



# Accessibility Plan

June 1, 2023

FedEx Freight Canada Corp.

## The Accessible Canada Act (ACA) – Accessibility Plan

Organization: FedEx Freight Canada Corp.  
Effective Date: June 1, 2023  
Publication Date: June 1, 2023

### **General**

#### Accessibility Statement

FedEx Freight Canada Corp. (FXFC) is committed to identifying and meeting the accessibility needs of persons with disabilities in an affective, appropriate, and timely manner through compliance with the Accessible Canada Act and the Accessible Canada Regulations.

The organization is further committed to developing an inclusive, barrier-free environment that is guided by the principles of the Accessible Canada Act and the Accessible Canada Regulations which include dignity, independence, integration (except when alternate measures are necessary to meet the needs of people with disabilities), and equal opportunity.

The purpose of this plan is to set out the principles that guide FXFC on our path to accessibility for persons with disabilities through compliance with the Accessible Canada Act and the Accessible Canada Regulations.

#### Feedback

FXFC is committed to receiving and responding to feedback about accessibility for persons with disabilities in Canada. Feedback regarding accessibility issues may be directed to Human Resources via mail, fax or email. Inquiries will be addressed as soon as practicable upon receipt.

#### By Mail

FedEx Freight Canada  
c/o: Human Resources Department  
5580 Explorer Drive, Suite 600  
Mississauga, Ontario L4W 4Y1

#### By Phone

1.800.463.3339

#### By Fax

1.901.468.1752

#### By Email

[FXFCAN\\_HR@fedex.com](mailto:FXFCAN_HR@fedex.com)

FXFC 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

FXFC'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, FXFC will advise our employees and the public about the availability of accommodation for applicants with disabilities. Job applicants will be notified when they are individually selected to participate further in the 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.

### Informing Employees of Supports

We will inform our employees with respect to FXFC'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 new hire package and discussed during onboarding. Furthermore, training will be provided to management by their local HR Business Partner.

### Workplace Emergency Response Information

FXFC will provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and FXFC is aware of the need for accommodation. FXFC'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, FXFC will designate a person to provide assistance and will provide the workplace emergency response information to such person.

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

### Documented Individual Accommodation Plans

Where a disability-related accommodation is requested by a particular employee, FXFC 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 FXFC.

## Return to Work Plans

Where a FXFC 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), FXFC 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 FXFC.

## Performance Management, Career Development and Advancement & Redeployment

FXFC 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

FXFC does not currently own any property and or premises in which it operates our business in, however 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, FXFC 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 FXFC. Without limiting the generality of the foregoing, FXFC will develop (a) procedures for preventative and emergency maintenance of accessible elements that are within FXFC's control, and (b) procedures for dealing with temporary disruptions when accessible elements in FXFC's premises are not in working order.

Most FXFC facilities contain accessible parking, and some facilities have accessible exterior paths of travel, such as ramps, wheelchair accessibility to the facility and restrooms, and office signage with braille name tags.

## 3. Information and Communication Technologies

### Accessible Formats and Communication Supports

Upon request, FXFC 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.

FXFC 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.

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

Upon request, FXFC will provide or arrange for the provision of 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.

FXFC will consult with the person making the request.

FXFC will advise the public about the availability of accessible formats and communication supports through a notification on our company [website](#).

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

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

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

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

#### 7. Transportation

This requirement is not currently applicable to FXFC.

#### 8. Training

FXFC 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 onboarding for new employees
- management training on the accommodation process

### **Consultations**

As of May 19, 2023, out of 12 locations, one (1) employee has self-identified as an employee with a disability.

Employee(s) that had self-identified as a person with a disability were provided with a follow up survey to elicit their feedback. The process included questions pertaining to the following:

- Employment barrier(s)
- Built Environment barrier(s)
- Information and Communication Technologies barrier(s)
- Communication (Other than information and communication technologies) barrier(s)

Due to the number of self-identified employees with a disability, FXFC will expand on the population to solicit feedback. Any feedback provided and accommodation(s) made will be included in future ACA Plan updates. FXFC will retain all ACA recommendations and implemented changes for seven (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