



2023 Accessibility Plan Progress Report

June 1, 2024

FedEx Express Canada



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1. General

1.1 FedEx Express Canada Introduction

FedEx Express Canada is a shipping provider and an international leader in logistics. We provide multiple services that are regularly accessed by Canadians, which includes the transportation of freight and packages. We provide shipment tracking services for both international and industry-specific shipping. FedEx Express Canada offers 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 Express Canada Accessibility Plan outlined goals and achievements we set for June 2024. So far, we've made excellent progress on our goals for 2024 to 2026 which focus on training, recruitment, and changes to our built environments. We greatly appreciate the feedback that we have received on our Accessibility Plan, and we have done our best to incorporate this feedback into our overall goals moving forward. The most common feedback we have received are regarding our special instruction sections for our delivery drivers and the customer service phone line.

1.2 Statement of Commitment

FedEx Express Canada is a leading international 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 Express Canada 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 Express Canada, 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 Express Canada welcomes feedback anonymously, from FedEx 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 take the 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

1.800.GoFedEx – 1.800.463.3339

FedEx Express Canada

5985 Explorer Drive

Mississauga, Ontario. L4W 5K6.

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

You can request alternative formats of our FedEx Express Canada Accessibility Progress Report, 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.

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)

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:

- Connected with different vendors who offer a variety of accessibility training for managers, senior managers, HR personnel, and all employees. We are currently in the process of comparing lessons and quotes from different vendors to see which one aligns the most with our accessibility training goals.
- Developed an Accessibility learning plan through our FedEx Express learning resources. The learning plan focused on awareness about different types of disabilities, ways in which we can accommodate employees with disabilities accordingly, and how managers and senior personnel can support employees with disabilities.
- Proposed the Accessibility learning plan to the management team and awaiting approval.

By June 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 by June 2026.

2.2 Employment

As of June 2024, we have:

- Incorporated the DEI statement on job postings as well as a statement welcoming applicants with disabilities. In the statement, we also outlined that appropriate accommodations will be provided for applicants with disabilities to ensure they do not experience any barriers.
- Implemented an extensive review of our hiring practices to identify other barriers to employment, retention, and advancement for people with disabilities.

- Provided direction to our hiring and recruitment teams to ask candidates if any accommodations are required as part of our pre-screening process.
- Switched to Paradox - our new applicant tracking system, career site host, and candidate relationship management tool - and are reviewing the system's ability to help up monitor data on applicant identities and retention to identify and mitigate other contributors to low workforce representation.
- Provided managers with Mental Health First Aid Training (MHFA). Our MHFA provides managers with the knowledge and tools to support employees who might be experiencing mental health challenges or experiencing a mental health crisis. Between 2022-2023, we have conducted 30 sessions available for all our managers.

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.

2.3 Built Environment

As of June 2024, we have:

- Engaged with an accessibility consultant who will assess the scope of work and forecast budgets to install all necessary equipment to ensure that all work sites are accessible to employees, customers, and vendors.

By June 2025 we will:

- Ensure that emergency evacuation information is posted in large print and in various formats – including braille and tactile. As well as ensure that the emergency evacuation information is posted in a place that is clear of obstacles and include information on locations of accessible exit routes and areas of refuge.

By June 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 to help with depth perception and assist in wayfinding. We will also install signs to help people find their way.

2.4 Information and Communication Technologies (ICT)

As of June 2024, we have:

- Developed a learning plan for all HR employees who contribute to our internal SharePoint site used by our employees – this includes training on alternative texts, screen readers and other assistive technologies for efficient use for FedEx Express employees with disabilities.

By June 2025 we will:

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

By June 2026, we will

- Address barriers to the FedEx Express public website that were identified in the sample audit we conducted in 2023.
- 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.

2.5 Communication, other than ICT

As of June 2024, we have:

- Implemented the use of alternative text and camel case in all FedEx Express Canada social media posts to ensure that it is accessible to customers with disabilities.

2.6 Procurement of Goods, Services and Facilities

As of June 2024, we have:

- Started 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:

- Launched a pilot of our live chat feature that will run for six months Monday through Friday. Chats are received by six customer representatives via a virtual assistant when a customer requests to contact us. We receive an average of 250 to 300 chats daily.
- Reinstated the live chat feature with an additional four representatives working for a total of ten representatives. We are averaging 400 to 500 chats daily. We aim to increase the number of customer representatives to handle the chats directly on the Tracking Page with the goal of implementing by FY25 Q1.

By June 2025, we will:

- Take action when receiving feedback from customers with disabilities about barriers caused by FedEx Express delivery drivers.

- Update the Virtual Assistant/Chat Bot on the FedEx website with more options and make it more accessible for everyone to utilize. We will continue to further improve the virtual assistant.

2.8 Transportation

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

3. Consultations

FedEx Express Canada is fully committed to representing the voices and thoughts of people with disabilities. During the development of the 2023-2026 FedEx Express Canada Accessibility Plan, we have consulted with people who have disabilities in every aspect and sections outlined in the plan.

Outlined below are a few ways on how we consulted people with disabilities for our progress report.

- Accessibility Feedback Form
- Health and Safety Walkthrough Consultations
- Employee Relations Consultations
- Survey for People with Disabilities

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 Express Canada Accessibility Plan, we released a feedback form that employees can access indefinitely to give us feedback on accessibility. So far, we have not received any relevant feedback on this platform. We are also currently finalizing a survey to consult with employees with disabilities.

In preparation for the progress report, we reached out to our Employee Relations and HSE (Health, Safety, and Environment) managers and asked them to reach out to their teams and gather any feedback received regarding any issues and barriers to accessibility.

We did not receive any feedback from the Employee Relations or HSE teams. However, we continue to consult with both teams, as well as our other HR teams and other departments on a regular basis for feedback on any issues and barriers on accessibility.

4. Feedback

4.1 Customer Feedback

With the release of our 2023-2026 FedEx Express Canada Accessibility Plan, we developed an option for customers to call our customer service line to give us feedback on accessibility. We have received over 30 feedback calls from customers regarding accessibility at FedEx Express Canada. The most common feedback we have received is that drivers leave parcels at the door when customers who have ordered have indicated that they have a physical disability, and they require that drivers provide additional time to wait for them to answer the door. Additionally, many customers have pointed out that they do not include their disability on the special instructions section when they get something shipped.

Another common feedback we have received is that our phone system has made it difficult for people with disabilities – especially those with a speech impediment - to get through to an agent. The phone system has trouble recognizing the voices and words spoken by people who have speech impediments. Additionally, information on how to get through to an agent for people with disabilities were not clearly outlined on the FedEx website. Our team will continue to consider this feedback in drafting our future accessibility goals.

4.2 Employee Feedback

We have also released an employee feedback survey for employees who wish to give feedback on accessibility. The survey form has been posted on our internal website, our FedEx Accessibility Plan page, and had communicated the link and QR code to employees. As of June 2024, we have not received any feedback from any employees regarding accessibility.

5. Conclusion

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