Multi-Year Accessibility Plan (2026-2031)

This multi-year accessibility plan outlines the strategy for Allcard Limited (headquartered in Cambridge, Ontario, with an additional locations in Concord and Guelph) to prevent and remove barriers to accessibility. As an Ontario-based employer, Allcard Limited fulfills its ongoing obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Statement of Commitment

Allcard Limited is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Strategies and Actions

Customer Service Standard

Allcard is dedicated to providing world-class customer support and custom card fulfillment services in an accessible manner.

- **Action:** Ensure assistive devices, service animals, and support persons are fully accommodated across our Cambridge, Concord and Guelph production and office facilities.
- **Action:** Maintain a feedback mechanism that allows customers to provide feedback in person, by phone, or via online corporate contact interfaces using accessible web text inputs.
- **Timeline:** Ongoing compliance review completed bi-annually.

Information and Communications Standard

As digital integrations expand, ensuring digital content accessibility is a high priority.

- **Action:** Audit and update the main corporate site (Allcard.ca) to conform with Web Content Accessibility Guidelines (WCAG) 2.0/2.1 Level AA.
- **Action:** Ensure alternative text is built into graphic design asset previews and that any client-facing digital documentation is made available in alternative formats upon request.
- **Timeline:** Comprehensive website WCAG evaluation by Q3 2027; alternative format processing protocols implemented immediately.

Employment Standard

Because Allcard is a physical-first manufacturing environment involving machine operations, print personalization, and fulfillment, individual safety and role-based accommodation plans are paramount.

- **Action:** State that accommodations are available during the recruitment, assessment, and hiring phases on all external job postings.

- **Action:** Develop documented individualized accommodation plans and emergency response plans for staff members with disabilities.
- **Action:** Formulate structured return-to-work processes for employees who have been absent due to a disability.
- **Timeline:** HR policy review and implementation of individualized templates by Q3 2027.

Training Standard

- **Action:** Deliver mandatory AODA training to all new hires during onboarding.
- **Action:** Maintain an internal database logging the dates training was completed and the number of employees trained.
- **Timeline:** Training rollout completed for all active employees by Q4 2027; ongoing for incoming staff.

Design of Public Spaces

- **Action:** Ensure any future structural renovations, office expansions, or layout changes at the 765 Boxwood Drive (Cambridge), 460 Applewood Crescent (Concord), 999 York Road (Guelph) locations meet the IASR Design of Public Spaces Standards.
- **Action:** Secure and maintain physical elements like automatic door openers and clear paths of travel around fulfillment hubs.
- **Timeline:** Evaluated during facility maintenance reviews or any upcoming lease renewals.

Plan Review and Contact Details

This plan is an active document that will be adjusted as operational workflows change and will undergo a formal review at minimum every five years.

Contact for Alternative Formats: Human Resources

Corporate Address: 765 Boxwood Drive, Cambridge, ON N3E 1A4

Phone: 519-650-9515