

2023-2025

Accessibility Progress Report

Purolator Inc.



Easy Read Summary

Accessibility Progress Report

At Purolator, we believe accessibility is not an add-on—it is central to delivering our promise of inclusive, barrier-free service. Diversity, Equity, Inclusion, and Belonging (DEIB) are not just principles we endorse; they define our daily actions and culture. In 2024, we continued our accessibility journey with a strong focus on inclusive engagement, improvements to digital and physical spaces, and measurable progress across all operational areas.

We actively listen to the voices of people with disabilities, recognizing them as experts in identifying barriers and solutions. Our progress this year reflects both our learning and our action.

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**

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 persisted 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. Three releases in 2024 identified accessibility concerns which have been remedied, enhancing the 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 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

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

Purolator is committed to fostering an environment where everyone can thrive, regardless of their abilities. While we have made great strides in DEIB, we acknowledge the need to continuously review and remove accessibility barriers in our operations. Through this report, we affirm our dedication to identifying, removing, and preventing barriers proactively.

1.2 Description of Purolator

Purolator is a leading logistics and courier company with a presence throughout Canada and the United States. We employ over 14,000 Canadians and operate more than 200 facilities.

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 | 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 | 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

We know some of our delivery practices can create barriers for people with disabilities.

We're working to improve accessibility through the following goals:

- 1) We will revise our website where you look up shipping locations to ensure the information is up to date, clear, and includes information about the accessibility of the pick-up locations. (Target Date: September 2024)
- 2) We will create a strategy to promote the "Signature Not Required" program more effectively. (Target Date: September 2025)

We will review our use of the "door knockers" and considering other options for flexible delivery options like better communicating our Signature Not Required program, and ensuring customers are aware of Purolator Your Way options for more flexibility. (Target Date: September 2026) Earlier efforts in 2023 laid the groundwork through the launch of Purolator Your Way, offering customers flexible delivery options, although some implementations were delayed due to complexity.

In 2024, we advanced accessibility by training Customer Contact Centre staff on how to communicate Purolator Your Way features, including accessibility options. We also updated the shipping centre locator on both our app and website, with new systems built and set for mid-2025 launch. A website update is underway to improve clarity and accessibility of information for pick-up locations, on track for September 2024. Our strategy to promote the Signature Not Required program is also in development and progressing toward the 2025 target.

2.2 Employment

At Purolator, we're committed to building a diverse team that includes people with disabilities. In 2024, we expanded our outreach and partnerships to connect with more equity-deserving job seekers. We're working to improve employee and candidate

experiences in the following ways:

- 1) We will ensure that candidates understand accessibility related accommodations within the onboarding process. (Target Date: June 2024)
- 2) We will conduct a review of our job postings to ensure that there is nothing in our job postings which might 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. (Target Date: September 2024)
- 3) 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. (Target Date: September 2025)

In 2024, we made real progress in making our hiring and onboarding more accessible. We added our Workplace Accommodations Policy to the onboarding process in September, following early planning that began in 2023. We also started using our new in-house Inclusive Language Assistant tool to help review all job postings, with the full review expected to finish by the end of 2025.

We began planning updates to our online job application system to make it easier to use and more accessible. This included working with key partners to confirm the budget and technical support we'll need. Although we delayed an external review of the site in 2023, we're planning to complete it and make improvements in 2025.

We're staying focused on removing barriers for job seekers and new employees with disabilities as we continue this work.

2.3 Information and Communication Technologies (ICT)

At Purolator, we use technology to serve the public and support our teams, and we're committed to making it accessible for everyone. In 2024, we trained our tech teams,

followed accessibility standards, and began user testing with people with disabilities to help guide our improvements. We have committed to the following:

- 1) 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. (Target Date: September 2024)
- 2) We 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. (Target Date: September 2025)

In 2024, we took steps to make our digital tools easier for everyone to use. We reviewed parts of our mobile app and live chat function to find and fix any small barriers for people with disabilities. We also made updates to our E-Ship Server, improving accessibility on key pages like My Profile and Warehouse.

Although we had to delay a full usability review of the mobile app due to budget, we still made improvements, like better font sizes and color contrast, and completed a separate assessment in early 2025. We're now working on a plan to make more changes through 2025 and 2026. These updates build on work we started back in 2022 to improve accessibility across our systems.

2.4 Communication, other than ICT

At Purolator, we interact with people in many ways every day, and in 2024 we focused on making those interactions more accessible. Our teams received plain language training, and we're now working to make these improvements consistent across all channels by standardizing our approach.

We will accomplish this through the following commitments:

- 1) 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 train all employees who create social media posts on the new standard. (Target Date: September 2024)

2) 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. (Target Date: September 2025)

In 2024, we made strong progress toward more inclusive communications. We started adding captions to videos and using accessible hashtags on social media, and we're rolling out alternate text for images throughout the year. We also began developing clear accessibility guidelines and are reviewing tools to help check content for accessibility. These efforts build on the early planning we began in 2023 and keep us on track to meet our goal by September 2025.

Annually, we work with an external consultant to prepare our Corporate Sustainability Report, which is broadly communicated to all our internal and external stakeholders. All assets related to the report are designed and tested for legibility and adherence to the Accessible Canada Act and the Web Content Accessibility Guidelines (WCAG 2).

2.5 The Built Environment

At Purolator, we're working to make sorting facilities, offices, and customer counters, more accessible for employees and the public. In 2024, we added accessible and gender-neutral washrooms and wellness rooms, and we began updating emergency plans, while committing to the following:

- 1) We will build new facilities to meet accessibility standards. (Target Date: Ongoing)
- 2) We will remove physical and sensory barriers when completing major renovations to our facilities. (Target Date: Ongoing)
- 3) We will update emergency evacuation plans to better support people with disabilities. (Target Date: September 2024)
- 4) We will audit customer counters and retail stores to identify barriers and plan for improvements. (Target Date: September 2026)

In 2024, we made key decisions to support our goal of more accessible buildings and emergency planning. We determined that 20–30 buildings can be inspected each year and are now finalizing the list of sites for the first inspections starting in 2025. We also worked closely with our Health & Safety teams and local staff to begin planning for emergency evacuations that consider the specific needs of people with disabilities.

These efforts build on 2023 work, which included collaborating with the retail team to prepare for accessibility audits and beginning to update emergency plans. While full roll-out of site-specific evacuation plans will take more time and funding, we've started coordinating this work as part of our Annual Building Inspections, which launched mid-2024.

2.6 The Procurement of Goods, Services and Facilities

At Purolator, we purchase a wide range of goods and services, and we're working to make our procurement process more inclusive and accessible. We're taking steps to consider accessibility and diversity more consistently when purchasing goods and services and selecting suppliers. This includes the following commitments:

- 1) 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. (Target Date: September 2024)
- 2) We are updating our Procurement Policy and added our Responsible Sourcing Standard as a supporting document. This helps ensure that all accessibility and inclusion requirements are addressed consistently across our purchasing activities. (Target Date: September 2024)

In 2024, we strengthened our procurement practices to better support accessibility and inclusion. We now require that any accessibility needs related to a product or service be

identified and considered during the vendor evaluation stage. Our compliance team also follows up to ensure vendors meet these requirements and maintain valid certifications. We updated our Procurement Policy and introduced a Responsible Sourcing Standard to align with our internal Employment Equity and Diversity Policy, helping ensure consistent application across purchases. These 2024 efforts build on the diversity and inclusion criteria we first introduced in 2023 and support our ongoing commitment to supplier diversity.

Transportation

We do not transport people, only packages, therefore, 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. A summary of the feedback in this survey is as follows:

- **100%** of respondents felt accessibility initiatives were not well communicated.
- **50%** noted physical and technological improvements; 50% were unaware of changes.
- **100%** indicated they experienced no barriers accessing services, training, or programs.

Future plans include broader consultations through focus groups and enhanced survey tools.

