

2024 Accessibility Plan Progress Report

Federal Express Canada

June 1, 2025



Table of Contents

General	3
Federal Express Corporation - Canada.....	3
Introduction	3
Statement of Commitment	3
Contact Information & Feedback Process.....	4
Definitions.....	5
Areas Described under Section 5 of the ACA.....	5
Organization Wide Accessibility Training	5
Employment.....	6
Built Environment.....	7
Information and Communication Technologies (ICT).....	7
Procurement of Goods, Services and Facilities	8
Design and Delivery of Programs and Services.....	9
Transportation	9
Consultations	9
Consultations with Team Members who have Disabilities	9
Feedback	10
Customer Feedback	10
Team Members Feedback	11
Conclusion	12

General

Federal Express Corporation - Canada

Introduction

Federal Express Corporation Canada (“Federal Express Canada”) is a shipping provider and an international leader in logistics. We provide multiple services that are regularly accessed by Canadians, which includes the transportation of freight and packages. We provide shipment tracking services for both international and industry-specific shipping. Federal Express Canada offers multiple resources, such as Small Business Centre for Canadian business owners which provides business owners with a toolbox to easily ship their products to customers efficiently and at low costs.

The 2023 – 2026 Federal Express Canada Accessibility Plan outlined barriers and goals faced by people with disabilities who interact with Federal Express Canada. So far, we’ve made measured progress on our goals for 2025 which focus on training and changes to our built environment. We appreciate the feedback that we have received on our Accessibility Plan progress report, and we have done our best to incorporate this feedback into our overall goals moving forward. The most common feedback we have received is in regard to the interactive voice recording (IVR) system, our delivery instructions, and physical locations. Federal Express Canada appreciates this feedback and will review opportunities to make adjustments and improvements to accommodate this feedback.

Statement of Commitment

Federal Express Canada is a leading international logistics company which understands the importance of meeting the needs of all Canadians, including Canadians with disabilities. The needs of our team members and our customers are at the core of our People, Service, Profit philosophy and our ability to support their accessibility is a priority to us.

Our Accessibility Plan reflects our strong commitment to enhancing accessibility across every part of our operations – including our warehouses, offices, and online platforms. We actively engage with

persons with disabilities to better understand their experiences and address their unique needs. We acknowledge that identifying and removing barriers is an ongoing process. Federal Express Canada is committed to addressing accessibility challenges as soon as we become aware of such issues, whether or not, they are specifically outlined in our Federal Express Accessibility Plan. Our primary goal is to make a meaningful impact on the community by continuously improving accessibility and ensuring that all our customers, team members, and suppliers have the necessary resources and support to meet their unique accessibility needs.

At Federal Express Canada, we believe everyone should have equal access to our services and proudly take steps to ensure accessibility is a priority across our organization.

Contact Information & Feedback Process

Federal Express Canada welcomes feedback anonymously, from FedEx team members, customers, and members of the public about accessibility at Federal Express Canada, and about this plan. We are committed to reviewing the feedback we receive in good faith and take steps to address barriers which are identified through feedback.

You can submit feedback about accessibility at Federal Express Canada or this plan by contacting:

Managing Director, Human Resources

AccessibleFeedback@fedex.com

1.800.GoFedEx – 1.800.463.3339

Federal Express Canada Corporation

600 - 5550 Explorer Drive

Mississauga, Ontario. L4W 0C3.

Information about how to submit feedback to Federal Express Canada is also available on our [public website](#).

You can request alternative formats of our Federal Express Canada Accessibility Progress Report, and a description of our feedback process by contacting the FedEx Accessibility Team.

An electronic version (that is compatible with assistive technology) of this plan can be downloaded immediately from our website.

Federal Express Canada will provide the following alternative formats within 15 days of the initial request:

- Print
- Large print (Increased font size)

Federal Express Canada will provide the following alternative formats within 45 days of the initial request:

- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text out loud)

Definitions

The following definitions will apply throughout this plan:

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

Barrier: Anything that may 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 policy or procedure.

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

Logistics: Determining how to ship parcels and freights around the world and ensuring that they arrive safely.

Areas Described under Section 5 of the ACA

Organization Wide Accessibility Training

As of June 2025, Federal Express Canada has:

- Connected with different vendors and finalized which organization would assist us in developing our accessibility training that is specific to FedEx's accessibility training needs.
- Released the Introduction to Accessibility Training for managers and hiring staff to provide training about different types of disabilities and potential accommodation needs.
- Provided Digital Accessibility Training to team members who create documents, work on external and internal websites and programs, as well as those who manage social media sites.

By June 2026, we will:

- Develop and implement a learning plan for people managers on accommodations and how to support team members with disabilities.
- Implement organization-wide training on disability and accessibility awareness for all FedEx Canada team members.

Employment

As of June 2025, Federal Express Canada has:

- Incorporated the Diversity, Equity, Inclusion and Opportunity statement on job postings as well as a statement welcoming applicants with disabilities. In the statement, we also outlined that appropriate accommodation will be provided for applicants with disabilities to ensure they do not experience any barriers.
- Implemented an extensive review of our hiring practices to identify other barriers to employment, retention, and advancement for people with disabilities.
- Provided directions for our hiring and recruitment teams to ask candidates if any accommodations are required as part of our pre-screening process.
- Provided accessibility training, led by persons with disabilities, about different kinds of disabilities and potential accommodation needs to hiring staff and managers.

By June of 2026, we will:

- Provide organization-wide training focusing on Neurodiversity and non-visible disabilities and potential accommodation for those disabilities.

Built Environment

In 2024, Federal Express Canada and FedEx Ground Canada began their transition into One FedEx. While the transition was supposed to be completed by 2024, some phases were pushed to Spring 2025. Due to the move to One FedEx, we had to close, open, and move different stations in multiple locations as late as Spring 2025, which led to the postponement of a number of initiatives related to physical locations outlined in the 2023-2026 Federal Express Canada Accessibility Plan as all locations and leases for those locations had to be finalized before the work on removing accessibility barriers could proceed. While FedEx Express Canada will not meet the deadlines for the built environment for June 2026 as outlined in our Accessibility Plan, we will ensure that our initiatives to remove barriers in our physical locations and stations will be included in the 2027-2030 Federal Express Canada Accessibility Plan, along with any new built environment barriers that are identified at the time that plan is developed.

Initiatives from the 2023-2026 Accessibility Plan to be included in the 2027-2030 Federal Express Canada Accessibility Plan are:

- Start installing automatic door openers and ramps in the buildings which we own.
- Work with landlords to install automatic door openers and ramps where spaces are leased.
- Ensure spaces are clutter free and aisles are clear.
- Identify which buildings we will make improvements to first and work with landlords to create a plan to improve accessibility at those locations.
- Provide clear colour contrast between doors, walls, and floors to help with depth perception and assist in wayfinding. We will also install signs to help people find their way.

Information and Communication Technologies (ICT)

As of June 2025, Federal Express Canada has:

- Continued monitoring and maintaining top-performing pages (representing 95% of monthly traffic) to ensure accessibility standards are consistently met.
- Promoted the ACA customer survey on fedex.ca and other channels to better understand the current gaps, user needs, and identify key accessibility improvements from the end-user perspective. These learnings will inform the FY26 strategy plan.

- Applied ongoing content updates including:
 - Removal of italics
 - Use of descriptive language for better readability
 - Clearer call-to-action buttons
 - Improved alt text and contrast for images
- Continued to use the accessibility checklist on all new and updated pages with focus on being Web Content Accessibility Guidelines (WCAG) compliant.
- Continued to focus on the standard design review process (SOP) to include basic accessibility checks (e.g., colour contrast, alt text, no italics, button clarity).
- Explored the deployment of accessibility tools (e.g., screen readers, keyboard navigation tools) to enhance testing.
- Audited informed changes and improvements to existing and new page builds.
- Removed italics and used more descriptive language in clickable buttons.

By June 2026, we will

- Address barriers to the Federal Express Canada public website that were identified in the sample audit we conducted in 2023, and implement user testing of the website when making changes to website to prevent future barriers to accessibility.
- Complete a full and detailed audit of the website, with special attention paid to any persisting or additional barriers to accessibility.
- Review the website's code and templates. We will implement Web Content Accessibility Guidelines (WCAG) 2.1 training for web developers to prevent future barriers. We will also ensure that accessibility guidelines found in the Accessibility Center of Excellence are followed.

Procurement of Goods, Services and Facilities

By June 2026, Federal Express Canada will:

- Create a checklist and training for Sourcing Specialists to consider accessibility in the Request for Proposal process.

Design and Delivery of Programs and Services

As of June 2025, Federal Express Canada has:

- Actioned feedback received from customers with disabilities about barriers caused by FedEx delivery drivers.
- Updated the Virtual Assistant/Chat Bot on the FedEx website with more options and made it more accessible for everyone to utilize. We will continue to further improve the virtual assistant.

Transportation

Federal Express Canada does not offer services related to transporting people, therefore, no goals were outlined, and thus there is no progress to report on this barrier.

Consultations

Federal Express Canada is fully committed to representing the voices and thoughts of people with disabilities. During the development of the 2023-2026 Federal Express Canada Accessibility Plan, as well as the subsequent annual progress reports, we have consulted with people who have disabilities in every aspect and sections outlined in the plan.

Outlined below are a few ways on how we consulted people with disabilities for our progress report.

- Employee Accessibility Consultation Survey
- Customer Accessibility Feedback Survey

For the duration of this plan, we recognize the importance of receiving input from people with disabilities who are both internal and external to the organization to ensure that barriers are removed and addressed.

Consultations with Team Members who have Disabilities

Federal Express Canada released an Employee Consultation Survey form which was circulated for weeks to ensure visibility and to increase response rates from team members with disabilities. All focus areas outlined on the ACA were included in the consultation to ensure that we receive the

necessary feedback and to determine if our initiatives have led to positive progress for people with disabilities.

Managers and supervisors were also encouraged to share the survey with all their team members to ensure that there is a platform for team members to provide feedback on accessibility. Team members' feedback is crucial to FedEx's accessibility plan and progress reports because removing accessibility barriers for people with disabilities would open our organization to a wider pool of candidates with disabilities with a myriad of expertise and experience.

The main barriers identified during the consultations were related to FedEx physical locations and management. Some FedEx locations had physical barriers such as the lack of automatic door openers and ramps. We plan on resolving these barriers once we have completed our transition into One FedEx as we have just finalized the process of moving, opening, and closing locations.

With respect to management, the main feedback we received focused on the lack of management awareness and understanding of different disabilities and ways in which to accommodate certain disabilities. To address this, FedEx will be introducing a disability training course. The Introduction to Disability training will be available to all hiring staff and managers, with lesson comprising of topics including unconscious bias, disability etiquette, ableism, disability language, types of accommodation, and language of disability. Our goal is to provide management and hiring staff with the tools to understand different types of disabilities and ways in which to accommodate and interact with those with disabilities.

Feedback

Customer Feedback

Federal Express Canada released a Customer Accessibility Feedback Form on fedex.ca to provide customers with disabilities a platform to address barriers they have faced while accessing our services. We received over 20 responses from customers regarding accessibility at FedEx Express Canada.

The most common feedback we received was that drivers often leave parcels at the door or take them to pick-up stations, even when customers have indicated that they have a physical disability and need extra time to answer the door or cannot leave their homes to go to pick-up stations.

Many customers also noted that they include details about their disability in the special instructions section when placing their orders. However, drivers sometimes forget to reference that section of the waybill. To mitigate this customer concern, communication was sent to FedEx operations team members to pay special attention to customer instructions, specifically those disclosing disabilities. Additionally, a Driver-Specific Job Aid will be created and reviewed with our couriers. We are also including this tool within our new hire and recurrent driver training to ensure better understanding and compliance.

Federal Express Canada aims to ensure that all team members understand and are aware of different types of disabilities and implement ways to ensure that accommodation is in place and instructions are duly followed.

Other feedback relates to our interactive voice recording phone system which poses challenges for customers with disabilities – particularly those with speech and hearing impairments – when trying to reach a customer care representative. The system at times can struggle to recognize and understand unclear words or phrasing. This can also pose as an issue for customers that are neurodivergent. Specifically, people with autism may have trouble navigating the selection requirements, where there is no option to speak with a customer care representative to address their call requirements. Finally, information on how to get through to a care representative was not clearly outlined on our fedex.ca website. The Federal Express Accessibility Team will consider all of this feedback when drafting our 2027-2030 Federal Express Canada Accessibility Plan and the subsequent progress reports.

Team Members Feedback

Federal Express Canada released an employee Accessibility Survey Form for team members with disabilities who wish to provide feedback on accessibility. The survey was circulated for weeks through our internal websites, posters, digital screens, Federal Express Canada Accessibility Plan page, and encouraged managers to share the link and inform their team regarding the survey. While we did not receive any new submissions that were not included within our existing plan, management training and knowledge was raised and as indicated is in launch phase. Our goal is to enhance the knowledge of our management team through the facilitation of Disability and Accessibility Training.

Conclusion

Federal Express Canada is committed to fostering inclusion for people with disabilities across all areas of our organization. We are dedicated to making continuous progress that reflects our commitment to enhancing accessibility, addressing current and future barriers, and working to ensure that our services are accessible to all. We value and welcome feedback as it plays a key role in shaping our future accessibility goals. We recognize that accessibility is an ongoing journey, and we are committed to advancing these efforts through active consultation and collaboration with people with disabilities.