



2025 Accessibility Progress Report

Alto

December 22nd, 2025

Contents

Summary	3
Consultations with People with Disabilities	3
Our Progress So Far	3
1. General	8
1.1 About Alto	8
1.2 How to Contact Us and Provide Feedback	8
1.3 How to Request Alternate Formats of This Progress Report	9
2. Feedback	9
3. Consultations	10
4. Definitions	11
5. Areas Described Under Section 5 of the <i>Accessible Canada Act (ACA)</i>	11
5.1 The Built Environment	11
5.2 Employment	13
5.3 Information and Communications Technologies (ICT)	14
5.4 Communications (Other than Information and Communications Technologies)	15
5.5 Design and Delivery of Programs and Services	16
5.6 Procurement of Goods, Services and Facilities	17
5.7 Transportation	18
6. Conclusion	18

Summary

Alto is pleased to share our 2025 Accessibility Progress Report with our stakeholders and the public. The *Accessible Canada Act* is a federal law with the goal of making Canada more accessible for everyone. We published our first Accessibility Plan in 2025. It sets out 25 actions we are taking to improve accessibility between January 2025 and December 2027. Since releasing our first Accessibility Plan, we have been working hard on making meaningful and lasting progress on our goals.

Consultations with People with Disabilities

In the fall of 2025, we consulted with Alto employees with disabilities and held a focus group of Canadians with disabilities who do not work at Alto. Their feedback has given us valuable insights that helped to shape this report and inform our efforts going forward.

Our Progress So Far

As of December, 1st 2025:

- We have completed 9 of our 25 actions in our Accessibility Plan, and
- We are making progress on 16 more actions.

Here is a summary of our actions to date.

The Built Environment Actions

Action	Progress
1. By mid- 2025, we will install visual indicators on surfaces in our offices so that people with low or no vision can navigate safely.	Complete.
2. In 2025, we will install automatic door openers on doors in our offices that don't have them.	Complete.
3. We will include accessibility criteria in the selection of any new workspaces we use.	Complete.
4. We will ask our employees to give feedback about how accessible our offices are.	Complete and Ongoing.

Action	Progress
5. In 2025, we will make quiet workspaces for our employees to use.	In progress.

[Go to Section 5.2 to learn more about our built environment actions.](#)

Employment Actions

Action	Progress Update
6. We will reach diverse candidates for jobs at Alto by posting available jobs on websites these candidates use.	Complete and Ongoing.
7. We will come up with a plan to recruit people with disabilities for jobs at Alto.	Ongoing.
8. We will make our career website accessible for people with disabilities.	Complete.
9. We will use accessible applicant tracking systems and employee portal are accessible to Web Content Accessibility Guidelines (WCAG) 2.1 standards.	Complete.
10. We will work with our information technology (IT) team to create a help desk where employees can request accessible software and small pieces of equipment on their own.	Complete.
11. We will design our hiring and recruitment processes to be accessible by default.	In progress.
12. We will make sure that our accommodations policy and process are accessible for employees with disabilities.	In progress.

[Go to Section 5.2 to learn more about our employment actions.](#)

Information and Communications Technologies Actions

We talk about an Enterprise Resource Planning System (ERP) in this section. An ERP is a system that puts all tools needed to run a business in one platform.

Action	Progress Update
13. We will implement a new Enterprise Resource Planning (ERP) system that meets Web Content Accessibility Guidelines (WCAG) 2.1 standards.	In progress.
14. We will make our company's Intranet (our internal internet) is accessible for employees using it.	In progress. To be completed by November 2025.
15. We will do user testing on our new website to make sure its accessible.	In progress.

[Go to Section 5.3 to learn more about our Information and Communications Technologies \(ICT\) actions.](#)

Communications (Other than Information and Communication Technologies) Actions

Action	Progress Update
16. We will make sure our new branding is accessible.	Complete.
17. We will train our communications team on how to make accessible communications materials.	In progress.
18. We will make a written guide on how to create accessible communications materials and share it with our employees.	Not started.

[Go to Section 5.4 to learn more about our Communications actions.](#)

Design and Delivery of Programs and Services Actions

Some actions in this section talk about a private developer partner. This was the term we used before we had signed our agreement with our partner organization, Cadence.

Cadence is the group selected by the Government of Canada to co-develop the high-speed rail network with us. You can learn more about Cadence through this website link, [Cadence: A Team for the Alto Project](#).

Action	Progress Update
19. We will review the accessibility guidelines section of our agreement with Cadence.	In progress. We expect to complete the review by mid 2026.
20. We will hold public engagement activities like community consultations, pop-ups, and townhalls in locations that are accessible for people with disabilities.	In progress.
21. We will ensure that people with disabilities are meaningfully consulted throughout the project.	In progress.

[Go to Section 5.5 to learn more about our programs and services actions.](#)

Procurement of Goods, Services and Facilities Actions

Action	Progress Update
22. We will create procurement template documents that are written in plain language and accessible for people using assistive technology.	In progress.
23. We will create a process to ensure accessibility is always considered for relevant purchases.	In progress.
24. We will engage Cadence about accessibility requirements for the	In progress.

Action	Progress Update
procurement of goods and services for the construction phase of the project.	

[Go to Section 5.6 to learn more about our procurement actions.](#)

Transportation Actions

Eventually, Alto will operate a high-speed rail system in Ontario and Quebec, but this rail system does not exist yet. We are developing and designing the rail system with our partner organization, Cadence. When we have more specific things to share about the design of the system we will update the transportation section of our Accessibility Plan.

Action	Progress Update
25. We will consider accessible transportation options when station locations are being chosen.	In progress.

[Go to Section 5.7 to learn more about our Transportation actions.](#)

1. General

1.1 About Alto

Alto, formerly known as VIA HFR, is a federal Crown Corporation with the mandate to develop and implement, in collaboration with our partners at Cadence, rapid, frequent, and reliable passenger rail service between Toronto and Quebec City. Accessibility has been identified as a core outcome of this project by the Government of Canada. In the past year, we have signed an agreement with our private sector partner and have been taking proactive measures to ensure accessibility is embedded into our organization and the project we're responsible for.

This Progress Report has been developed to meet our obligations under the Accessible Canada Act and the Accessible Canada Regulations. It outlines what we have done to achieve the goals we committed to in our 2025-2027 Accessibility Plan.

1.2 How to Contact Us and Provide Feedback

Alto welcomes feedback from our employees, partners, stakeholders, and members of the public. You can give feedback about our Accessibility Plan, this Progress Report, and any barriers you have encountered when interacting with Alto. Your feedback will be shared with and considered by the team(s) responsible for accessibility at Alto. It may be actioned while our current Accessibility Plan is in place, or it may be considered for a future plan. Accessibility Plans are developed and published every 3 years.

A summary of your feedback and how it was considered will be included in our Progress Reports. We will keep your feedback for at least 7 years.

Please send your feedback to our Director, HR Business Partner and Organizational Development. You can send your feedback by email, telephone, or mail using the contact information listed below.

Name: Director, HR Business Partner and Organizational Development

Email: accessible@hfr-tgf.ca

Phone Number: (438) 978-3168

Mailing Address: 385 Viger Avenue West, Suite 200, Montreal, Québec H2Z 0C2

Social Media:

LinkedIn: <https://www.linkedin.com/company/altotrain/posts/?feedView=all>

X: <https://x.com/altotrain>

Facebook: <https://www.facebook.com/altotrain/>

1.3 How to Request Alternate Formats of This Progress Report

You can use the contact information listed above to ask us for a copy of our Progress Report in any of these **alternate formats**:

- **Print**
- **Large print** (increased font size)
- **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers.) Please specify if you require Grade 1 (Uncontracted) or Grade 2 (Contracted) braille in your request)
- **Audio** (a recording of someone reading the text out loud)

An accessible electronic format that is compatible with adaptive technology is available to download on our website through the following link: [Shaping Canada's Future With a High-Speed Train | Alto](#).

We will provide the format you ask for as soon as possible. Braille and audio formats may take up to **45 days**. Print, large print, and electronic formats may take up to **15 days**.

2. Feedback

To develop this Progress Report, we requested feedback from our employees through an anonymous online survey. We asked our employees if they were aware of our Accessibility Plan, what we've been doing well when it comes to advancing accessibility, and where we can do better. We received 50 responses to the survey in total.

We found that we can improve our communication strategy for our accessibility planning initiatives at Alto, as most of the employees who filled out the survey said they were not aware that we had published an Accessibility Plan. The employees who did know we had published a plan described having minimal knowledge about the Accessibility Plan's action items. Despite this low level of awareness about the Plan itself, 55% of employees who responded said that they had seen progress on improving accessibility at Alto over the past year. They were also able to point to specific actions, like the installation of automatic door openers throughout our offices, the accessibility audit of our company SharePoint intranet, and our inclusive hiring initiatives.

We received constructive feedback that we should review and further develop our emergency evacuation plans to include people with disabilities and that we could do more to raise awareness about mental health related disabilities at Alto.

We would like to thank our employees for taking the time to fill out the survey and for providing feedback about accessibility.

3. Consultations

This section outlines how people with disabilities were consulted in the preparation of this Progress Report. We recognize that consultations must be ongoing, and we are committed to building relationships of trust with people who have disabilities to support accessible and inclusive decision making.

As part of this work, we met with a group of Canadians with a variety of disabilities. These group members are not employees of Alto, but they represent people who may interact with us or who may apply to work for us.

We asked the focus group to review this progress report and give feedback on its

- Content
- Design
- Clarity, and
- Accessibility

The focus group shared the following comments:

- They gave us feedback about the structure and formatting of our report. We have updated the colour scheme to make it more accessible based on their feedback.
- They pointed out that we should have anticipated that our communications team would need to take training before being able to develop our accessible communications guidance document.
- They wanted to see more details included in the transportation section of the report.
- The focus group was impressed with our progress on making employment at Alto more accessible and that we have been making this progress in a relatively short time frame since our Accessibility Plan was published.
- They suggested that a summary of our progress should be included at the beginning of our report. We have added the summary.
- They thought our progress updates were thoughtful and honest.

We are grateful to the focus group members for taking the time to read through our report and provide us with specific and actionable feedback.

4. Definitions

The following definitions apply throughout this progress report:

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

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

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Enterprise Resource Planning System (ERP): A system that puts all the tools we need to run an organization, like finance, project management, development and learning etc., in a single software platform.

Intranet: A private network within an organization that is used to share information.

5. Areas Described Under Section 5 of the *Accessible Canada Act (ACA)*

5.1 The Built Environment

Action	Progress Update
1. By mid 2025, we will have installed visual indicators on glass windows, walls, and doors that do not already have them so that people with low vision can discern them.	Complete. We have completed this improvement for our Montreal, Quebec City, and Toronto offices.

Action	Progress Update
2. By mid 2025, we will have installed automatic door openers on doors in our offices that do not have them, with designated accessible washrooms being highest priority.	Complete. We have installed automatic door openers in our Montreal, Toronto, and Ottawa offices. The washrooms in our Quebec City offices are in areas shared with other businesses, so we do not have direct control over them.
3. We will solicit feedback about the accessibility of our workspaces and identify solutions.	Complete and Ongoing. We have sent out surveys to each of our office locations to get feedback from our employees, and we review this feedback and make changes where possible.
4. By mid-2025, we will have designated quiet spaces for focus work for our employees.	In progress. We have ordered additional ergonomic workstations and are reconfiguring some of our offices to support quiet, focused working needs. We expect the reconfigurations to be complete by early 2026 .
5. We will include accessibility criteria in the selection of any new workspaces we use.	In progress. Accessibility features are available in all our current offices and are a requirement for our new office acquisition in Ottawa.

5.2 Employment

Action	Progress Update
6. We will continue to use Equitek Employment Equity Solutions to make sure we reach diverse candidates for jobs with Alto.	Complete. Our job offers are always posted to their platform automatically.
7. We will develop a recruitment strategy that includes recruitment activities targeted at people with disabilities, like attending job fairs and networking events.	Complete and Ongoing. We launched our recruitment strategy in March 2025, and we have encouraged applicants to use the self-identification form in their application. We are exploring other ways to improve recruitment, like attending disability specific job fairs in the coming years.
8. We will ensure that our careers website and the content on it are reviewed for potential bias and that they are posted in accessible formats.	Complete. Our new accessible career website was launched in June 2025, and the content is reviewed regularly.
9. We will ensure our new applicant tracking system and employee portal are accessible to Web Content Accessibility Guidelines (WCAG) 2.1 standards.	Complete. Our new applicant tracking system was launched in June 2025 and WCAG 2.1 compliance was a requirement of the design.
10. We will work with our Information Technology (IT) team to explore a 'helpdesk' style process where employees can directly request certain accommodations such as specialized software or small pieces of equipment.	Complete. This initiative has been implemented and communicated to our entire organization in September 2025.
11. We will design our hiring and recruitment processes to be accessible by default.	In progress. Candidates are able to request accommodations during the hiring process, but we are exploring other ways to make the recruitment process more accessible.

Action	Progress Update
12. We will develop our accommodations policy or directives, and procedures for requesting and processing accommodations. We will share this information with all current staff and as part of our new employee onboarding process.	In progress. We launched a self-identification survey in June 2025 and will use this data to further develop our policy, directives, and procedures for accommodations at Alto. We anticipate completing our analysis of the survey results by December 2025. In the meantime, we process accommodations through our Human Resources unit and have been able to fulfill all requests for accommodation to date.

5.3 Information and Communications Technologies (ICT)

In this section, we talk about an **Enterprise Resource Planning System (ERP)**. This is a system that combines all the tools we need to run Alto, like finance, project management, and development and learning, in a single platform.

Action	Progress Update
13. We will implement a new Enterprise Resource Planning (ERP) system that meets Web Content Accessibility Guidelines (WCAG) 2.1 standards.	In progress. We launched several accessible modules in 2025. The last remaining modules will be released in early 2026.
14. We will implement accessibility features on our company intranet (Microsoft SharePoint) to ensure accessibility for employees using the intranet.	In progress. All the known accessibility features of SharePoint were integrated by default when we launched the intranet. However, we are doing a manual diagnostic to find any persistent issues. We expect this diagnostic to be complete by November 2025 .
15. We will complete a review and user testing on our new website before it is made accessible to the public.	In progress. User testing was completed prior to our new website's launch earlier this year. We are reviewing the

Action	Progress Update
	recommendations report from our external audit.

5.4 Communications (Other than Information and Communications Technologies)

Action	Progress Update
16. We will ensure our new brand design guidelines are designed with accessible graphic design principles and review the guidelines for accessibility before they are made final.	Complete. Our new branding (including colours, font, contrasts, etc.) has been designed to meet current accessibility standards, such as the Web Content Accessibility Guidelines (WCAG) 2.1 for digital accessibility. Our partner agency that carried out the design work applied accessibility best practices during the design process.
17. We will source training related to accessible documents and deliver that training to employees whose main responsibilities include content creation.	In progress. Our communications team underwent training in Fall 2025. The goal of the training was to incorporate writing and design concepts across all our work to build a shared understanding of accessibility across the entire team.
18. We will share written guidance on creating accessible content with all current employees and as part of our employee onboarding process by Fall 2025 .	In progress. We realized, belatedly, that our communications team needed to undergo their training first before they could create the written guidance documents. The timeline for this action has been updated to early 2026.

5.5 Design and Delivery of Programs and Services

Some goals in this section talk about a **private developer partner**. This was the term we used as a placeholder before signing our agreement with our partner organization, Cadence. Cadence is the group selected by the Government of Canada to co-develop the high-speed rail network with us. You can learn more about Cadence through this website link, [Cadence: A Team for the Alto Project](#).

Action	Progress Update
19. We will review the accessibility guidelines incorporated into the agreement with Cadence, our private developer partner, and clearly communicate our expectations on how we will engage with them. Our goal is to have the first version of these guidelines by mid 2026.	In progress. We are working towards finalising the guidelines by mid 2026.
20. We will seek to hold public engagement activities like community consultations, pop-ups, and townhalls in locations that are accessible for people with disabilities.	In progress. We are preparing to hold over 25 open houses in key population centres spread across 1000km of Alto's future service route. Here are some of the accessibility features we will be incorporating in the open houses: - Sign language interpretation - Braille printed materials - Neutral lighting - Volume awareness - Neurodivergent friendly quiet spaces - On-site childcare services For our virtual consultation activities, we will be asking attendees to indicate the accommodations they require to participate when they register for the sessions. We have contacts to provide specialised services such as CART captioning, sign language interpretation, and live translation.

Action	Progress Update
21. We will ensure that people with disabilities are meaningfully consulted throughout the project.	In progress. This is a core part of our engagement process. When creating our engagement materials, we developed different personas of people with disabilities to simulate how they will interact with our materials. We have also identified a need for more robust support in this area going forward. We are in discussions to secure this additional support for our engagement team.

5.6 Procurement of Goods, Services and Facilities

Action	Progress Update
22. We will create procurement template documents that are written in plain language with clear instructions and ensure they are accessible to people using adaptive technology such as screen readers.	In progress. We have reviewed several templates with our legal team and have encountered some challenges with how best to write in plain language when there are legal considerations. We are exploring how to resolve these issues, including by reviewing the new plain language standard from Accessibility Standards Canada.
23. We will create a process to ensure accessibility is always considered for relevant purchases. As part of this process, we will: • Include accessibility requirements in our requests for proposals from third parties.	In progress. We have begun to implement these changes and have used this framework for some requests for proposals already. We realized we need to communicate these changes to other parts of the organization to improve the uptake, and we are working on this regularly.

Action	Progress Update
• Include points for accessibility of products and services in our evaluations of proposals by July 2025.	
24. We will engage with Cadence about accessibility requirements for the procurement of goods and services for the construction phase of the project.	In progress. This action is a part of our agreement with our private developer partner. It is an ongoing process as we head into new phases of this project.

5.7 Transportation

Eventually, Alto will operate a high-speed rail system in Ontario and Quebec, but this rail system does not yet exist. We are currently developing and designing the rail system with our partner organization, Cadence. When we have more specific items to share about the design of the system, we will update the transportation section of our Accessibility Plan.

Action	Progress Update
25. We will consider accessible transportation options in the selection of new station locations.	In progress. Accessibility is a requirement for our entire project, not just for the train stations themselves. We will be engaging accessibility firms to support design decisions.

6. Conclusion

Accessibility continues to be a key priority at Alto, and we are committed to making our operations more inclusive of people with disabilities. Over the past year we have made meaningful progress toward our goals, and we know that there is still more to do. As we continue forward, we will keep engaging with people with disabilities to ensure that we are creating environments that work for everyone.