



Summary of Our Accessibility Plan for 2026 to 2029

FedEx Express Corporation Canada

Publishing date: September 4, 2026



Contents

Summary of Our Accessibility Plan for 2026 to 2029	1
Contents.....	2
How to use this document	3
Summary of our Accessibility Plan for 2026 to 2029	3
Employment Actions	4
Built Environment Actions	4
Information and Communications Technologies Actions	4
Communications (Other than Information and Communication Technologies) Actions	5
Procurement of Goods and Services Actions.....	6
Design and Delivery of Programs and Services	6
Transportation Actions	6

How to use this document

This document provides a simple summary of key actions in our 2026-2029 Accessibility Plan. If you want to read the entire plan go to our Accessibility webpage and select the file called: 2026 to 2029 Accessibility Plan FedEx Express.

Summary of our Accessibility Plan for 2026 to 2029

FedEx Express Corporation Canada (“FedEx Express”) is a shipping provider. We move packages and freight all over the world. “Freight” means goods that are transported by truck, train, airplane or ship. We track everything we ship. More than 25,000 people work with us across Canada. At FedEx, we call our employees team members. They work at different locations like warehouses, offices, and retail spaces. Our customers connect with us through our website, at our retail locations, and with our delivery people when they get a package.

FedEx Express is committed to making our services more accessible for team members, customers and people with disabilities. We are also required to write this plan as part of the Accessible Canada Act regulations. To write this plan, we asked people with disabilities how FedEx Express could be more accessible. We also looked at our policies and other documents, and we talked to team members.

As FedEx Express and FedEx Ground continue to become One FedEx in Canada, some accessibility actions may change. We will continue to review barriers and update our commitments through future Progress Reports. Here is a summary of the actions we plan to take in the next 3 years.

Employment Actions

- Improve our accommodations process by:
 - Updating our Accommodation Policy.
 - Providing an accessibility contact for job applicants.
 - Developing an enhanced centralized accommodation tool.
- Update job descriptions to only have requirements needed to do the work.
- Reduce attitudinal barriers by training people and sharing about accessibility and disabilities. Attitudinal barriers are from a lack of understanding and stereotypes.

Built Environment Actions

- Be more ready for emergencies by:
 - Giving clear information about what to do.
 - Clearing paths.
 - Adding fire alarms with sound and lights.
- Assess our buildings to identify accessibility barriers.
- Make it easier to get into and around our new buildings by:
 - Including accessibility when designing signs and wayfinding.
 - Exploring alternate entrance options at entrances with gates or intercoms.
- Upon renovations, improve wayfinding, including making the colour of doors, walls and floors contrast. Add signs to help people find places.
- Where we can, move card readers to easy-to-access places.
- Continue to make sure our buildings have enough accessible washrooms.

Information and Communications Technologies Actions

- Review new requirements for digital technologies that are from a change to the Accessible Canada Act.

- Use website testing and user feedback to find and remove accessibility barriers. If there are barriers, we will follow Web Content Accessibility Guideline (WCAG) recommendations to remove them. Some of the barriers we will look for include:
 - Error messages that don't explain how to fix the error.
 - Large amounts of content on webpages that cause a barrier.
 - Buttons that act as links to different pages that cause barriers.
 - Other barriers and inconsistencies.
- Fix the language when clicking on the Apply button.

Communications (Other than Information and Communication Technologies) Actions

- Use the same digital screens at all locations, so information is shared in the same way.
- Review internal policies to determine whether accessibility improvements are needed.
- Use a long format date style (June 1, 2026).
- Automatically turn on captions on YouTube videos.
- Use pictures of people with disabilities in contests.
- Help our teams members build skills in accessible documents, plain-language, and disability awareness.
- Create an online place where team members can easily find communications when they need them.
- Communicate clear calls to action and make information easy to find in communications that are sent to all team members. A call to action tells people what they need to do next.
- Continue to improve the way we translate things.

Procurement of Goods and Services Actions

- Train team members who work in procurement about accessible procurement.
Procurement means buying or renting goods or services that help us do our work.
- Review our procurement document templates to make sure they are accessible.

Design and Delivery of Programs and Services

- Review how we can support customers after the One FedEx integration and make improvements if barriers remain. If there are still barriers, update our training to make sure customers get the information they need.
- Train team members on accessibility. Add the training to our new hire onboarding.
- Look into options for training about helping customers with disabilities.

Transportation Actions

- Remind team members that only people with accessibility permits are allowed to use accessible parking spaces. We will also remind everyone about accommodations for parking needs.
- Explore accessibility features for future delivery vehicles.
- Look into hiring a consultant to find out which buildings don't have accessible paths between the parking area and the building entrance.

We are committed to making FedEx Express more accessible for everyone. We will continue to listen to feedback, improve accessibility, and share our progress in future reports. Thank you to everyone who helps us make FedEx Express more accessible.