



2023 Accessibility Plan Progress Report

FedEx Ground, Ltd.

June 1, 2024



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1. General

1.1 FedEx Ground Ltd. Introduction

FedEx Ground Package Systems, Ltd. (“FedEx Ground”) is a shipping provider and a North American leader in logistics. FedEx Ground provides customers with dependable, cost-effective, day-definite delivery for packages weighing up to 150 lbs. (68 kg) within Canada, that do not require the speed of express shipping. We provide multiple services that are regularly accessed by Canadians, which includes the transportation of freight and packages. FedEx Ground and its Operating Companies offer 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 FedEx Ground Accessibility Plan outlines goals and achievements we set for June 2024. So far, we’ve made excellent progress on our 2024–2026 goals, which focus on training, recruitment, and changes to our built environments. We greatly appreciate the feedback we have received on our Accessibility Plan and have incorporated this feedback into our overall goals moving forward. The most common feedback we have received concerns our ongoing support for the accommodation process and support for hearing impaired employees.

1.2 Statement of Commitment

FedEx Ground is a leading north American logistics company which understands the importance of meeting the needs of all Canadians, including Canadians with disabilities.

Our commitment to accessibility is a core value that encourages us to deliver exceptional services for everyone. Our Accessibility Plan is a testament to our dedication in the improvement of accessibility across all aspects of our operations – from warehouses, offices and to our online platforms. We actively seek input from people with disabilities to learn from their experiences and address their unique needs. We recognize that identifying and removing barriers is an ongoing process. FedEx Ground is committed to addressing obstacles and barriers as soon as we become aware of such issues, whether they were or

were not, addressed and identified in our Accessibility Plan. Our primary goal is to have a positive impact on the community by continually improving accessibility and providing all our customers, employees, and suppliers with the necessary resources and support to meet their unique accessibility needs.

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

1.3 Contact Information & Feedback Process

FedEx Ground welcomes anonymous feedback from FedEx employees, customers, and members of the public about accessibility at FedEx Ground and about this plan. We are committed to reviewing the feedback in good faith and taking steps to address barriers identified through this feedback. You can submit feedback about accessibility at FedEx Ground or this plan by contacting:

Attn: Human Resources

FedEx Ground Package System, Ltd.

45 Di Poce Way, Woodbridge, ON L4H 4J4

By Phone: 800.GoFedEx (800.463.3339)

By Email: FXGCanadaACA@fedex.com

Anonymous: [Anonymous Accessible Canada Act Intake Form](#)

Inquiries will be addressed as soon as possible after receipt.

Information about how to submit feedback to FedEx Ground is also available on our public website. You can request alternative formats of our FedEx Ground Accessibility Progress Report, and a description of our feedback process by contacting the FedEx Ground Accessibility Team. An electronic version (that is compatible with assistive technology) of this plan can be downloaded immediately from our website.

FedEx Ground will provide the following alternative formats within 15 days of the initial request:

- Print
- Large print (Increased size)

FedEx Ground 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)

1.4 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.

2. Areas Described under Section 5 of the ACA

2.1 Organization Wide Accessibility Training

As of June 2024, we have:

- Completed annual training for all employees reiterating our policies that support accessibility and the reasonable accommodation process

- Included brief information in the orientation process to educate new hires on our reasonable accommodation process
- Commenced management training on how to engage in interactive discussions with employees during the accommodation process
- Made additional enhancements to the Leave of Absence SharePoint, including tools, job descriptions (covering working conditions and demands), and job aids to support employees and managers with the accommodation process

By June 2026, we will:

- Increase awareness and education of hidden disabilities
- Develop a new learning plan for managers for people on how to support employees with disabilities

2.2 Employment

As of June 2024, we have:

- Added a question in the applicant process asking whether an applicant requires accommodations, and directed hiring team members to ask candidates about accommodations as part of pre-screening
- Switched to Paradox—our new applicant tracking system, career site host, and candidate relationship management tool—and are reviewing its ability to monitor data on applicant identities and retention to identify and mitigate contributors to low workforce representation
- Provided Mental Health First Aid Training (MHFA) to managers, HR, and safety professionals, facilitated by the Mental Health Commission of Canada. MHFA equips leaders with knowledge and tools to identify and support employees experiencing mental health challenges or crises

By June of 2025, we will:

- Launch training led by people with disabilities about different kinds of disabilities and potential accommodation needs to hiring staff and managers.

2.3 Built Environment

As of June 2024, we have:

- Provided guidance to management on facilitating return-to-work discussions with employees returning from all types of leave to reintegrate them into the workforce and ensure a smooth and successful return to work
- Considered the accessibility needs of employees with disabilities, including those set forth in individual accommodation plans, when conducting performance management, providing career development and advancement opportunities, and redeploying employees

By June 2025 we will:

- Continue identifying and removing barriers to access for persons with disabilities, including working with landlords and property managers

By June 2026, we will:

- Ensure spaces are clutter-free and aisles are clear
- Identify buildings to improve first and work with landlords to develop an accessibility-improvement plan

2.4 Information and Communication Technologies (ICT)

As of June 2024, we have:

- Continued to apply accessibility format requirements in launching communications, including digital signage
- Continued to provide American Sign Language interpreter tablets at locations with hearing-impaired employees

By June 2025, we will:

- Develop a learning plan for all HR employees who contribute to our internal SharePoint site, including training on alternative texts, screen readers, and other assistive technologies for FedEx Ground employees with disabilities

By June 2026, we will:

- Train employees on creating accessible documents for all HR employees who contribute to our internal website

2.5 Communication, other than ICT

As of June 2024, we have:

- Implemented the use of alternative text and camel case in all FedEx social media posts to ensure accessibility for customers with disabilities

2.6 Procurement of Goods, Services and Facilities

As of June 2024, we have:

- Begun creating a checklist and training for Sourcing specialists to consider accessibility in the Request for Proposal process

2.7 Design and Delivery of Programs and Services

As of June 2024, we have:

- Held discussions with FedEx Express Canada to identify ways to enhance program and service delivery. FedEx Express shared accessibility feedback affecting driver instructions and the customer service phone line, which also supports FedEx Ground. In response, they will pilot a live chat feature for six months, operating Monday to Friday. The service will be staffed by six customer representatives and supported by a virtual assistant, activated upon customer request.

By June 2025, FedEx Express will:

- Share feedback from customers with disabilities regarding FedEx Ground delivery barriers
- Improve the FedEx website's Virtual Assistant by expanding options and enhancing accessibility, with ongoing updates planned.

2.8 Transportation

FedEx Ground does not offer services related to transporting people. Therefore, no goals were outlined, and there is no progress to report on this barrier.

3. Consultations

FedEx Ground is fully committed to representing the voices and thoughts of people with disabilities. During the development of the 2023–2026 FedEx Ground Accessibility Plan, we consulted with people who have disabilities in every aspect and section outlined in the plan. The following are a few ways we consulted people with disabilities for our progress report:

- Accessibility Feedback Form
- Health and Safety Consultations
- Human Resources Consultations

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

3.1 Consultations with Employees Who Have Disabilities

Upon the release of our 2023–2026 FedEx Ground Accessibility Plan, we published a feedback form that employees can access indefinitely to provide feedback on accessibility. So far, we have not received any relevant feedback.

In preparation for the progress report, we asked Senior Managers, Human Resources and Safety managers to reach out to their teams and gather any feedback regarding accessibility issues and barriers. We did not receive feedback, but we continue to consult with both teams on a regular basis for feedback on accessibility issues and barriers.

4. Feedback

4.1 Customer Feedback

Since launching the 2023–2026 FedEx Ground Accessibility Plan, the most frequent feedback has focused less on accessibility itself and more on delivery-related inquiries. Key topics include the accommodation process and resources for employees who are hearing impaired.

4.2 Employee Feedback

We have conducted an employee feedback survey for those who wish to comment on accessibility. The survey form has been posted on facility notice posters, in onboarding booklets, and online on the FedEx Accessibility Plan page, with the link and QR code communicated to employees. As of June 2024, we have not received any feedback from employees regarding accessibility.

5. Conclusion

FedEx Ground understands and actively pursues the inclusion of people with disabilities in all aspects of our organization. We hope to continue making great progress which would demonstrate our commitment to improving accessibility, addressing current and future barriers, and ensuring our operations are accessible to everyone. We welcome and appreciate any feedback we receive and will consider it for our future accessibility goals. We understand that improving accessibility at FedEx Ground is an ongoing process and we are committed to engaging in this process through feedback and consultations with people with disabilities.