Multi-Year Accessibility Plan | 2026-2029

Supporting IDR's Accessibility and Digital Accessibility Policy and WCAG 2.2 Level AA technical target

Plan Period	August 2026 - December 2029
Plan Owner	Compliance, in coordination with Human Resources, Recruiting, Technology, Marketing, and applicable vendor owners
Review Cadence	At least annually, with additional updates after significant accessibility issues or material platform changes
Status Key	Complete | In Progress | Ongoing | Planned

Objective

IDR will use this plan to identify, prevent, and reduce accessibility barriers affecting applicants, employees, clients, and users of IDR-controlled or IDR-provided digital resources. The plan focuses on practical accessibility governance, candidate access, digital testing and remediation, third-party technology oversight, training, and continuous improvement.

Priority / Deliverable	Action Plan	Responsibility	Target / Cadence	Status
1. Policy Governance	Maintain the Accessibility and Digital Accessibility Policy; review applicable legal requirements and accessibility standards; update the public-facing policy and plan when revisions are approved.	Compliance / HR	Annual review; additional review after material changes	Complete - 2026 Update
2. Public Accessibility Information	Maintain a public accessibility page that explains IDR's commitment, how to report an accessibility barrier, how to request an accessible format, and how applicants can request an alternative application or screening method.	Marketing / Technology / Compliance	Update in 2026; review at least annually	Complete - 2026 Update
3. Digital Accessibility Baseline Review	Evaluate IDR-controlled websites, job boards, online forms, PDFs, candidate portals, mobile experiences, chatbots, virtual screening tools, and other material user-facing technology against the WCAG 2.2 Level AA technical target. Use a combination of automated and manual review where appropriate.	Technology / Digital Platform Owners / Vendors	Initial prioritized review in 2026; recurring thereafter	Complete - 2026 Baseline
4. Remediation of Identified Barriers	Prioritize and address material barriers identified through testing or user	Technology / Content Owners / Vendors	High-impact issues prioritized promptly;	Ongoing

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	reports, including color contrast, keyboard access, focus visibility, form labels and instructions, text resizing/reflow, alternative text, accessible documents, and assistive-technology compatibility as applicable.		ongoing	
5. Accessible Applicant and Recruiting Process	Maintain a documented process for providing reasonable accommodations and alternative methods for applications, assessments, chatbot or virtual screenings, and interviews when an accessibility barrier is identified. Ensure the alternative process does not disadvantage the applicant.	Recruiting / HR / Compliance	Formalize in 2026; ongoing	Complete - 2026 Initial Implementation
6. Third-Party Technology and Vendor Management	Consider accessibility when selecting or renewing material third-party tools. Where appropriate, request accessibility documentation (such as an accessibility conformance report), discuss known limitations, document remediation commitments, and establish an escalation path when barriers affect applicants or employees.	Vendor Owners / Procurement / Compliance / Technology	Integrate into applicable vendor reviews during 2026-2027; ongoing	Planned / Ongoing
7. Accessibility Training and Awareness	Provide role-appropriate training on disability inclusion, accommodation requests, accessible recruiting, reporting accessibility concerns, and accessible digital/content practices. Provide additional training to employees who own recruiting, websites, content, technology, or vendor tools.	HR / Compliance / Department Leaders	Develop/refine in 2026-2027; refresher at least annually as appropriate	In Progress
8. Accessible Documents and Communications	Improve accessibility of frequently used public- and employee-facing documents, forms, job-related communications, and downloadable content. Use headings, meaningful link text, accessible tables, sufficient contrast, and accessible document formats where applicable.	Content Owners / Marketing / HR / Compliance	Ongoing; prioritize high-use materials	Ongoing
9. Accessibility Review for Material Changes	Include accessibility review in significant website redesigns, new candidate-facing technology, material chatbot or AI-recruiting changes, and other high-impact digital launches where practicable. Identify an alternative-access path before or promptly after launch if known barriers remain.	Technology / Project Owners / Recruiting / Compliance	At implementation or material change	Ongoing

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10. Issue Tracking and Continuous Improvement	Track significant accessibility concerns, responsible owners, remediation status, interim alternatives, and recurring themes. Use findings to inform training, vendor management, platform changes, and annual plan revisions.	Compliance / Technology / HR	Quarterly review of material open items; annual plan refresh	Planned

2026-2029 Roadmap

2026 - Foundation Established and Initial Remediation: Completed the 2026 policy and public accessibility updates, initial prioritized digital accessibility baseline review, and initial implementation of the accessible applicant and recruiting process. Continue remediation of identified high-impact barriers and begin implementation of vendor accessibility review, training, accessible document practices, and issue tracking.

2027 - Integration and Recurring Controls: Embed accessibility considerations into vendor reviews, digital project workflows, training, document creation, issue tracking, and recurring testing. Continue remediation and review the effectiveness of controls established in 2026.

2028 - Maturity and Validation: Review the effectiveness of accessibility processes and recurring controls; refresh training and testing scope; analyze recurring barriers and remediation trends; and evaluate whether higher-risk platforms warrant independent accessibility validation.

2029 - Plan Refresh: Conduct a comprehensive review of progress, unresolved barriers, standards, technology, and legal developments; evaluate the effectiveness of the 2026-2029 program; and publish the next multi-year accessibility plan.

Note: *Accessibility is an ongoing process. Status designations in this plan describe IDR's current work program and are not representations that every digital property or third-party tool fully conforms to WCAG at all times.*