-25 Accessibility Plan. Despite not having an assigned goal, corporate meeting and event planners, as well as our Travel Policy team and corporate travel agent, are ensuring that accessibility requirements are addressed to support business travel needs.

At FCC-led in-person conferences, meetings and events, organizers have taken an intentional approach to capture attendee accessibility requirements, including accessible parking.

3. Feedback

Over the last three years, FCC has made a strong effort to promote our accessibility feedback channels and include accessibility questions in targeted surveys managed by key partners at FCC, including Recruitment, Learning, Facilities and Customer Experience teams.

In 2025, we received no accessibility feedback through our online form, by phone, or by mail, and only two submissions via email at accessible@fcc-fac.ca. Both email submissions were from employees who had proactively requested accessibility solutions to ensure they could fully participate in upcoming FCC-hosted hybrid employee events.

Through the targeted surveys managed by our internal partners, only 1% of respondents reported accessibility concerns. Of these, only a few shared comments on how to enhance our services and programs. These comments were reviewed by the Accessibility team and relevant partners to identify opportunities to enhance our eLearning, participant experiences at FCC-hosted meetings and events, and service delivery to our customers and employees.

The Office of the Accessibility Commissioner's July 2025 newsletter indicated that "some organizations are reporting having received little or no feedback so far." Since this has been the experience at FCC over the last three years, we are implementing further targeted measures to increase visibility of our accessibility feedback channels and encourage people to provide feedback on accessibility at FCC.

4. Consultations

In 2025, consultations were held with 39 employees, internal partners, and customers to inform our 2026-28 Accessibility Plan commitments and priorities, with enhancements already being applied in 2025.

Other insights gained from our customers and employees with disabilities, accessibility partners and subject matter experts have been integrated into our 2026-28 Accessibility Plan.

5. Conclusion

Over the last three years, FCC's approach to accessibility across all divisions and areas of focus has become more proactive, collaborative and inclusive. More teams are becoming involved in building accessibility capacity and organizational confidence to design and deliver barrier-free and user-friendly solutions and experiences for everyone who interacts with FCC, especially people with disabilities.

As we close out our first three-year plan and look forward to launching our next three-year roadmap, accessibility partners will be establishing enterprise-wide standards and guidelines for accessibility, and sharing best practices and resources with colleagues to support accessibility adoption and sustained progress at FCC.

Consult FCC's 2026-28 Accessibility Plan on our website to learn more about our consultation approach, insights gained from people with lived experience of disability, and key findings that are informing our priorities, commitments and actions starting in 2026.



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Ce rapport est aussi disponible en français