



# Accessibility Plan

June 1, 2023

FedEx Ground  
Package System, Ltd.

## **FedEx Ground Package System, LTD – ACA Accessibility Plan**

**Effective Date:** June 1, 2023

**Latest Publication Date:** June 1, 2023

### **General**

#### **Accessibility Statement**

FedEx Ground Package System, LTD. ("FedEx Ground") is committed to:

- identifying and meeting the accessibility needs of persons with disabilities in an effective, appropriate, and timely manner through compliance with the *Accessible Canada Act* and its regulations (collectively, the "ACA"); and
- developing an inclusive, barrier-free environment that is guided by the principles of the ACA, which include dignity, independence, integration (except when alternate measures are necessary to meet the needs of persons with disabilities), and equal opportunity.

The purpose of this Policy is to set out the principles that guide FedEx Ground on our path to accessibility for persons with disabilities through compliance with the ACA.

#### **Feedback**

FedEx Ground is committed to receiving and responding to feedback about accessibility for persons with disabilities in Canada. Feedback regarding accessibility issues may be directed towards our Human Resources Manager who may be contacted as follows:

##### **By Mail:**

Attn: Human Resources  
FedEx Ground Package System, Ltd.  
45 Di Poce Way  
Woodbridge, ON L4H 4J4

**By Phone:** 1.800.463.3339

**By Email:** [FXGCanadaACA@fedex.com](mailto:FXGCanadaACA@fedex.com)

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

Inquiries will be addressed as soon as practicable after receipt.

FedEx Ground will continue to ensure that our processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

## **1. Employment**

FedEx Ground's policies and practices are intended to build an inclusive and accessible work environment that is free from discrimination and harassment.

### ***Recruitment and Hiring:***

In our recruitment process, FedEx Ground will advise our employees and the public about the availability of accommodation for applicants with disabilities. FedEx Ground will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used and will work with the applicant to address any requests for accommodation up to the point of undue hardship (e.g. the organization of an American Sign Language interpreter to support a hearing-impaired applicant/employee during the selection and onboarding process). The selection process for the applicants to identify if they require an accommodation. The system will send an autogenerated email communication to the supporting HR representative to review and complete the accommodation process when necessary.

### ***Informing Employees of Supports:***

We will inform our employees with respect to FedEx Ground's processes for supporting employees with disabilities, including with respect to the provision of job accommodations that take into account an employee's accessibility needs due to disability. Information will be provided to new hires in their welcome booklet and discussed in orientation. Furthermore, information is accessible on our online manuals and forms resource page, Leave of Absence & Accommodation SharePoint, and training is provided to management by their local HR Business Partner.

### ***Workplace Emergency Response Information:***

FedEx Ground will provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and FedEx Ground is aware of the need for accommodation. FedEx Ground's accommodation form allows an employee and their manager to discuss the emergency response plan for the individual impacted, if applicable. Where an employee with an individualized workplace emergency response plan requires assistance in the event of an emergency, and provided the employee consents, FedEx Ground will designate a person to provide assistance and will provide the workplace emergency response information to such person.

FedEx Ground will review individualized workplace emergency response information, at minimum, whenever the employee moves to a different location within FedEx Ground, the employee's overall accommodation needs or plans are reviewed, or FedEx Ground reviews its general emergency response policies.

***Documented Individual Accommodation Plans:***

Where a disability-related accommodation is requested by a particular employee, FedEx Ground will work with that employee (and, where appropriate, their treating physicians and other practitioners) to assess, develop and implement a documented individual accommodation plan. If applicable, information regarding accessible formats and communications supports provided will be included in such plan. Additionally, if applicable and required, such plan will include individualized workplace emergency response information. The affected employee will be involved in this process and is expected to play an active and engaged role alongside FedEx Ground.

***Return to Work Plans:***

Where a FedEx Ground employee is returning to work following an absence due to a disability (whether they require disability-related accommodations in order to return to work or not), FedEx Ground will work with that employee (and, where appropriate, their treating physicians, return to work specialists or other practitioners) to assess, develop and implement a documented return to work process (which may include an individual accommodation plan). We note that this return to work process will not replace or override any other return to work process created by or under any other statute (for example, the *Canada Labour Code*). The affected employee will be involved in this process and is expected to play an active and engaged role alongside FedEx Ground.

***Performance Management, Career Development and Advancement & Redeployment:***

FedEx Ground will take into account the accessibility needs of employees with disabilities, including as set out in individual accommodation plans, when conducting performance management, providing career development and advancement opportunities to employees, or when redeploying employees.

**2. The Built Environment**

FedEx Ground does not currently own, develop or maintain public space, but if it does in the future, it will comply with all legal requirements with respect to the built environment and accessibility.

In its existing premises, FedEx Ground is committed to identifying, removing or remediating, and avoiding barriers to access for persons with disabilities, including working with landlords and property owners/managers where such premises are not owned by FedEx Ground. Without limiting the generality of the foregoing, FedEx Ground will develop (a) procedures for preventative and emergency maintenance of accessible elements that are within FedEx Ground's control, and (b) procedures for dealing with temporary disruptions when accessible elements in FedEx Ground's premises are not in working order.



All FedEx Ground facilities contain accessible parking, and most facilities have accessible exterior paths of travel, such as ramps, wheelchair accessibility to the facility and restrooms, office signage with braille name tags, and more.

### **3. Information and Communication Technologies**

#### ***Accessible Formats and Communication Supports:***

Upon request, FedEx Ground will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, including employees, in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.

FedEx Ground will consult with the person making the request for an accessible format or communication support when determining the suitability of an accessible format or communication support.

FedEx has tablets available to support hearing impaired individuals with instant access to an American Sign Language interpreter. This device allows a member of the team to verbally speak into the tablet and for an American Sign Language interpreter to sign to the hearing-impaired employees. These services are available at all times.

### **4. Communication (Other than Information and Communication Technologies)**

Upon request, FedEx Ground will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, including employees, in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.

FedEx Ground will consult with the person making the request for an accessible format or communication support when determining the suitability of an accessible format or communication support.

FedEx Ground will advise the public about the availability of accessible formats and communication supports with respect to its [Accessibility Feedback for FedEx Ground Package Systems, Ltd.](#) feedback processes through a notification on our company website.

### **5. Procurement of Goods, Services, and Facilities**

If and where applicable, FedEx Ground will ensure that we adhere to the general obligations and specific requirements of applicable accessibility legislation in relation to FedEx Ground's procurement of goods, services and facilities.

## **6. Design and Delivery of Programs and Services**

If and where applicable, FedEx Ground will ensure that we adhere to the general obligations and specific requirements of applicable accessibility legislation in relation to FedEx Ground's design and delivery of programs and services.

## **7. Transportation**

This requirement is not currently applicable to FedEx Ground.

## **8. Training**

FedEx Ground will ensure training and information regarding its accommodation process is communicated to all Canadian employees. Those methods include:

- annual training for all Canadian employees that includes links to our Company's policy on the ACA and our process for requesting a reasonable accommodation
- review of the accommodation process during package handler orientation for new employees
- management training on the interactive accommodation process
- all-employee access to a leave of absence and accommodations SharePoint with job descriptions including working conditions and demands, and job aids.

## **Consultations**

In April 2023, FedEx Ground launched a regional initiative to educate our Senior Leadership at all facilities on our responsibilities to provide an accessible workplace for all. On March 16, 2023, the organization launched the ACA Accessibility Feedback Notice which empowers all employees, vendors and customers to submit their accessibility recommendations. This notice was posted by the entrance of all facilities, on the employee bulletin board and on an external Package Handler website. Other forms of communication included email communications, posting on online manuals and forms, and discussions at each facility's staff, presort and engagement meetings. FedEx Ground also initiated a second consultation process comprised of a three-week initiative commencing on April 10, 2023 for leadership to connect with others, including employees with a known disability and elicit their feedback, if available. The consultation process included questions pertaining to the following:

- Name of the manager or HR professional completing the consultation form;
- The facility location and district;
- The number of individuals consulted;
- Who was consulted and what was their current position;
- In your facility, is there a known employee, individual or organization you collaborate with that you may consult with for accessibility recommendations?
- Date and method of consultation;
- Range of disability; and
- Their accessibility recommendations.

In summary, FedEx Ground received 44 responses from 29 locations. Most of the responses indicated there was no known individual onsite with a disability or there were no recommendations from the individuals at the facility. 13 individuals responded, resulting in 13 in-person consultations and 1 virtual consultation. All employee consultations were led in-person due to the importance of connecting with our workforce. 1 consultation took place virtually with Employment Ontario, whom we partner with for individuals with both hidden and visible disabilities. The disabilities represented include learning, hearing, mobility, and medical disabilities. Recommendations included:

- Ongoing accommodations of light duties and a chair in their standing work area in the warehouse environment;
- Ongoing partnering individuals with another employee to support their accommodations;
- Posting local job aids to support learning disabilities;
- Ensure handicap parking enforcement at facility;
- On-site American sign language interpreter;
- Review of security screening process as hearing aid impacts employee's entrance;
- Ramp access to Prince George Facility;
- Onsite accessibility evaluation/assessment from Employment Ontario; and
- Expand list of range of disabilities on the intake consultation form.

In summary, with the feedback provided, the organization was able to factor these items in our ACA Plan. Furthermore, each location has reviewed the feedback received and is in the process of completing their updates to the request on the ACA Feedback Managers Intake Form. Any additional accommodations will be included in future ACA Plan updates. FedEx Ground will retain all ACA recommendations and implemented changes for 7 years.

## **Glossary**

Where used in this Policy, certain terms are defined as follows, pursuant to the ACA:

**Barrier:** anything – including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment or a functional limitation

**Disability:** any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment – or a functional limitation – whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society