



2026 to 2029 Accessibility Plan

Federal Express Corporation Canada

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How to use this document

This accessibility plan outlines the actions FedEx Express will take over the next 3 years to identify, remove and prevent barriers for people with disabilities. This plan is being published according to the requirements of the Accessible Canada Act (ACA). If you would like to read a simple summary of our commitments from this plan, please go to our [Accessibility webpage](#) and select the file called Summary of Our Accessibility Plan for 2026 to 2029.

The plan begins with general information about Federal Express Canada Corporation (“FedEx Express”), explains how to provide feedback, outlines how the plan was developed through consultation with people with disabilities, and then describes the barriers identified and the actions we will take to address them. This plan is organized by headings that are required by the ACA and was developed in line with the principles of [Section 6 of the ACA](#).

You can choose to read the entire plan, or go straight to the sections you’re most interested in.

If you need this document in a different format, [please find out how to request alternative formats \(click here to refer to the How to Request Alternative Formats section in the document\)](#).

General

This section includes information about FedEx Express and our commitment to accessibility. It also shares how to contact us and provide feedback and how to request alternative formats. At the end of this section, we've included definitions of words you'll find in this document that may be important to know or words that are not easily understood by everyone.

About FedEx Express Canada

FedEx Express is a shipping provider and an international leader in logistics. We provide multiple services that everyday Canadians use including the transportation of parcels, packages, and freight goods. We provide shipping and shipment tracking services for international and industry specific shipping. We also offer other resources like the Small Business Centre for Canadian business owners, which provides business owners with the tools they need to ship their products to customers quickly and at lower costs.

Statement of commitment

As a leading international logistics company, FedEx Express understands the importance of meeting the needs of all individuals, including those with disabilities. Accessibility is an important part of how we serve our customers, support our team members and strengthen our workplace and communities. We are committed to identifying, removing and preventing barriers and to continually improving accessibility across our operations.

During implementation of this plan, FedEx Express and FedEx Ground continue to advance the One FedEx integration in Canada. As our business evolves, we expect additional opportunities to strengthen accessibility practices across the combined organizations. We will continue to assess emerging barriers and update our commitments through future Progress Reports as appropriate.

Everyone should have access to our services, and we are proud to continue removing and preventing barriers, whether they are noted in this plan or not, in an effort to enhance accessibility across our organization.

Contact information and feedback process

FedEx Express welcomes feedback from our team members, customers, and members of the public. You can give us feedback about this accessibility plan and about any barriers you've encountered when interacting with FedEx Express. As part of our business merger, our feedback channels for FedEx Express and FedEx Ground are shared, so feedback for both organizations can be shared through the channels below.

If you would like to share your feedback with us you can contact our Managing Director of Human Resources in any of the following ways:

Mail: Federal Express Canada Corporation

5550 Explorer Drive, Suite 600

Mississauga, Ontario

L4W 0C3

Email: AccessibleFeedback@fedex.com

Phone: 1.800.463.3339

We will acknowledge accessibility feedback we receive with contact information. You can also submit anonymous feedback by not including identifying information like your name and contact information. If you've asked for a response, we will respond in the same way that you communicated with us. Some accessibility concerns may require additional review. Where additional time is needed, we will keep you informed of the status of your feedback.

How will my feedback be used?

FedEx Express feedback channels have merged with FedEx Ground as part of the One FedEx integration, so your feedback will be shared with and considered by the teams responsible for accessibility at both organizations. It may be actioned while the current accessibility plan is in place, or it may be considered for a future plan. Plans are developed and published every 3 years. We expect that within the next three years, FedEx Ground and FedEx Express will become one new Federal Express Canada, therefore you can expect to find only one published plan in the future.

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.

How to request alternate formats of this plan

You can request an alternative format of this accessibility plan or a description of our feedback process if you need it. Please contact our Accessibility team at accessiblefeedback@fedex.com. FedEx Express will provide the following alternative formats:

Within 15 days of the initial request:

- Print (we will mail a copy to you)
- Large print (we will mail a copy with larger text to you)

Within 45 days of the initial request:

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

An **accessible electronic version** of this accessibility plan is available for immediate download on our website: [FedEx Canada Accessibility Plan](#). It is compatible with assistive technologies.

Definitions

The following definitions apply throughout this accessibility plan:

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.

Attitudinal barrier: A type of barrier that can come from a lack of understanding and awareness, biases, stereotypes, or assumptions.

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.

Call to action: Clear steps that tell someone what to do. Usually, a call to action is included in a communication and is asking the reader or listener to do a specific task.

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

Freight: Goods transported by truck, rails, air or sea.

Hardware: The physical equipment that make up an IT (information and technology) system.

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

One FedEx initiative: This is what we call the merger between FedEx Express and FedEx Ground that is planned to be complete by Fall 2026.

Procurement: This means buying or renting things or services that help us do our work.

Specifications: Detailed information about the types of materials to use in a building, how those materials should work, and how to properly install them.

Systemic barrier: Barriers that are a result of policies, procedures, or an organization's systems.

Team members: At FedEx Express, we refer to our employees as team members.

Consultations

As part of the development of our 2026 to 2029 Accessibility Plan, FedEx Express consulted with people with disabilities to help us identify barriers and solutions to improve accessibility at FedEx Express. Since our feedback channels and various areas of the business overlap with FedEx Ground, and because we are in the process of merging into one organization, we conducted our consultations with FedEx Ground.

FedEx Express engaged an external accessibility consultant to facilitate consultations with an advisory group of Canadian with disabilities. They also conducted a survey with FedEx Express and FedEx Ground team members, aimed at capturing feedback from team members with disabilities. Findings gathered through these consultations directly informed the identification of barriers and the commitments outlined throughout this Accessibility Plan. The following sections describe in more detail how we did our consultations and what we heard from people with disabilities. We made consultations accessible by offering:

- Providing accessibility accommodations
- Offering multiple methods for responding

- Allowing participants to save progress and return later
- Providing a dedicated contact for accessibility support throughout the consultation

These considerations helped to ensure everyone who wanted to share feedback had the opportunity to participate.

Accessibility advisory group

We consulted with an external advisory group of ten Canadians with various disabilities through a virtual meeting on April 8th, 2026. The advisory group members were given a series of activities to complete to identify barriers in our customer experience journey. Five participants completed a package delivery experience using FedEx services. Four participants completed a package shipment experience. The group's members were also asked to look at our website, social media channels, and our careers page to identify barriers. The key barriers identified in this meeting included:

Barriers in our digital platforms i.e. website, social media channels

- Participants reported that locating information on the website can be challenging because of the number of navigation menus
- Participants reported that videos on our YouTube channel do not always have captions
- Some job postings and areas on the website use acronyms and industry-specific words that are not easily understood by everyone. e.g. “priority overnight”

Customer experience barriers

- Participants reported some people with disabilities experience barriers in accessing customer support. E.g., automated phone support only accepting verbal responses, virtual chat may not be accessible for people who are blind or have low vision.
- Participants reported the number of emails sent through the shipping journey can be overwhelming for some people with disabilities.

- Participants reported the delivery instructions that relate to accessibility (like package placement, requesting a doorbell is rung, or using a specific door as a drop off point) are not always respected, which can result in barriers to receiving the package.
- Participants reported there is not a clear, separate area for customers to include accessibility-related delivery notes. Additionally, when customers provide accessibility information through customer service channels, they are not always followed through on.
- Participants reported customer interaction histories do not appear to be logged. This forces customers with disabilities to restate their situation and needs every time they call for support.

Employees with disabilities

We also consulted an accessibility survey of team members to better understand barriers experienced in the workplace and identify priorities for the next Accessibility Plan. The survey was open for responses for two weeks in April 2026. We received 1,728 complete responses, of which 7% (118 responses) were from team members who identified as having a disability. The survey asked respondents if they've personally experienced or are aware of any barriers to accessibility at FedEx Express. It also asked for their thoughts on the 2023 to 2026 Accessibility Plan, the progress made so far to remove barriers, and what they would like to see prioritized in the 2026 to 2029 Accessibility Plan. The number of responses significantly increased compared to the survey we offered during the development of the 2023-2026 Accessibility Plan. We heard the following key themes from the 2026 survey:

Barriers reported in our built environment

- Physical barriers continue to exist which limit access into and throughout facilities, such as inaccessible entrances, card access with limited space to maneuver, and stair-only access to some key areas.

- Team members identified excessive background noise in office and warehouse environments as a barrier for people with hearing loss and individuals with sensory sensitivities.
- Signage and wayfinding could be improved to provide clearer directions and important information. Signage should also consider accessibility elements such as colour contrast, font size, and tactile information where appropriate.

Reported attitudinal and systemic barriers

- Team members report there is opportunity to build awareness and understanding of different types of disabilities and how people with those disabilities may have different working styles or needs.
- Team members report that further clarity surrounding policies and procedures would make it easier to understand when and how policies and procedures are applied.
- Team members identified an opportunity to centralize, and streamline the accommodations platform to make it easier for people with disabilities to learn about, request, and manage accommodations throughout the process.
- Team members report that gaps affecting customers with disabilities may cross multiple departments. By embedding accessibility across the end-to-end customer experience — including delivery staff and customer support — we can deliver a seamless, inclusive experience for all customers.
- Trainings may not consider different learning styles.

Barriers reported in our communication

- Internal communications often rely on verbal communication, which isn't accessible for everyone. Sharing information in multiple formats is desired.
- Communication is not always accessible and may not be effective for people with disabilities.

Our 2026 to 2029 Accessibility Plan

It's important to FedEx Express that people with disabilities are included in all aspects of our organization. The following sections of this plan include the seven priority areas described under [Section 5 of the ACA](#). In each section, we outline barriers that exist and where we have opportunities to improve accessibility. We also describe how we plan to remove and prevent those barriers and make our operations and services more accessible for everyone.

Employment

This section address accessibility throughout the employment lifecycle – from recruitment and hiring through onboarding, career development, accommodations, retention and separation from employment. Access to accommodations, training, and the ability to grow in a career are all part of the employment journey. Accessible employment also includes how we welcome more people with disabilities into our organization and build a culture of inclusion and accessibility.

Barriers we identified

- Opportunities exist to review and enhance the Accommodation Policy and related processes to improve clarity, consistency and understanding for team members and leaders.
- Some job postings contain repetitive or unclear language or include requirements that could be described more clearly.
- Some job postings note that tasks can be completed with or without accommodation, but do not describe examples.
- Employees report that they experience attitudinal barriers. Team members identified opportunities to increase awareness and understanding of disability, neurodiversity, mental health, and invisible disabilities across the organization.

- Some employees report that the accommodations process can be challenging and time consuming for people with disabilities. This can happen because information about the process and the process itself is not centralized.

Our plans to remove these barriers

In 2026 we plan to:

- Begin reviewing the Accommodation Policy and process to ensure it clearly outlines the items listed below. In 2027 and 2028 we will update the Accommodations Policy and process based on our review.
- Begin developing a centralized accommodation platform that enables team members to access information, request accommodations, monitor progress and better understand the accommodation process. We plan to implement the platform by the end of 2028.

In 2027 we plan to:

- As a part of the One FedEx integration, review newly developed job descriptions to ensure they clearly describe essential job requirements, eliminate duplication and use consistent language.
- Reduce attitudinal barriers and stigma around disability by continuing to:
 - providing organization-wide disability awareness training,
 - integrating accessibility into onboarding,
 - supporting leaders with role-specific accessibility education,
 - sharing stories and educational resources that promote disability inclusion.
- Continue highlighting the contributions of people with disabilities and reinforcing that accessibility and inclusion are integral to career development and growth at FedEx Express.

The built environment

This section addressed the accessibility of physical spaces used by FedEx Express, including warehouses, customer-facing facilities, and operational environments. Between FedEx Express and FedEx Ground, the company has more than 1,000 locations, including retail locations and authorized ShipCenters, terminals, airport facilities and corporate offices. There are also spaces branded as FedEx that we don't control. This includes spaces such as a convenience store with a counter for picking up and shipping FedEx packages.

Barriers we identified

- Some emergency evaluation procedures do not clearly identify accessible evacuation routes, exits or emergency response considerations for people with disabilities.
- Some facilities present wayfinding challenges, including limited colour contrast, in accessible signage and inconsistent directional information.
- Card reader locations may present accessibility challenges for individuals with mobility disabilities, limb differences or those carrying packages or equipment.
- At some facilities, customers must use an intercom to request access beyond the gate. Reliance on intercom systems may create barriers for customers who are non-verbal or who are deaf, deafened, or hard of hearing.
- Some facilities have limited accessible washroom capacity, which may create a barrier during peak occupancy.

Our plans to remove these barriers

In 2026 we plan to:

- Assess the emergency evacuation plans and create an execution plan.

In 2027 we plan to:

- Update best practices for emergency evacuation information. Based on the findings, we will determine steps to improve existing emergency evacuation information by the end of 2027.
- Identify facilities that do not have audible and visual fire alarms and make a plan to provide these systems.
- Assess existing facilities to determine the scope, priority and implementation approach for accessibility improvements:
 - Inaccessible main entrances (entrances without barrier-free access, such as steps without an accessible alternative or entrances without automatic door operators)
 - locations without elevators or other barrier-free access to floors other than the main level.
- Improve wayfinding by incorporating accessible colour contrasts, directional signage and other design features that support safe navigation.
- Explore opportunities to relocate card readers where they are identified through a submitted internal request as being in an inaccessible location.

On an ongoing basis we plan to:

- Maintain clear and unobstructed evacuation routes by keeping aisles free from obstruction.
- Review wayfinding material specifications as they are being updated to ensure accessibility considerations are incorporated.
- Explore alternative customer access in locations where customers are required to go through a gate or using an intercom.
- Continue to ensure facilities have the required number of accessible washrooms based on the International Building Code requirements.

Information and communication technologies (ICT)

Digital technologies are essential to how FedEx Express delivers services, supports team members and connects with customers. Our customers use different digital tools and technologies such as our public website, social media channels, and the FedEx mobile app. These tools and platforms help them get information about FedEx services, check shipping costs, arrange for shipping packages, and track their shipments. The public can also use our website to look for job postings. Our team members also use digital tools and web platforms to help them do their work and communicate with each other. In 2025, amendments introducing digital accessibility requirements under the Accessible Canada Act were announced. FedEx Express is reviewing these requirements to support future compliance. Requirements under this regulation will begin in 2027. We've included a commitment below to help us prepare for these regulations.

Barriers we identified

- Participants identified inconsistent accessibility across portions of the FedEx website.
- Some website error messages identified that an error has occurred but do not clearly explain how users can resolve it. For example, the error message may say that you've entered an incorrect date format but doesn't tell you which date format is required.
- The volume and organization of website content may make navigation challenging for some users. Inconsistent navigation behaviour between homepage buttons may create usability challenges for some users.
- The Rate & Ship and Track buttons on the homepage keep visitors on the same page but changes the content. The Locations button brings the visitor to a different page which makes it more challenging to go back to the homepage.
- Some users experience unintended language changes during the online application process.

Our plans to remove these barriers

In 2026 we plan to:

- Complete a review of applicable digital accessibility requirements and develop an implementation roadmap to address identified gaps.
- Continue to review our audit results and specific error message barriers. Web Content Accessibility Guidelines 2.1 AA recommendations to remove or prevent the barrier.

In 2027 we plan to:

- Use accessibility testing and user feedback to evaluate web content, navigation and usability and implement improvements where barriers are identified. If it is a barrier, we will follow Web Content Accessibility Guidelines 2.2 requirements to remove it.
- Review results from our regular website audits to identify which buttons act as links to different pages and determine if this is a barrier. If it is identified as a barrier, we will plan to address them as soon as feasible.
- Identify the root cause of the language switching on the Apply webpage. Then we will determine a solution and implement it.

On an ongoing basis, we plan to:

- Continue leveraging enterprise website accessibility assessment while evaluating and addressing accessibility issues that affect Canadian users.

Communication, other than information and communication technologies

This section addresses how FedEx Express communicates with team members, customers and the public through both digital and non-digital communication channels. This includes information shared on our website, our automated customer support assistant, and our

social media. We also communicate with customers and team members by phone, email, visual digital displays, and in-person.

Barriers we identified

- Opportunity exists to establish a more consistent approach to developing and delivering accessible internal communications.
- Organization-wide communications can sometimes contain a large volume of information, making it difficult for some individuals to identify the content most relevant to them.
- The types of communication methods and how they are implemented vary across FedEx locations (communication methods vary across locations and business functions, resulting in inconsistent access to information and varying employee experiences.). This can lead to information gaps, inconsistent access to information, and a lack of on demand information.
- AI-assisted translation tools may not always produce accurately, which can create accessibility barriers.
- Some internal policy documents do not consistently incorporate accessible document design principles, including appropriate heading structures, plain language, and logical organization.
- Numerical date formats (for example, 4/1/2026) may be interpreted differently by readers and can create challenges for some assistive technology.
- Closed captions are not consistently enabled by default, and caption language does not always align with the language spoken in the video. (for example: auto-enabled on YouTube videos).
- Some public-facing communications do not consistently reflect the diversity of the community we serve, including people with disabilities.

Our plans to remove these barriers

In 2026 we plan to:

- Standardize digital signage technology across Canada to support consistent, accessible communication and enable future accessibility enhancements.
- Assess whether an accessibility review of internal policies is required as apart of broader global policy harmonization. If a review is necessary, we will make plans to complete the review and start improvements in 2027.
- Adopt a standardized long-form date format across Canada communications while collaborating with U.S. partners where feasible.
- Establish process to ensure videos include accurate captions in the language spoken and that captions are enabled where appropriate.

In 2027 we plan to:

- Continue incorporating imagery that reflects the diversity of our workforce, customers, and communities, including people with disabilities.

On an ongoing basis, we plan to:

- Develop tools, job aides, or training plans to support skill building around accessible communication. Areas of opportunity include accessible documents, plain-language, and disability awareness.
- Establish a centralized, on-demand information hub where team members can access resources and communications as needed.
- Deliver digital training program for people managers to support their capacity building for providing accessible communication.
- Continue working with our business area teams to enhance universal communication so call to actions are clear, easy to find, and less overwhelming for everyone.
- Continue refining translation and quality assurance processes, including appropriate human review of AI-assisted translations, to maintain clarity, accuracy and accessibility.

The procurement of goods, services and facilities

Procurement includes the process used to acquire goods, services, and facilities that support FedEx operations and service delivery. This includes ensuring the process of contracting goods, services, and facilities is accessible for our team members and our vendors and consultants. Accessibility should be considered both in goods and services we produce, where appropriate, and in the procurement process use to acquire them.

Barriers we identified

- Opportunities exist to establish standardized processes for incorporating accessibility considerations into procurement activities.
- Procurement templates and supporting documentation do not consistently incorporate accessible document design principles.

Our plans to remove these barriers

In 2027 we plan to:

- Provide training for team members involved in procurement to increase awareness of accessibility procurement practices and the appropriate considerations of accessibility requirements during purchasing activities.
- Review and update standard procurement template to incorporate accessible formatting and, where appropriate, accessible requirements.

The design and delivery of programs and services

Delivering exceptional service is central to the FedEx Express customer experience. This section focuses on ensuring our programs and services are designed and delivered in ways that are accessible and inclusive for all customers. Our Purple Promise— to make every FedEx experience outstanding — includes creating accessible and inclusive experiences for people with disabilities. Part of this experience includes how customers navigate our key

services by finding and understanding the information they need and using our customer support channels like our virtual chat or telephone support.

Barriers we identified

- Some customers may experience difficulty locating tracking information on shipping receipts if it is not clearly identified during the transaction.
- Customer-facing team members currently receive foundational accessibility training; however, opportunities exist to expand role-specific training that supports interactions with customers with disability.

Our plans to remove these barriers

In 2026 we plan to:

- Following completion of the One FedEx integration, review customer service processes to determine whether barriers identified during consultation remain and identify opportunities for improvement.
 - Update customer service representative training, where appropriate, to reinforce accessible customer services practices, including helping customers locate tracking information and confirming they have the information they need before completing the interaction.
- Develop an accessibility training plan that identifies required training, target audiences, and integration into onboarding and ongoing learning. By the end of 2027, we will include the training as part of new hire onboarding as well as on an ongoing basis.

In 2027 we plan to:

- Explore options to provide training about supporting customers with disabilities for staff who work in customer facing roles.

Transportation

For FedEx, transportation includes how team members travel to, from and during work, including the operation of delivery vehicles, business travel, and access to workplace transportation-related infrastructure. Some things we think about for this section of our plan include our travel policies, accessible parking at our facilities, vehicle loading areas, and vehicle features like audible and visual signals.

Progress we've made since 2023

Our previous Accessibility Plan did not include transportation barriers and plans to remove those barriers. Our 2023-2026 Accessibility Plan did not include transportation because we interpreted this priority area as applying only to organizations that provide passenger transportation services. We've since learned that transportation covers more than passenger transportation as we've described above. Based on this updated understanding we have included transportation barriers and plans to remove those barriers in the sections below.

Barriers we identified

- Vehicle reverse systems that rely solely on audible alerts may create barriers for team members who are Deaf, deafener or hard of hearing.
- Team members identified limited availability of clearly designated accessible parking spaces at some locations.
- Accessible pedestrian routes between parking areas and facility entrances are not consistently available at all locations.

Our plans to remove these barriers

In 2026 we plan to:

- Reinforce awareness of accessible parking requirements and remind team members of the accommodation process for parking-related needs.

- Although accessible parking spaces meet applicable requirements at our locations, we recognize that operational factors may affect availability. We will continue to evaluate opportunities and improved where appropriate.

In 2027 we plan to:

- Coordinate with the Built Environment team to assess accessibility along pedestrian routes between parking areas and facility entrances.

In 2028 we plan to:

- Evaluate accessibility features, including visual and audible alert systems, for consideration in future vehicle procurement and replacement programs.

Conclusion

We are proud to present our 2026 to 2029 Accessibility Plan, which reflects our ongoing commitment to identifying, removing and preventing barriers while creating a more accessible and inclusive experience for our team members, customers and communities. As the One FedEx integration continues in Canada, we will continue evaluating how organizational changes influence accessibility priorities and will update our commitments through future Progress Reports, as appropriate. Accessibility will continue to be an integral part of how we serve customers, support our team members and strengthen our organization. As a reminder, we welcome feedback about this plan and accessibility or barriers at FedEx Express at any time. Your feedback helps us identify barriers, improve accessibility and strengthen future accessibility initiatives.

As our organization continues to evolve, we will regularly review our accessibility commitments, assess emerging barriers and report on our progress through future Progress reports. Our future progress reports will reflect the continue integration of FedEx Express and FedEx Ground as one Federal Express Canada organization.