

2023-2025

Accessibility Progress Report

Purolator Inc.



Easy Read Summary

Accessibility Progress Report

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.

We recognize that individuals with disabilities are the experts in their own experience and the area of accessibility. Purolator is continuing to create a space for discussion aiming to make progress in this area in order to be responsive to those needs and to keep improving accessibility for all our stakeholders. We are committed to listen, identify, and eradicate barriers we learn of in our environments. 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)

Summary of Progress

In 2023, we developed an accessibility plan that identified our intentions over three years to help us improve accessibility for individuals with disabilities.

While some goals are still in their early stages and have limited update, primarily due to the limited time between our September 30, 2023, posting date of the plan and the updated progress report for June 1, 2024, we remain dedicated to advancing towards them. Our commitment to identifying and eliminating barriers persists as we strive to reach our objectives.

Some of our accomplishments this year include:

- Digital notification in conjunction with physical doorknockers to create a more inclusive delivery experience through Purolator Your Way.
- Signature not required is now the default service for residential shipments created through our website.
- Initiated discussions around integrating the accommodation policy into our onboarding 2.0 process. A date modification is needed, extending the deadline to the end of 2024.
- Explored external options, for job posting review, but instead choosing an in-house solution, to address data privacy, and creating a pilot program. A date modification is needed, extending the deadline to the end of 2025.
- Job applications portal external user interface audit allocated to 2025.
- E-Ship Server accessibility assessment being factored into each new release, and the accessibility test will be re-run.
- Mobile App plan is to work with our development partner to have the two platforms assessed by the end of the second quarter of 2024. In the interim, with many releases User Interface items like font sizes and colors have been updated.
- Facilities are working with the retail team to assist with site audits for retail locations. Audits will begin in June when our team begin the roll out of our Annual Building Inspections.

- Procurement has developed a Responsible Sourcing Standard that includes language from the Employment Equity and Diversity Policy, incorporating accessibility requirements based on the type of goods or services being purchased.

Feedback

Purolator welcomes all feedback, in any form and in a way that ensures individuals are comfortable speaking with us, including anonymous feedback about this Progress Report and our Accessibility Plan. We are committed to reviewing the feedback in good faith and taking steps to address barriers identified through this process.

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

Shaquana Burton, Director, Diversity Equity & Inclusion Email: Inclusion@purolator.com

Telephone number: 1 800-326-4963

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

We will respond to you within one (1) week to let you know that we received your feedback (unless your feedback was anonymous). Your privacy will be respected, and your information will not be shared without your consent. The feedback will be collected, reviewed and retained for a period of seven (7) years in accordance with the Accessible Canada Regulations (SOR/2021-241) This information will be used to help us measure the progress of our accessibility goals, learn about accessibility barriers, and to help us refine our Accessibility Plans and Progress Reports in the future.

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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 center's 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:

Shaquana Burton 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. You can request alternative formats of this Progress Report, our Accessibility Plan, and a description of our feedback process.

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, Goals and Progress

In our 2023 Accessibility Plan, we set the following goals related to our Delivery of Programs and Services, Built Environment, Employment, Information and Communication Technology and Procurement. The following section will describe those goals, and the progress we have made towards them. While some goals are still in their early stages and have limited update, primarily due to the limited time between our September 30, 2023, posting date of the plan and the updated progress report for June 1, 2024, we remain dedicated to advancing towards them. Our commitment to identifying and eliminating barriers persists as we strive to reach our objectives.

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:

- 1) 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.

Progress: Purolator is now using digital notification in conjunction with physical doorknockers to create a more inclusive delivery experience through Purolator Your Way. Some key features include:

- Clear next steps for missed delivery

- Customizable delivery preferences
- Remote signature release
- Photo proof of delivery

2) 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.

Progress: This is on our road map for implementation in April 2025. It is more complex than originally expected.

3) 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.

Progress: Signature not required is now the default service for residential shipments created through our website. For shipments that do require a signature we now have a remote signature release option and delivery preferences available through our recipient solution – Purolator Your Way. At the contact centre we are working with our local DE&I committee on the next steps to better educate our staff and customers on the accessibility options available to them.

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 partnerships and outreach with community organizations. We have partnered with organizations that specialize in neurodiverse and spinal cord injuries recruits 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. To improve accessibility for candidates and our employees we have identified these three goals.

- 1) By June of 2024 we will ensure that information about our accommodations policy and process are provided to candidates during the onboarding process.

Progress: We have started discussions on integrating the accommodation policy into our Onboarding 2.0 process. While aiming to prioritize this, we acknowledge that it entails design change from Accenture. As a result we are targeting the end of Q4 2024 for this deliverable.

- 2) By September 2024, we will conduct a review of our job postings to ensure 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.

Progress: We explored external options, including industry- leading vendors like 'Textio' and 'Datapeople.' However, we are opting for an in-house solution in collaboration with our Enterprise Data & Analytics team. They are currently outlining the requirements, addressing data privacy concerns, and crafting a pilot program and amending the target date to 2025.

- 3) 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.

Progress: While we had to deprioritize an external user interface audit due to related obligations, we recognize the importance of this initiative. Hence, we are planning to allocate additional resources for both audits and subsequent improvements in 2025. likely in collaboration with Accenture. Consequently, we are rescheduling the target completion to the end of 2025 to ensure thorough assessment and implementation.

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 updates to our website or other

public facing technologies.

- 1) 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.

Progress: E-Ship Server – In 2022 Q1 the User Interface was redeveloped (new framework and User Interface layer) and deployed to all field systems. There was a before and after accessibility assessment completed with 99% of all critical and high issues resolved (using IBM’s accessibility tools). With each new release, accessibility is being factored in to changes and the accessibility test will be re-run.

Progress: Mobile App – In 2022 the iOS/Android versions were assessed but deferred as many of the underlying Application Programming Interface (API) would be upgraded thru 2024 as Purolator migrated to the new Enterprise Resource Planning (ERP) system. With most of the Application Programming Interface (API) now migrated, the plan is to work with our development partner to have the two platforms assessed by the end of the second quarter in 2024 and develop a timeline for such assessments. In the interim, with many releases User Interface items like font sizes and colors have been updated. Also, much of the underlying User Interface is based on Google or Apple’s core User Interface layer, as they upgrade their designs mobile app inherits the changes (where applicable).

- 2) By September 2025, Purolator will develop a training plan to ensure that employees who develop or manage our information and communication technologies understand what digital accessibility is and how to maintain it.

Progress: We are currently in the initial phase of creating a training plan and have started discussions on the necessary resources and requirements.

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:

- 1) 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.

Progress: We are committed to creating inclusive standards in communications materials and are in the initial stages of development.

- 2) 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).

Progress: This remains a priority, and we are in the preliminary stages of developing the standards we have committed to.

2.5 The Built Environment

Purolator owns, operates, and manages many different types of facilities predominantly 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 de-stress.

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:

- 1) 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.

Progress: Facilities will work with the retail team to assist with the site audits for retail locations. These Audits will commence when our team begin the roll out of our Annual Building Inspections (ABIs) final approval and design being led by the retail team.

- 2) 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.

Progress: Facilities is working with Health & Safety (H&S) to develop emergency evacuation plans making specific mention of how people with disabilities should evacuate and be assisted in the event of emergencies. Facilities will coordinate these calls with Health & Safety and will audit fire plans as part of our Annual Building Inspections commencing in June 2024. The full deployment of this initiative will require longer than the proposed date of September 2024. These plans will all be site specific and will require funding to secure vendors to finalize the updates to align to this objective.

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. For example, when we acquire a new location, we want to ensure that it is wheelchair accessible. To help us improve the accessibility of our procurement process we are making the following commitment:

By September of 2024, we will create 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.

Progress: We have started to include diversity and inclusion criteria into our evaluation processes and to ensure that we select the vendors who comply with these requirements.

We have developed a Responsible sourcing standard which has below language incorporating the Employment Equity and Diversity Policy which incorporates these accessibility requirements into our processes where required based on the type of goods or services being purchased.

Purolator is committed to developing a diverse supplier base in the procurement of goods and services. Supplier diversity emphasizes the creation of a diverse supply chain that includes businesses owned by diverse individuals or groups (as defined in below policy). Please refer to “Employment Equity and Diversity Policy” for more details. [Transportation](#)
We do not transport people, only packages and so we do not have any goals in this area.

3. Consultations

We prepared this progress report in consultation with people who have disabilities and followed up with our stakeholder groups.

The Accessible Canada Act requires Purolator to consult with people with disabilities during the creation of our Accessibility Plans and Progress Reports. To support these consultations Purolator engaged an accessibility consulting firm to conduct the engagement activities with a group of nine (9) Canadians from across the country who have various disabilities including physical disabilities, mental health disabilities, cognitive disabilities, and neurodivergence. We consulted with this group in the form of a virtual roundtable meeting. Prior to the meeting the group members were given a set of instructions to read through our initial Accessibility Plan and provide their feedback on it. They were also asked to provide their feedback on the Plan's goals and timelines.

Much of the feedback we received was regarding the length of the timelines for implementation we included in our plan. Some of the people with disabilities consulted felt that the timelines were overly long and that we could act on some of these goals, particularly the removal of the signature program and a built environment audit of our retail stores and customer counters, much sooner than the Plan sets out. We were also made aware of a significant gap in our initial Plan regarding barriers to accessibility that customers and employees at Purolator can face in transportation. We did not include any exploration of barriers in transportation in our initial Plan and will be working to correct this in our future Accessibility Plans.

We sincerely thank the members of this group for sharing their time and expertise with us.