



### **Our Commitment to Accessibility**

FedEx is committed to providing excellent customer service to our customers and potential customers, regardless of ability. At FedEx we pursue excellence and act with integrity, and we strive to provide our products and services in a manner that ensures equal access.

### **Our Mission and Action**

We are dedicated to making FedEx a leader in customer experience, and a critical part of that is accessibility. That's why we've adopted the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) standard as a beacon for our web pages, applications, PDFs, and multimedia assets. Below you'll find just some of the ways we've incorporated accessibility into our FedEx culture:

- Develop an Accessibility Program dedicated to the adoption and implementation of accessibility practices and culture at FedEx.
- Provide formal training for our employees on disabilities and how to make our products and services accessible to all.
- Conduct regular accessibility testing of all products and services to continue to enhance our offerings for all customers.
- Inject accessibility practices and testing throughout the solution delivery lifecycle with resources dedicated to accessibility remediation and improvements.

### **Regarding Third Party Sites**

Please note that our website(s) may link to, or interface with, third-party sites that we do not control and which are not affiliated directly with FedEx. These third parties may not have undertaken the same efforts that FedEx has to comply with the WCAG standards. As such, FedEx does not make representations regarding the accessibility and compliance with the ADA (or other applicable laws) of third-party sites. In addition, third-party vendors provide some content, plugins and widgets on our Websites. While we ask those third-party vendors to ensure accessibility, we cannot ensure their conformance, but commit to continuously working with them to ensure updates are made consistently to improve the customer experience for all.