

2023-2025 Accessibility Plan

Purolator Inc.



Easy Read Summary

Introduction

Purolator is a courier and logistics company that ships packages. With a team of 14,000 employees, we serve a wide range of members from the public who engage us for shipping and receiving of their packages. In this Accessibility Plan we will outline our intentions over the next three years to help us improve accessibility for people with disabilities.

To make this plan, we talked to people with disabilities and our employees. We looked for barriers in the following areas:

- Built environment (buildings)
- Employment
- Technology
- Communications
- Buying goods, services, and facilities (spaces for doing work)
- Programs and services
- Transportation (for passengers)

After speaking to people with disabilities and our employees, we learned about some of the barriers at Purolator and how we could fix them. In this plan we will talk about the actions we will take to remove those barriers.

Our Plan

In the next three years we will:

- Improve the accessibility to the information required to pick up packages using our door knockers (the paper notices drivers leave behind if a customer is not home), provided they remain in use as a part of our system.

- Ensure all information on our website is up to date and includes important information about accessibility.
- Create a strategy to promote our Signature Not Required program (this is used when customers want Purolator to deliver packages without getting a signature to prove delivery).
- Ensure that all our employees understand the accommodation process (for customer and employees).
- Review our job postings to ensure they do not contain language that would exclude people with disabilities from applying for the job.
- Conduct a review of our job application website to remove any accessibility barriers.
- Continue with user testing (where people with disabilities test a website) whenever significant changes are made a website/app or launching a new one.
- Conduct a review of our mobile app and live chat features to identify and remove accessibility barriers.
- Make sure that all our IT staff have training about accessible websites and technologies.
- Create and adopt a social media policy that has guidelines for accessible social media posts.
- Create and adopt a communications policy that has guidelines for accessible documents and other forms of communication with the public.
- Conduct an audit of all our retail locations (where a customer might visit in person) to identify accessibility barriers and create a plan to remove those barriers.
- Update our emergency evacuation (getting out of a building safely) procedures to include specific information about how people with disabilities should evacuate in an emergency.
- Create standardized procedures for incorporating accessibility in our procurement processes when acquiring goods and services.

Feedback

We want to hear your feedback about this plan and about accessibility at Purolator. You can give us your feedback by contacting:

Director, Diversity Equity & Inclusion

Email: Inclusion@purolator.com

Telephone number: 1 800-326-4963

Address: Purolator Inc. 2727 Meadowpine Blvd. Mississauga, On L5N 8C7

Table of Contents

- 1. General 6
 - 1.1 Statement of Commitment 6
 - 1.2 Description of Purolator 6
 - 1.3 Contact Information & Feedback Process..... 6
 - 1.4 Alternative Formats..... 7
 - 1.5 Definitions 8
- 2. Areas Described under Section 5 of the ACA 8
 - 2.1 The Design and Delivery of Programs and Services..... 8
 - 2.2 Employment..... 9
 - 2.3 Information and Communication Technologies (ICT)..... 10
 - 2.4 Communication, other than ICT 11
 - 2.5 The Built Environment..... 12
 - 2.6 The Procurement of Goods, Services and Facilities 14
 - 2.7 Transportation..... 14
- 3. Consultations 14
- 4. Conclusion 15

1. General

1.1 Statement of Commitment

At Purolator, we are committed to making sure that diversity, equity and inclusion are part of everything that we do. We recognize that our customers and our employees have diverse experiences and needs, and we are committed to ensuring that everyone has an equitable experience.

While we do our best to create an inclusive workplace and customer experience, we recognize that there are still accessibility barriers in our operations. Through this plan, we are committing to be proactive in identifying, removing and preventing barriers to accessibility as quickly as possible.

1.2 Description of Purolator

At Purolator we believe that it's not just a package, it's a promise. We are a courier and logistics provider, and we operate mostly in the US and Canada. We have more than 14,000 employees in Canada, and we operate 279 facilities. People use our services when they want to send packages quickly and securely to another person or business.

Most Canadians have interacted with Purolator either when shipping or receiving a package. We communicate with customers through our website, social media presence, call centres and live chat features, and in person when customers are shipping or receiving a package.

1.3 Contact Information & Feedback Process

We welcome any feedback or comments you have about this plan or about accessibility at Purolator. To provide that feedback please contact:

Director, Diversity, Equity & Inclusion

E-mail address: Inclusion@purolator.com)

Telephone number: 1 800-326-4963

Mailing Address: Purolator Inc. 2727 Meadowpine Blvd. Mississauga, On L5N 8C7

You can also find information about how to submit feedback on our website at the following link: ([Contact Us](#))

1.4 Alternative Formats

This electronic version of this plan works with assistive technology. If alternative formats are needed, the following formats are available by request.

We can provide the following alternative formats within 15 days of the initial request:

- Print
- Large print (Increased font size)

We can 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)

To request an alternative format of this plan or feedback process, please contact:

Director, Diversity, Equity & Inclusion

E-mail address: Inclusion@purolator.com

Telephone number: 1 800-326-4963

Mailing address: Purolator Inc. Address: Purolator Inc. 2727 Meadowpine Blvd.

Mississauga, On L5N 8C7

1.5 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 persons with disabilities' full and equal participation. Barriers can be architectural, technological, and 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.

2. Areas Described under Section 5 of the ACA

2.1 The Design and Delivery of Programs and Services

The main service that we offer to the public is the shipping and delivery of packages. Many Canadians regularly interact with us when either shipping packages or receiving them to their homes or other pick-up locations. Sometimes customers will interact with our customer service team, or with our drivers.

We have heard from people with disabilities that one of the biggest barriers for them when interacting with Purolator is when drivers do not leave packages and instead leave instructions for an alternative pick up location. These instructions are often left in the form of a “door knocker” that is attached to the person’s door. We have heard feedback that these door knockers are not accessible to some people with disabilities due to small font and difficult to understand instructions. Also, some people with

disabilities experience barriers if they need to go to an alternative location to pick up a package, either due to weather, lack of accessible transportation, or inaccessible pick-up locations.

To ease this barrier, we have implemented the Signature Not Required program. This program allows our customers to give special permission to drivers to leave packages at their door without a signature. This program can help to reduce barriers for people with disabilities, however we recognize that it is not well advertised, and some customers do not know it exists. We hope to address some of these barriers through the following commitments:

- Purolator is currently reviewing our use of the “door knockers” and considering other options. If we continue using the door knockers, we will revise the design and layout of them to be more accessible and inclusive to a wide range of customers.
- By September 2024, we will revise the section of our website where you can look up shipping locations to make sure that the information is up to date, clear and includes any required information about the accessibility of the pick-up locations.
- By September of 2025 we will create a strategy to better promote our Signature Not Required program, paying particular attention to the added accessibility it provides to our customers. We plan to implement this strategy by September of 2026.

2.2 Employment

At Purolator we highly value the diversity of our workforce. We prioritize the hiring of people with disabilities and people from other marginalized groups through creating partnerships and outreach with community organizations. We have partnered with organizations that specialize in hiring people who are neurodiverse and people who have spinal cord injuries to help us increase the number of people with disabilities who are employed by Purolator.

Although we have taken steps to increase the number of employees with disabilities, we know we can take additional steps to reduce barriers for our employees or potential employees in the future. We hope to do this through the following commitments:

- By June of 2024 we will make sure that information about our accommodations policy and process are provided to candidates during the onboarding process.
- By September 2024, we will conduct a review of our job postings. The purpose of this review will be to make sure that there is nothing in our job postings which might inadvertently exclude a candidate with a disability. For example, we will make sure that all the required skills listed in the posting are true to the job itself, and we will also check to make sure we are not using ableist or exclusionary language in our job postings.
- By September 2025, we will review our job applications portal to identify barriers from the perspective of accessibility and make any required changes. This may include changes to the look, layout, navigation, or information provided on the site.

2.3 Information and Communication Technologies (ICT)

Purolator maintains a variety of information technology platforms that are used both externally (by the public and customers) and internally (by Purolator employees). This includes the website and mobile app where customers can order shipping services and check the status of any packages they are waiting for.

We make sure that all employees who work on our information and communication technologies receive training about accessibility to make sure that all these systems are as accessible as possible. We already strive to ensure that all our information communication technologies are compliant with WCAG 2.0 AA (This is a worldwide standard for digital accessibility).

While we strive to make sure that all our platforms and technologies are as accessible as possible, we recognize that some people with disabilities still experience barriers when interacting with them. When consulting with people who have disabilities, we were told that they experienced some barriers when using our mobile app as well as our live chat feature on our website. We hope to reduce these barriers and increase the accessibility of our information and communication technologies through the following commitments:

- We have already begun to conduct user testing (where people with disabilities test a website or app) of our information communication technologies. Moving forward we will continue with that user testing whenever we make changes to our website or other public facing technologies.
- By September 2024, we will conduct a high-level sampling audit of our mobile app and live chat features to identify minor barriers for people with disabilities and make changes, as needed to rectify any barriers we discover.
- By September 2025, Purolator will develop a training plan to ensure that employees that develop or manage our information and communication technologies understand what digital accessibility is and how to maintain it.

2.4 Communication, other than ICT

At Purolator, we regularly engage in communication with our customers, our employees and the general public. We communicate in many ways, including through our social media channels, through the phone (our call centre), and oftentimes in person when customers visit shipping counters or when drivers interact with customers at their doors.

We have taken steps to make sure that our communications are accessible to a wide range of people. We ensure that all videos we post have captions on them so that people who are deaf/Deaf or hard of hearing are able to access them. We also do our best to make sure that documents we create are accessible and we try to use best practices for accessibility in our social media accounts.

Another area of focus for us has been trying to use plain language, especially when we write communications that are meant to be shared with the general public. Our communications team has received training about how to write plainly and effectively and we do our best to create communications in a way that a wide variety of people will be able to understand them.

Moving forward, our goals are mostly related to standardizing our accessible communications practices and ensuring that these good practices are always in place.

We will accomplish this through the following commitments:

- By September 2024, we will create and adopt a standard for social media posts. This standard will include various accessibility features that we want to maintain when posting on social media (including alt text for pictures, use of captions for videos, and the use of more accessible hashtags). Once we create this standard, we will make sure to train all our employees who create social media posts on the new standard.
- By September 2025, we will create and adopt a formal standard for accessibility that will be applied to all communications that are shared externally. This standard will include minimum accessibility practices for all communications, as well as procedures to ensure that communications are accessible (for example, standardizing the practice of running all communications through an accessibility checker).

2.5 The Built Environment

Purolator owns, operates and manages many different types of facilities. Predominantly our package sorting facilities where packages are sorted and shipped out to customers. We also maintain office spaces where our administrative and executive teams work. Our sorting facilities and office spaces are only used by Purolator employees. Purolator also operates many different “customer” locations, where packages can either be shipped or picked up in person.

We have taken steps to make sure that our built environment is accessible to as many people as possible. We are aware that there are some accessibility barriers that are inherent in warehouse type spaces (like our package sorting facilities) but do our best to reduce those barriers where possible. We have retrofitted our office spaces to include more accessible and gender-neutral washrooms, as well as added wellness rooms where employees can take breaks and destress.

While we are committed to making sure our built environments are as accessible as possible, we are aware that there are still barriers. Because we operate many different customer counters across Canada and have not done a complete audit of these locations. We also are aware that our emergency evacuations plans could benefit from more specificity on how to help people with disabilities in an emergency.

Moving forward, we are also committed to making sure that any new building or property that we rent or buy will be accessible for a wide range of people. In addition, any time we take on a major renovation project, we consider ways to improve accessibility through that project. In addition to these commitments, we have the following goals:

- By September 2026, we will conduct an audit of our retail stores and customer counters. The purpose of this audit will be to identify accessibility barriers and improvements that need to be made. We will make small changes to these facilities as they are discovered, and we will create a plan to address larger and more costly renovations during this audit.
- By September of 2024, we will update our emergency evacuation plans to make specific mention of how people with disabilities should evacuate and be assisted in the event of an emergency.

2.6 The Procurement of Goods, Services and Facilities

At Purolator we procure (meaning we source and buy) a wide variety of things. We purchase or lease locations and vehicles, as well as consumables like fuel (gas) and services (for example, consulting services).

When we purchase things, we do consider diversity and ask some of the people who want to sell or provide services to us, about their diversity practices. Sometimes, depending on the purchase, we consider accessibility. For example, when we acquire a new location, we want to make sure that it is wheelchair accessible. We do not, however, have a specific strategy to help us make sure that we think about accessibility whenever we make a purchase. To help us improve the accessibility of our procurement process we are making the following commitment:

- By September of 2024, we will create a series of written guidance for how accessibility should be considered during the procurement process. This guidance will include information about when accessibility should or should not be considered (depending on what is being purchased) and how decisions about accessibility should be made.

2.7 Transportation

We do not transport people, only packages and so we do not have any goals in this area.

3. Consultations

We prepared this plan in consultation with people who have disabilities. We engaged in two forms of consultation, a survey that was sent to all employees, and a focus group that was held with a group of Canadians who have disabilities.

We sent a survey to all our employees who have a Purolator e-mail address. In that survey we asked employees who identify as having a disability what their experience has been like working for Purolator. We also asked them if they had encountered any barriers as an employee with a disability and if they have any advice for how we could improve accessibility at Purolator. Most of the feedback we received from our employees was about the built environment, and the accommodations process. Some employees pointed out that there are some physical barriers in their work environments (for example, steps or heavy doors). Other employees reported that they were not familiar with the accommodations process, or how to request and receive accommodations. This feedback helped to inform some of the commitments we have made related to the Built Environment and Employment sections of this plans.

We also held a focus group with 10 Canadians who have a variety of disabilities. These 10 people all have experiences shipping and or receiving packages within Canada. This focus group helped us to identify some of the barriers on our website, mobile app, and live chat features. They also shared stories about how they experience barriers when packages are not left at their door and are given a mail knocker instead. This feedback helped us to inform some of the commitments we have made in the IT, and Programs and Services sections of this accessibility plan.

4. Conclusion

At Purolator, we want to make sure that employment, and our services, are equitable to all people. We are committed to finding accessibility barriers in our operations and removing them. Through this Accessibility Plan, we have made commitments that will improve accessibility at Purolator over the next three years. We are also committed to always doing better, and so if we discover new barriers that we were not aware of, we will take steps to remove those barriers. We are also committed to continue learning

from all people, especially persons with disabilities, because they are the experts when it comes to accessibility. We will use this accessibility plan, as well as the feedback we get from people with disabilities to continue improving accessibility at Purolator over the next several years.