

2023-2025

# Accessibility Progress Report

Purolator Inc.



# Easy Read Summary

## Accessibility Progress Report

At Purolator, we believe that diversity, equity, inclusion and belonging aren't just values, they're everyday actions. We know that our customers and team members come from many different backgrounds and experiences, and it's our responsibility to create spaces where everyone feels welcome, supported, and able to thrive.

When it comes to accessibility, we know that people with disabilities are the experts in identifying what works and what doesn't. That's why in 2024, we continued building spaces for meaningful conversations, so we can listen, learn, and act.

We're focused on breaking down barriers—both seen and unseen. This year, we looked at how we can make real progress in the following areas:

- **Buildings and physical spaces**
- **Hiring and employment practices**
- **Technology and digital tools**
- **Internal and external communications**
- **Purchasing spaces and services used for work**
- **Programs and services we deliver**
- **Passenger transportation**

Our goal is to keep learning and doing better. Each barrier we uncover is a chance to make our organization more inclusive for everyone.

## 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.

Throughout 2024, our commitment to identifying and eliminating barriers persists as we strive to reach our objectives.

Some of our accomplishments this year include:

- Signature not required is now the default service for residential shipments created through our website.
- Launched refresher training for employees at the customer contact centre ensuring they are aware of all Purolator Your Way options for customers
- The Workplace Accommodations Policy was added to our onboarding process in September 2024.
- In 2024, we began using an In-house Inclusive Language Assistant tool to assist us with the full review of our job postings.
- E-Ship Server and Mobile App teams test accessibility in each new release. 3 releases in 2024 identified accessibility concerns which have been remedied, enhancing user experience.
- Facilities worked with the Health and Safety team and local team members to identify specific needs of team members within the building and coordinate a plan for emergency evacuation.
- Procurement now asks vendors to include any accessibility needs when we review their proposals, and we check after contracts are signed to make sure those needs are being met.

## 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 and Belonging**

**Email:** [Inclusion@purolator.com](mailto: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, inclusion and belonging 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 centers 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 and Belonging

E-mail address: [Inclusion@purolator.com](mailto: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 and Belonging

E-mail address: [Inclusion@purolator.com](mailto: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 2024, we kept working toward our goal of making our organization more accessible and inclusive for everyone. This work builds on the goals we set in our 2023 Accessibility Plan. We focused on five main areas:

- **Programs and services**
- **Buildings and physical spaces**
- **Employment**
- **Technology and communication**
- **Purchasing and procurement**

The next section shares what we did in each area and how we're making progress.

We're committed to finding and removing barriers so that everyone has a fair and equal experience now and in the future.

## 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:** In 2023, we announced Purolator Your Way, offering customers clear next

steps if they miss a delivery, remote signature options and photo proof of delivery.

**Progress:** In 2024, a new refresher training program was created and launched to employees in the Customer Contact Centre enhancing their understanding of the Purolator Your Way options for customers. Training was completed at the end of 2024 as planned.

- 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:** In 2023, we had to postpone implementation as it was more complex than originally expected.

**Progress:** In 2024, we revisited the location of a shipping centre feature on both the mobile app and Purolator.com. Both locating software systems have been built and are scheduled for mid 2025 release.

- 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 2026.

**Progress:** As of 2023, 'Signature not required' is an available 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's solution – Purolator Your Way.

**Progress:** In 2024, our strategy is in progress and on time for our 2025 goal.

## 2.2 Employment

At Purolator, we value the unique perspectives and strengths that come from having a

diverse team. In 2024, we continued to focus on hiring people with disabilities and individuals from other equity-deserving groups. We strengthened our outreach and worked with community organizations to connect with more job seekers, including groups that support people with spinal cord injuries and neurodivergent individuals.

While we've made progress, we know there's still more to do. We're committed to removing barriers in our hiring and workplace practices. To support this, we've made progress on our three key goals to improve accessibility for current and future employees.

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

**Progress:** In 2023, 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 hoped to complete this by the end of 2024.

**Progress:** This is complete. The Workplace Accommodations Policy was added to our onboarding process in September 2024.

- 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, crafting a pilot program, and amending

the target date to 2025.

**Progress:** In 2024, we began using an In-house Inclusive Language Assistant tool to assist us with the full review of our job postings. A full review of job postings is expected to be completed by the end of 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 in 2023 we had to deprioritize an external user interface audit due to related obligations, we recognize the importance of this initiative. Hence, we planned to allocate additional resources for both audits and subsequent improvements in 2025. likely in collaboration with Accenture.

**Progress:** Throughout 2024, we engaged key partners to confirm budget and timing, require technical support from Accenture to update the job applications portal in SuccessFactors. We anticipate completion by the end of 2025.

## 2.3 Information and Communication Technologies (ICT)

At Purolator, we use many types of technology to connect with the public and support our employees. This includes our website and mobile app, where customers can place orders and track their packages, as well as internal systems that help our teams do their work.

In 2024, we continued training our technology teams on accessibility, so the systems we build and maintain are easier for everyone to use. We follow the WCAG 2.0 AA

standards, an international guide to making digital content more accessible and aim to go beyond those standards where possible.

We also listened to feedback from people with disabilities. They shared that our mobile app and live chat feature on our website still create barriers for some users. To address this, we started doing user testing with people who have disabilities. This means real users try out our tools and tell us what works and what doesn't.

Going forward, we will keep doing this kind of testing anytime we make changes to our website or other public-facing technology. This helps us make better design choices and ensure our platforms work well for more people. Below, you can find information about progress in this area:

- 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, 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:** E-Ship Server User Interface release completed in August and September 2024 corrected accessibility for the My Profile page, as well as the Warehouse and Options pop-up pages, ensuring the User Interface has no critical accessibility issues.

**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 through 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).

**Progress:** Mobile App - Usability Assessment Statement of Work was postponed in 2024 as previously indicated due to budget constraints. Locator UI has been updated to Purolator's current UI/Brand guidance. Google Maps has also had its color swatch updated. In Q1 2025 we completed an assessment, and results were provided to Purolator Mobile App team. A project management plan is underway for completion in 2025 and 2026.

- 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:** In 2023, we began creating a training plan and have started discussions on the necessary resources and requirements.

**Progress:** In 2024, we continued progressing on our training plan for 2025.

## 2.4 Communication, other than ICT

At Purolator, we connect with many people every day, from customers and employees to members of the public. This happens in many ways, like over the phone through our call centre, on social media, at our retail counters, and when drivers deliver packages to customers' doors.

In 2024, we continued working to make these interactions more accessible to everyone. Our communications team has received plain language training, and we've been putting that into action in everything we create.

This year, we've focused on making these improvements more consistent across the company. Our next step is to standardize these practices, so accessible communication becomes a regular part of how we do things, no matter the channel or audience.

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:** In 2023, we committed to creating inclusive standards in communications materials and are in the initial stages of development.

**Progress:** In 2024, we have implemented captions for videos, as well as accessible hashtags across social media platforms. We have a plan in place for Alt Text for images and will be consistently implementing these in 2024 to meet our goal for September 2025.

- 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:** In 2023, this remained a priority, and we began the preliminary stages of developing the standards we have committed to.

**Progress:** In 2024, we have begun developing guidelines and are identifying the best accessibility checker program/software to align with our goal for accessibility standards in all of our communications. We are on schedule for our September 2025 goal.

## 2.5 The Built Environment

At Purolator, we manage many different kinds of spaces. These include our sorting facilities, where packages are prepared for delivery, and office spaces, where our administrative and leadership teams work. These areas are used by employees. We also operate customer counters across the country where people can drop off or pick up packages in person.

In 2024, we continued to take steps to make these spaces more accessible for everyone. We know that sorting facilities, which are designed like warehouses, can have built-in challenges for accessibility, but we're working to reduce those wherever we can. We've added more accessible and gender-neutral washrooms and created wellness rooms so employees have a quiet space to rest and recharge.

We also recognize there's still work to do. Not all of our customer-facing locations have been fully reviewed for accessibility, and we know that our emergency plans could better address how to support people with disabilities during an evacuation.

Looking ahead, we're committed to making sure that:

- Any new buildings we buy or rent meet accessibility standards from the start.
- Major renovation projects include improvements that help remove physical and sensory barriers for employees and customers.

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:** In 2023, facilities worked 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.

**Progress:** In 2024, we decided how many buildings could be inspected annually. As per this plan, Annual Building Inspections will be conducted between 20 and 30 buildings per year. We are currently finalizing the initial selection of buildings to be inspected in 2025.

- 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:** In 2023, Facilities worked 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 take 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.

**Progress:** In 2024, Facilities worked with Health and Safety team and local team members to identify specific needs of team members within the building and coordinate a plan for emergency evacuation.

## 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:** In 2023, we started to include diversity and inclusion criteria into our evaluation processes and to ensure that we select the vendors who comply with these requirements.

**Progress:** In 2024, we strengthened our procurement process to better support accessibility from the start. We now require that any accessibility needs related to a product or service be clearly considered and documented during the vendor evaluation stage. This helps ensure that the vendors we work with can meet those needs and that accessibility is built into our contracts.

When accessibility requirements are part of a contract, our compliance team follows up after the agreement is signed. They check to make sure that the vendor is meeting those requirements and that any necessary certifications are valid and up to date.

We also updated our procurement policy and added our Responsible Sourcing Standard as a supporting document. This helps make sure that all accessibility and inclusion requirements are addressed consistently across our purchasing activities.

We have developed a Responsible sourcing standard which has language incorporating the internal Employment Equity and Diversity Policy and 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.

### 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 key partner groups.

The Accessible Canada Act requires Purolator to consult with people with disabilities during the creation of our Accessibility Plans and Progress Reports. In 2024, we circulated a digital survey in which employees who self-identify as living with a disability were asked to complete anonymous feedback related to our progress in each area of this progress report, including built environment (buildings), employment, technology, communications, buying goods, services and facilities, and programs. A summary of the feedback in this survey is as follows:

- 100% of the responses indicated that Purolator could have better communicated any accessibility related enhancements or decisions
- 50% of the responses indicated that Purolator has taken steps to improve accessibility related to facilities and buildings, including adding ramp access for the employee entrance, employment, and technology, while 50% indicated they didn't know what steps Purolator took in these areas
- 100% of the responses indicated that they have not had any barriers in accessing programs, training, or services

Next year, we plan to host more focus groups and survey feedback tools to ensure we capture meaningful feedback and consultation from both employees and the communities we serve.