Canada Energy Regulator Accessibility Plan

2025-28

Accessible

Possible

Building a barrier-free energy future for all Canadians

Canada

Table of Contents

Executive Summary

The Canada Energy Regulator (CER) Accessibility Plan 2025–28 sets the direction for identifying, removing, and preventing barriers for employees (in the workplace and internal processes) and the public (in key external processes such as hearing, engagements, and sharing information), in accordance with the *Accessible Canada Act* (ACA). The plan builds on progress made during the 2023–25 cycle and is informed by consultations with employees, people with disabilities, union representatives, and functional experts.

The plan addresses all seven ACA priority areas. These include employment, the built environment, information and communication technologies (ICT), communication (non-ICT), procurement, the design and delivery of programs and services, and transportation. For each area, it identifies key barriers while acknowledging progress to date, and sets commitments that reflect CER's operational context.

Consultations conducted to support development of this plan highlighted overarching themes: increasing engagement with people with disabilities in process design; reinforcing leaders' accountability to foster an inclusive and psychologically safe work environment; and developing a long-term holistic approach to accessibility focused on action and impact to create an accessible work environment at the CER.

Implementation will occur over three years through coordinated action across the organization. The CER will continue consulting with people with disabilities and adjust commitments based on emerging needs. This plan strengthens CER's ongoing work to embed accessibility into everyday operations and supports progress toward the Government of Canada's goal of a barrier-free Canada by 2040.

Accessibility statement

The Canada Energy Regulator is committed to promoting best practices in accessibility where accessibility is embedded in every policy, program, service, and workplace. Guided by the *Accessible Canada Act* and the vision of a barrier-free Canada by 2040, we actively partner with people with disabilities to identify and remove barriers, whether physical, technological, attitudinal, architectural, informational, or policy-related.

Our approach is rooted in "Nothing About Us Without Us," recognizing the expertise of lived experience. We meet and exceed digital accessibility standards (European Union EN 301 549, Web Content Accessibility Guidelines (WCAG) 2.1 AA) and foster a culture of empathy, inclusion, and accountability.

General

The CER main office is in Calgary, Alberta. All inquiries and feedback should be directed at the main office location.

Alternate formats

We provide our accessibility plan and feedback process description in various formats upon request, including large print, braille, audio (MP3), e-text, and DAISY formats. To request a copy of the accessibility plan in an alternate format, please use the contact information provided below:

Main Office Contact

Address: 210-517 10 Ave SW, Calgary AB T2R 0A8
Email: info@cer-rec.gc.ca
Telephone: 403-292-4800
Telephone (toll free): 1-800- 899-1265
Fax: 403-292-5503
Fax (toll free): 1-877-288- 8803

Business hours are Monday – Friday
Library: 9 a.m. to 4 p.m.

How to provide feedback

At the CER, we value feedback from employees as well as the public to continuously improve accessibility of our programs, services, offices, and websites. Our feedback process is designed to be inclusive and responsive. You may also provide feedback anonymously.

The CER's Chief Human Resources Officer (CHRO) (or delegate) is designated to receive feedback from CER employees as well as the public on the CER's Accessibility Plan or any issue related to accessibility. The CHRO (or delegate) manages all accessibility feedback and can answer any questions on how to receive the CER's Accessibility Plan in an accessible format, as well as provide an accessible description of the CER's feedback processes for the Accessibility Plan.

Feedback on the CER's Accessibility Plan can be given to the CHRO in various ways, indicated below:

> **Online:** Use our [online form](). If you wish to provide anonymous feedback, leave the contact information section blank.
> **Email:** Send your feedback to accessible@cer-rec.gc.ca
> **Telephone:** Call 403-292-4800
> **Mail:** Send your feedback to Canada Energy Regulator,
> 210-517 10 Ave SW, Calgary AB T2R 0A8

How we will use your feedback

We will use your feedback to improve accessibility at CER. Some feedback may be addressed immediately through operational adjustments, while other feedback will inform the development of future accessibility plans and program updates. We recognize that feedback from people with disabilities is essential to identifying barriers that may not be apparent through internal assessments alone.

Acknowledgment and confidentiality

We acknowledge receipt of feedback within two business days. The accessibility feedback received will be acknowledged in the same manner in which it was received if contact information is provided, unless it was received anonymously. Feedback will be treated confidentially and not associated with your name unless explicitly provided.

Message from the Chief Executive Officer

At the Canada Energy Regulator (CER), we are committed to building a workplace without barriers where every voice matters, every talent shines, and every person can thrive. Since launching our first [Accessibility Plan in 2023](#), we have completed several important actions, including enhancements to recruitment and accommodation processes, launching the [Workplace Accessibility Passport](#), improving hybrid meeting practices, and upgrading our physical spaces and digital tools.

Over the past years, I have witnessed the meaningful impact of our efforts to advance accessibility. With effective solutions, employees do their best work, teams collaborate with greater ease, and leaders gain confidence and capability. We know progress is a journey and that there is more to do.

We consulted with employees, especially those with disabilities, to ensure that their voices guide our next steps. To support the development of the 2025-28 Accessibility Plan, we engaged through focus groups, anonymous feedback, one-on-one meetings, union consultations, and discussions with the Ability and Barriers Circle, our employee network for people with disabilities. Our goal is to design processes that are accessible and inclusive from the start, built and tested with people with disabilities and guided by principles of inclusive design.

Accessibility is a shared responsibility. It means challenging assumptions, speaking up about barriers, and supporting one another. It means embedding accessibility into how we lead, how we measure success, and how we live our values every day.

I invite every CER employee to engage meaningfully in this work by participating in training, speaking up about barriers, supporting colleagues, and continuing to learn from the lived experiences of employees with disabilities. Together, we can create a barrier-free CER.

Tracy Sletto
Chief Executive Officer
Canada Energy Regulator

Message from the Champion for Accessibility

As Champion for Accessibility, I am honoured to work alongside CER employees with disabilities and allies whose insights have guided the development of this plan. Accessibility is more than compliance. It is about reimagining our systems to reflect the full spectrum of human diversity and fostering conditions where every individual can contribute and perform at their best.

In my role, I am committed to listening to the lived experiences of employees with disabilities and ensuring their voices guide meaningful change. Feedback indicates that some employees continue to encounter barriers and that certain processes remain burdensome. These realities highlight the need for deliberate, sustained action to remove obstacles and create an inclusive, accessible workplace for all.

This plan focuses on advancing accessibility practices in our organization, improving our employees' experience in the workplace and partnering with people with disabilities in designing inclusive solutions.

I extend my gratitude to the Ability and Barriers Circle for their leadership, and to people with disabilities for their continued advocacy. Your voices not only guide our progress but also strengthen our commitment to building a more accessible and barrier-free CER.

Srikanth Venugopal
Champion for Accessibility
Canada Energy Regulator

Introduction

The CER is committed to building a barrier-free organization where accessibility is embedded in every policy, program, service, and workplace. This Accessibility Plan fulfills the requirements of the *ACA*, which mandates federal organizations to publish multi-year plans to identify, remove, and prevent barriers to accessibility.

Building on the progress of our 2023–25 plan, this updated plan shifts focus to our internal workplace processes and practices. It reflects what we heard from employees, especially people with disabilities, whose insights revealed where barriers remain, whether technological, cultural, or procedural. Guided by the principle of "Nothing About Us Without Us", this plan was developed in partnership with people with disabilities to ensure solutions are meaningful and effective.

The plan aligns with federal direction to modernize accommodations and strengthen accessibility across government. Where solutions go beyond CER's direct authority, such as federal buildings, vendor-managed systems, or government-wide processes, the CER will work with partners like Public Services and Procurement Canada, Shared Services Canada, and the Treasury Board of Canada Secretariat to drive improvements.

The commitments included in this plan ensure accountability and sustained progress as we embed accessibility into CER's culture, policies, and operations. Consistent with ACA requirements, CER will publish annual progress reports and renew this plan for 2028-31.

Consultations

The CER undertook a structured and collaborative consultation process throughout 2024-25 fiscal year to inform the development of this Accessibility Plan. The purpose of the engagement was to understand the lived experiences of people with disabilities, identify barriers across the organization, and validate proposed commitments for the 2025-28 planning cycle.

Approach and methods

The consultation process was developed based on recommendations from the Ability and Barriers Circle[1] to ensure the methods were accessible and relevant. The CER employed a range of consultation strategies to facilitate broad and accessible participation. These approaches included:

- Two consultation sessions with the Ability and Barriers Circle;

- Invitation to all CER employees through iWeb communications to participate in virtual consultation sessions or to provide anonymous feedback though online forms;

- Engagement with the union executive members[2] through a dedicated consultation meeting; and

- Additional written feedback from leaders and employees.

This combination of engagement methods accommodated different communication preferences, schedules, and comfort levels. All consultation processes respected participant privacy and offered options for anonymous input, recognizing that some employees may not feel comfortable disclosing disability status or accessibility needs in group settings.

Consultations prioritized the voices and experiences of employees with disabilities, consistent with the CER's approach to developing an inclusive workplace. Future consultation cycles will expand to include external stakeholders and members of the public who interact with CER programs and services.

Purpose and use of feedback

Feedback was used to identify various barriers across all ACA priority areas. Input was analyzed alongside federal accessibility standards and Government of Canada best practices to ensure alignment with emerging expectations. Consistent with "Nothing About Us Without Us," the experiences and recommendations shared by people with disabilities were central to shaping the proposed commitments.

---

[1]   The Ability and Barriers Circle is the CER's employee-led network composed of people with disabilities and allies that plays an advisory role for accessibility matters

[2]   Employees are represented by the National Energy Board (NEB) Group of the Professional Institute of the Public Service of Canada

The CER will continue to consult people with disabilities throughout implementation period and during the preparation of annual progress reports, ensuring commitments remain responsive to emerging needs and grounded in lived experience.

Overarching Themes

Consultations across the CER identified a set of overarching themes that influence all seven ACA priority areas. These themes relate to increasing engagement with people with disabilities in process design; reinforcing leaders accountability to foster an inclusive and psychologically safe work environment; and developing a long-term holistic approach to accessibility focused on action and impact.

Participants recommended applying Gender Based Analysis (GBA) Plus and accessibility considerations consistently across policies and systems and improving communication to ensure processes are clear and predictable.

Feedback revealed an interest in creating greater visibility and transparency in accessibility work, including clear communication on progress, upcoming initiatives, and mechanisms for reporting barriers. Functional areas also noted the importance of safe and voluntary disclosure of accessibility needs to allow for tailored and appropriate accommodation or accessibility support.

CER Commitments (2025–28)

To improve accessibility practices in our workplace, the CER will:

- Continue to request feedback from and engage people with disabilities and embed GBA Plus and accessibility considerations into policy, program, and process development.
- Include expectations in leadership accountabilities that demonstrate commitments to fostering an inclusive and psychologically safe work environment.
- Develop a long-term holistic approach to improving accessibility at the CER, including consideration for centralized budget for the provision of ergonomic office equipment or products, and a mechanism for reporting barriers.

Seven Priority Areas

1. Employment

Under the *Accessible Canada Act*, the Employment area focuses on identifying, removing, and preventing barriers across the full employment life cycle. This includes recruitment, hiring, onboarding, retention, training, performance management, advancement, and separation. Barriers may be physical, technological, attitudinal, procedural, or related to workplace culture.

What we heard

Consultations identified persistent barriers affecting people with disabilities at multiple stages of employment. Participants emphasized the need for clearer and more predictable accommodation processes, stronger psychological safety, and more consistent accessibility practices in hiring, learning and development, and everyday management.

Commitments (2025–28)

To improve employees' experience and employment practices, the CER will:

- Continue to embed accessibility principles in recruitment, hiring, and onboarding.
- Implement a disability management program, including improvements to the workplace accommodation process.
- Continue to implement the Government of Canada Digital Workplace Accessibility Passport.

2. Built Environment

Under the *Accessible Canada Act*, the Built Environment includes physical spaces such as offices, meeting rooms, entrances, pathways, signage, emergency systems, and all structural elements that influence safe, independent, and equitable access. Barriers may be architectural, sensory, organizational, or related to design and maintenance. The CER follows the standard CSA B651 Accessible Design for the Built Environment.

What we heard

Consultations identified several physical and sensory challenges that limit full and equal participation for employees and visitors with disabilities. Participants noted that navigation within CER facilities can be difficult for individuals with mobility, visual, or sensory needs. They emphasized the need for more predictable wayfinding, improved meeting room accessibility,

and continued attention to ergonomic and environmental factors such as lighting and noise. Employees also requested clearer information about accessible routes, entrances, and parking, as well as a more visible process for reporting physical barriers. Others emphasized the importance of accessible emergency evacuation procedures.

Commitments (2025–28)

For improved and accessible facilities that support safe physical spaces, CER will

- Conduct accessibility assessments (e.g., physical, sensory, and emergency preparedness), informed by national/federal accessibility standards, with participation from employees with disabilities.

- Develop and maintain a plan to address identified physical and sensory barriers prioritizing high-impact areas such as entrances, meeting spaces, wayfinding, and common areas.

- Improve meeting rooms accessibility settings: install accessible furniture layouts, maintain clear, clutter-free pathways, and standardize accessible audio-visual controls.

- Improve communication practices and products related to emergency and evacuation procedures.

- Continue to offer ergonomic assessments to employees.

3. Information and Communication Technologies (ICT)

Under the *Accessible Canada Act*, Information and Communication Technologies include software, hardware, digital tools, applications, electronic documents, and communication platforms. ICT accessibility ensures that employees and the public can use digital systems without barriers. The CER follows the Government of Canada's ICT Accessibility Standard CAN/ASC–EN 301 549:2024 and WCAG 2.1 AA.

What we heard

Employees identified several digital accessibility gaps affecting daily work. Some platforms are not fully compatible with assistive technologies, and hybrid meetings create barriers when captioning, audio quality, or visual materials are not accessible. Digital content, including documents and SharePoint pages, varies in accessibility, and guidance on inclusive digital practices is not always consistently applied. Early involvement of employees with disabilities in evaluating new tools was identified as necessary to improve outcomes.

Commitments (2025–28)

To improve access to digital tools and systems are accessible, inclusive, and compatible with assistive technologies, the CER will:

- Engage people with disabilities early in the design of digital tools to ensure accessibility requirements are integrated from the outset.

- Activate and maintain accessibility features "on" by default in all approved technologies according to the ICT Accessibility Standard.

4. Communication (other than ICT)

Communication (other than ICT) refers to non-digital information shared through written, verbal, visual, or physical formats, including print materials, signage, public notices, employer-to-employee communications, and customer-facing information. In alignment with the *Accessible Canada Act*, communication must be accessible, understandable, and inclusive. The CER follows the CAN/ASC-3.1:2025 Plain Language Standard**,** the Government of Canada's *Policy on Communications and Federal Identity*.

What we heard

Participants reported that communication practices are not always consistent with plain language principles and that not all formats are accessible to people with visual, cognitive, learning, or communication disabilities. Some print materials and signage lack sufficient contrast or accessible design. Employees also noted challenges in receiving timely communication in alternate formats during operational or emergency situations.

Commitments (2025–28)

To improve access to clear and equitable communication products across all written, verbal, and physical formats, for employees and the public, the CER will:

- Continue to embed plain language requirements across all communication materials**,** aligning with CAN/ASC-3.1:2025 and federal communication standards.

- Implement a clear process for requesting alternate formats for all communication products, ensuring compliance with ACA requirements.

- Develop guidance and provide training for accessible writing, clear design, and inclusive communication practices.

5. Procurement of Goods, Services, and Facilities

Procurement refers to the acquisition of goods, services, and facilities required for CER's operations. Under the *Accessible Canada Act*, procurement processes must incorporate accessibility requirements, criteria, and evaluation measures. The CER follows the Government of Canada procurement directives, the Standard on Information and Communication Technology Accessibility, CAN/ASC–EN 301 549:2024 (for ICT products and services), and accessibility considerations from CSA/ASC B651-18 (for built environment-related procurements).

What we heard

Consultation participants emphasized the importance of ensuring accessibility is built into procurement decisions and evaluation criteria from the outset. Employees noted that accessibility considerations should be consistently applied when acquiring digital tools, office equipment, furniture, communication materials, and services. They also wanted to better understand how employees can request accessible options through established procurement mechanisms.

CER Commitments (2025–28)

To ensure a consistent, standards-based approach for the procurement of goods and services accessible to employees and the public, the CER will:

- Continue to request the inclusion of accessibility considerations in all steps of the procurement process.

- Implement steps in the procurement process, when feasible, to verify vendors' accessibility claims.

- Engage people with disabilities, where appropriate, in evaluating the usability and accessibility of products, tools, or equipment prior to acquisition.

6. Design and Delivery of Programs and Services

This priority area addresses how organizations design, deliver, and continuously improve programs and services to ensure that they are accessible to all users. Under the *Accessible Canada Act*, programs and services must be designed to identify, remove, and prevent barriers for people with disabilities.

What we heard

Participants emphasized the need for consistent and accessible design and delivery of CER internal programs and services, which was the primary focus of the consultation. Feedback pointed to opportunities for improving program documentation, forms, administrative requirements, and communication materials to ensure usability for people with disabilities. Feedback provided in this area is addressed in other areas of this plan, such as ensuring plain language, alternative formats, and clear points of contact.

CER Commitments (2025–28)

Commitments relevant to the design and delivery of programs and services, such as improving internal programs and processes, are captured in the Employment, Built Environment, Communication, and Information and Communication Technologies (ICT) priority areas of this Plan.

7. Transportation

Under the *Accessible Canada Act*, the transportation priority area focuses on identifying, removing, and preventing barriers related to the movement of persons within and between work environments. For the CER, this includes employee travel, accessibility of transportation arrangements for business travel, and access to off-site facilities or external venues. While the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) apply primarily to federally regulated transportation service providers, these regulations inform best practices for planning accessible accommodation and transportations options for employees on government travel when required for health or disability-related needs.

What we heard

Employees highlighted the need for greater clarity and predictability in transportation-related support, particularly for individuals with mobility, sensory, or episodic disabilities. Some employees noted challenges navigating transportation arrangements during business travel or when attending off-site meetings, training, or public engagement activities. Participants also indicated the importance of providing accessible travel guidance, ensuring that transportation

arrangements consider accessibility from the outset, and improving availability of accessible options when planning events or meetings at external locations.

CER Commitments (2025–28)

To support accessible transportation and barrier-free mobility for CER employees and visitors, the CER will:

- Develop and disseminate clear internal guidance, tools, and support resources for employees and leaders to facilitate accessible accommodation and transportations options for employees on government travel when required for health or disability-related needs.

- Collect feedback from employees with disabilities to identify transportation barriers to business travel and use this input to continuously improve policies and practices.

- Continue to deliver hazard assessment training to employees and leaders for awareness of accessibility support when travelling for government business.

Monitoring Progress

The CER will publish annual progress reports detailing completed actions and their impact as well as outstanding initiatives. We will monitor implementation continuously, consult with people with disabilities to identify barriers, and revise commitments to address emerging needs.

Conclusion

The CER's Accessibility Plan 2025-28 represents a significant step toward creating a barrier-free organization where accessibility is embedded in every policy, program, and service. Building on the progress achieved during the 2023-25 cycle, this plan addresses barriers identified through meaningful consultations with employees, particularly those with disabilities, as well as unions and functional experts.

Guided by inclusive design principles, the plan sets clear, actionable commitments across all seven priority areas: Employment, Built Environment, Information and Communication Technologies (ICT), Communication, Procurement, Program and Service Design, and Transportation. The CER commits to measurable actions such as improving accommodation processes, enhancing physical and digital environments, embedding plain language standards, ensuring accessibility practices in day-to-day operations, and continual involvement of people with disabilities in process and program design.

Through collaboration, transparency, and sustained effort, the CER will continue advancing toward the Government of Canada's vision of a barrier-free Canada by 2040.

Appendix: Glossary of Key Terms

Accessible Design: The process of creating environments, tools, services, and systems so they can be used by many people, regardless of disability.
Reference: CSA B651 Accessible Design for the Built Environment. EN 301 549.

Accessible Format: A format that enables people with disabilities to access information, including braille, large print, HTML, accessible PDFs, audio, and other formats provided within legislated ACA timelines.
Reference: ACA s.69. Treasury Board of Canada Secretariat (TBS) Alternate Format Guidance.

Accommodation: A modification or adjustment to remove barriers that prevent an employee from performing job duties or accessing the workplace on an equal basis.
Reference: Canadian Human Rights Act (CHRA) s.2 and s.5. Duty to Accommodate Jurisprudence.

Barrier: Anything that hinders full and equal participation of people with disabilities, including physical, technological, attitudinal, informational, cultural, and systemic barriers.
Reference: ACA s.2.

Built Environment: Physical spaces used by employees or the public, including offices, meeting rooms, entrances, washrooms, elevators, and emergency routes.
Reference: CSA B651 Accessible Design for the Built Environment.

Digital Accessibility: The inclusive design and development of digital tools, platforms, websites, and documents to ensure compatibility with assistive technologies.
Reference: EN 301 549. WCAG 2.1 AA. Policy on Service and Digital.

Disability: Any impairment or functional limitation that affects full participation in society, including physical, mental, intellectual, cognitive, communication, sensory, learning, or episodic disabilities.
Reference: ACA s.2.

Employment Life Cycle: All stages of employment, from recruitment to separation.
Reference: CAN/ASC 1.1 Employment Accessibility Standard (2024).

Functional Limitation: A reduction in a person's ability to perform tasks due to a disability, which may fluctuate over time.
Reference: ACA s.2.

Gender-Based Analysis Plus (GBA Plus): An analytical approach that assesses differential impacts of policies, programs, or practices on diverse groups based on intersecting identity factors.
Reference: Government of Canada GBA Plus Framework.

Information and Communication Technologies (ICT): Digital systems, software, hardware, websites, and communication tools.
Reference: EN 301 549 Accessibility Requirements for ICT Products and Services.

Nothing About Us Without Us: A principle stating that people with disabilities must participate meaningfully in decisions affecting them.
Reference: ACA principles. United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

Plain Language: Writing that is clear, concise, and easy for readers to understand on the first attempt.
Reference: CAN/ASC 3.1 Plain Language Standard (forthcoming). TBS Guidance on Plain Language.

Psychological Safety: A work environment where individuals feel safe to raise concerns, disclose disabilities, and request accommodation without fear of reprisal.
Reference: National Standard of Canada for Psychological Health and Safety in the Workplace (CSA Z1003).

Systemic Barriers: Barriers created by policies, practices, or norms that unintentionally disadvantage people with disabilities.
Reference: ACA s.2. CHRA systemic discrimination guidance.

Workplace Accessibility Passport: A voluntary TBS tool that documents an employee's accessibility needs and solutions to support faster and more consistent accommodation processes.
Reference: Treasury Board of Canada Secretariat – Workplace Accessibility Passport