



# 2023-2026 Accessibility Plan

June 1, 2023

FedEx Express Canada

# 1. Easy Read Summary

## 1.1 Introduction

FedEx Express Canada is a shipping provider. We transport packages and freight all over the world. “Freight” means things that are moved by ship, train, truck or airplane. We also track everything that we ship. One of our goals is to make sure that our services are accessible for employees and customers who have disabilities.

To write this plan, we asked people with disabilities how FedEx Express Canada could be more accessible. We also looked at our policies and other documents, and we talked to staff. We looked at six different areas of our company to see how we could make it more accessible. We looked at:

- Built environment (buildings)
- Employment
- Technology
- Communications
- Buying goods, services, and facilities
- Programs and services

## 1.2 Our Plan

In the next 3 years, we will:

- Provide training for all FedEx Express Canada employees about disabilities and accessibility.
- Make sure managers understand how to support employees with disabilities.
- Make it easier for customers to communicate their accessibility needs. They will be able to do that on the FedEx Canada website, in an email, in person at a FedEx Shipping Centre or over the phone.

- Make the chat bot on our website easier for customers to use.
- Begin work on installing automatic door openers and ramps in the buildings we own.
- Begin reviewing warehouse locations to identify opportunities to improve accessibility.
- Create colour contrast between doors, walls and floors.
- Make sure that the language we use in all job postings is clear, specific and offers accommodations.
- Make sure our hiring practices don't create barriers to employment.
- Make sure our social media posts and videos are accessible.
- Create a checklist so that when we are buying products and services, we are keeping accessibility in mind.

We don't provide transportation to people, so we have no goals for Transportation.

## 1.3 Feedback

We want to hear your feedback on our plan and about accessibility at FedEx Express Canada. You can give us your feedback by contacting:

**Managing Director, Human Resources**

[AccessibleFeedback@fedex.com](mailto:AccessibleFeedback@fedex.com)

1.800.463.3339

FedEx Express Canada

5985 Explorer Drive

Mississauga, Ontario L4W5K6

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## 2. General

### 2.1 Description of FedEx Express Canada

FedEx Express Canada is a shipping provider and an international leader in logistics. We provide multiple services that are regularly accessed by Canadians, including the transportation of packages and freight. We provide shipping as well as shipment tracking services, which also includes international shipping and industry-specific shipping. FedEx Express Canada also offers other resources, such as a Small Business Centre for Canadian business owners. This service provides business owners with the tools they need to ship their products to their customers quickly and at lower costs.

### 2.2 Statement of Commitment

As a leading international logistics company, FedEx Express Canada understands the importance of meeting the needs of all individuals, including those with disabilities. Our commitment to accessibility is a core value that drives us to deliver exceptional experiences for everyone.

Our Accessibility Plan is a testament to our dedication to improving accessibility across all aspects of our operations, from our warehouses and offices to our online platforms. We have actively sought 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, which is why we are committed to addressing obstacles as we become aware of them, whether or not they are identified in our Accessibility Plan. Our goal is to have a positive impact on the community by continually improving accessibility and providing the necessary resources and support for our customers, employees, and suppliers to meet their specific accessibility needs.

We believe that everyone should have equal access to our services, and we are proud to be taking steps to ensure that accessibility is a priority across our organization.

## 2.3 Contact Information & Feedback Process

FedEx Express Canada welcomes feedback, including feedback submitted anonymously, from our employees, customers, and members of the public about accessibility at FedEx Express Canada and about this plan. We are committed to reviewing the feedback we receive in good faith and taking steps to address barriers that are identified through this feedback.

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

**Managing Director, Human Resources**

[AccessibleFeedback@fedex.com](mailto:AccessibleFeedback@fedex.com)

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Information about how to submit feedback to FedEx Express Canada is also available on our public website at the:

<https://www.fedex.com/en-ca/accessibility.html#express>

You can request alternative formats of this plan, 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 at:

[2023-2026-FXE-Accessibility-Plan.pdf](#)

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

- Print
- Large print (Increased font size)

FedEx 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)

## 2.4 Definitions

The following definitions apply throughout this plan:

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

**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.

**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.

**Logistics:** Figuring out how to ship items around the world and making sure they arrive safely.



## 3. Areas Described under Section 5 of the ACA

### 3.1 Organization Wide Initiatives

We at FedEx Express Canada understand that true inclusion starts with education. We want to expand our employees' knowledge of disability to ensure that accessibility becomes a priority across the organization. Because people with disabilities are the experts in accessibility and the barriers they face, we want to make that they are the leaders of this cultural change. We have included goals in this Accessibility Plan that will help increase awareness about disability and accessibility at FedEx Express Canada, as well as help us develop relationships with customers with disabilities. The goals in this section will help us learn and grow in our accessibility journey.

- By June of 2026, we will:
  - Implement training on disability and accessibility awareness for all employees.
  - Develop and implement a learning plan for people managers on accommodations and how to support employees with disabilities.

### 3.2 Design and Delivery of Programs and Services

FedEx Express Canada offers multiple services that are regularly accessed by Canadians, including transportation of packages and freight. We pride ourselves on our “Purple Promise” which is to make every FedEx experience outstanding. This means that customers can expect FedEx Express Canada employees to go above and beyond to meet their needs.

While we are committed to customer service that aspires to serve everyone in a way that best suits them, we are aware that accessibility barriers exist. We are committed to the following goals:

- By June of 2024, we will reinstate the live chat on our website and will offer chat assistance when all customer service representatives are serving other customers.

- By June of 2025, we will:
  - Take action when receiving feedback from customers with disabilities about barriers caused by delivery drivers.
  - Update the Virtual Assistant/Chat Bot on our website with more options and make it easier to use overall. We will continue to improve the virtual assistant.

### 3.3 Built Environment

Accessibility of the built environment greatly affects whether people with disabilities can access and move around freely in a space. FedEx Express Canada's staffed work sites include 3 hub facilities in Vancouver, Toronto and Montreal, 69 stations, 20 Canadian airports, and our head office in Mississauga, Ontario. We have made some progress to make our retail spaces accessible for customers. However, we recognize that there are still accessibility barriers at our pickup locations and changes that we can make to make FedEx Express Canada's work sites more accessible for employees.

- By June of 2025, we will ensure that emergency evacuation information is posted in large print and in various formats (tactile, Braille). We will also make sure that it is posted in a place that is clear of obstacles. We will include information about locations of accessible exit routes and areas of refuge.
- By June of 2026, we will:
  - Start installing automatic door openers and ramps in the buildings that 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 help with depth perception to assist in wayfinding. We will also install signs to help people find their way.

## 3.4 Employment

FedEx Express Canada has approximately 12,000 employees across our various work sites. By improving accessibility at FedEx Express Canada, it is our hope that we can better support employees with disabilities. We also hope to welcome more people with disabilities into our organization moving forward.

We have created a flexible work policy. This allows employees to work remotely when they need to where work can be performed remotely. The policy also lets employees take leaves of absence or modify their work weeks. We have also partnered with Intégration Travail Laurentides (ITL), an organization that helps people with disabilities find employment, to help us hire people with autism and mental health disabilities. However, we recognize that accessibility barriers persist, and we have developed goals to help us remove them.

- By June of 2024, we will:
  - Incorporate a statement on job postings welcoming applicants with disabilities and indicating that appropriate accommodations will be provided.
  - Review our hiring practices to identify other barriers to employment, retention, and advancement for people with disabilities.
  - Ask candidates if any accommodations are required as part of our pre-screen process.
  - Capture the type of accommodation requests that are coming through and build a common database to be used to educate our organization.
- By June of 2025, we will:
  - Provide training led by people with disabilities about different kinds of disabilities and potential accommodation needs to hiring staff and managers.

- By June of 2026, we will:
  - Monitor data on applicant identities and retention to identify other contributors to low workforce representation for people with disabilities.

### 3.5 Information and Communication Technologies (ICT)

FedEx Express Canada uses a variety of digital tools and technologies. This includes its [public website](#) and social media channels. Customers use the FedEx website and app to track packages, check prices of shipping, and arrange for shipment of packages.

Internally, we have different web platforms and sites that employees use to do their work and communicate with each other. We also have an internal website – our Accessibility Centre for Excellence – which includes guidelines for mobile and web accessibility, learning resources for designers, and recordings of training sessions. This serves as a resource to ensure consistent accessibility across all platforms. The following goals will help us to continue to remove and prevent barriers in the technology we and our customers use.

- By June of 2025, we will train employees on creating accessible documents to all HR employees who contribute to our internal website.
- By June of 2026, FedEx Express Canada will:
  - Address barriers to our public website that were identified in the sample audit we conducted recently.
  - 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.

## 3.6 Communication, other than ICT

FedEx Express Canada communicates with customers in a variety of ways. This includes information communicated on our website, through our automated customer support assistant, and on our social media. Customers can also communicate with us by phone and by email.

We have already taken steps to improve accessibility in our communications. One of these actions is to ensure that public communications and customer-facing information is written in plain language. We have developed goals that will allow us to communicate information to our customers in a more accessible way:

- By June of 2024, we will create and adopt a social media standard to ensure that all social media posts are accessible, with consistent use of alternative text and camel case.

## 3.7 Procurement of Goods, Services and Facilities

FedEx Express Canada often buys external goods to help us deliver our services. This is known as “procurement”. Currently, we do not have accessibility considerations in our procurement process. This is something we will address so we can make sure we take accessibility into consideration when we contract for goods and services with external parties. This goal will help us to do that.

- By June of 2026, we will create a checklist and training for Sourcing Specialists to consider accessibility in the Request for Proposal process.

## 3.8 Transportation

FedEx Express Canada does not offer services related to transporting people. Therefore, no goals have been included here.

## 4. Consultations

FedEx Express Canada is fully committed to representing the voices of people with disabilities. To ensure that this commitment is upheld, FedEx Express Canada intends to continue consulting with people who have disabilities in all aspects of implementing and reviewing this accessibility plan, as well as in implementing other major projects undertaken by the organization.

The following sections of this plan outline how people with disabilities were consulted in the preparation of this plan. However, FedEx Express Canada recognizes that consultations need to be ongoing, and we are dedicated to building relationships of trust with people who have disabilities to engage in effective consultations going forward. For this plan, we consulted people with disabilities in the following ways:

- A survey for employees with disabilities
- A survey for FedEx Express Canada's customers with disabilities
- A meeting with an accessibility focus group

### 4.1 Consultations with Employees who Have Disabilities

We consulted with employees through an anonymous, electronic survey. The survey asked employees to share their experiences working for FedEx Express Canada as it relates to factors impacting accessibility. The survey also asked employees to note any accessibility barriers they might have noticed at FedEx Express Canada. We received responses from 27 employees who identified as having disabilities and 20 employees who did not identify as having disabilities. The most common feedback we received from employees focused on accessibility barriers in the built environment of FedEx Express' spaces, as well as a lack of knowledge around hidden disabilities. While we recognize that a one-time survey isn't enough, these employees' voices were integral in assisting us in identifying employees' experiences with barriers to accessibility within the organization. Going forward, we will continue to consult with employees with disabilities regularly.

## 4.2 Consultations with Stakeholders who have Disabilities

We also sent a survey to customers who have interacted with FedEx Express Canada to gain their insights on their experiences working with FedEx Express Canada as it relates to factors impacting accessibility. We received 73 responses from people who identified as having a disability and 232 responses from people who did not identify as having disabilities. The most common feedback received from respondents was centred around barriers related to receiving packages. All feedback received was considered when developing this Accessibility Plan, and it helped us define and prioritize the actions that will be implemented in the next three years. Going forward, we will continue listening to feedback when evaluating future actions.

## 4.3 Focus Group Consultation

FedEx Express Canada held a focus group with 10 people with disabilities from across Canada who are not regularly engaged with our services and programs. We did this to learn about their experiences when using our services to ship and receive packages. This was done by sending packages to each member of the group. We had the members track the packages while they were in transit. Then, members had to sign for the package to interact with our delivery drivers. We also wanted to learn about their experiences with our website, our job application portal, and our social media posts' accessibility. The most common feedback we received from the focus group was related to barriers with our public website, as well as the language used in some job postings.

## 5. Conclusion

Inclusion of people with disabilities in all aspects of our organization is a top priority for FedEx Express Canada. Through this accessibility plan, FedEx Express Canada hopes to

demonstrate its continued commitment to improving accessibility, addressing current and future barriers to accessibility, and making our operations accessible to everyone. We are also dedicated to continuing the work of examining our practices and operations to find and address barriers to accessibility. We understand that improving accessibility within our organization is an ongoing process, and we are committed to engaging in that process through consultation with people who have disabilities.