



2023-2026 Accessibility Plan

June 1, 2023

United Parcel Service Canada Ltd. ("UPS Canada")

(Please note that this plan applies to UPS Canada's customers and employees only)

Easy Read Summary

This is the Easy Read summary of our Accessibility Plan. For the full and detailed Plan, [click here](#).

Introduction

Our plan was built as part of our commitment to make UPS Canada more accessible to people with disabilities and follows the requirements set out under the *Accessible Canada Act*.

To build this plan we looked at six different areas of our company to see how we could make it more accessible. We looked at:

- Built environment (buildings)
- Employment
- Technology
- Communications
- Buying goods, services, and facilities
- Programs and services

We asked our employees and customers with disabilities what barriers exist through a survey and a focus group. We worked with accessibility professionals to help us identify barriers in key areas of our organization. We then thought about how we could remove these barriers and developed goals as part of this accessibility plan.

Our Plan

In the next 3 years, we will:

- Continue to consult with employees and customers with disabilities.
- Provide training/resources to our employees about disability and accessibility
- Revise our diversity statement to emphasize and reinforce our commitment to accessibility and people with disabilities.

- Revise our emergency evacuation plans to include information for people with disabilities.
- Consider accessibility any time we buy or renovate our locations.
- Consider removing accessibility barriers at our existing locations when renovating.
- Look for ways to make customer counters more accessible.
- Develop a strategy to recruit more people with disabilities.
- Remove some accessibility barriers in our application and hiring process.
- Educate our employees to improve their understanding of their responsibilities when hiring people with disabilities.
- Review our accommodations policy and process to make it easier to understand and follow.
- Review our return-to-work policy and process for employees on short- or long-term disability to make it easier to understand and more accessible.
- Train managers to improve their understanding of the accommodations and return-to-work policies and processes.
- Work with our headquarters in the United States to improve the accessibility of our careers website (where people can apply for jobs) and our main website.
- Consider the possibility of providing training to IT staff on how to design and maintain accessible websites.
- Share information in HTML or Word formats instead of in PDFs where possible.
- Develop a tip sheet of best practices for accessible meetings and share that tip sheet with employees who regularly attend and/or host meetings.
- Make guidelines for when and how employees can request a sign language interpreter.
- Request that outside companies we hire to help with our communications comply with our accessibility standards.

- Create a plan to help us think about accessibility whenever we buy new locations, goods, or services.
- Create a process for our customers to request accommodations.
- Provide training about accessibility and disability to our employees who work in customer service.
- Create more ways for customers to contact us.

Feedback

We are open to feedback on our plan and about accessibility at UPS. You can give us your feedback by contacting:

canadaaccessibility@ups.com

1930 Derry Rd East,

Mississauga ON L5S 1E2

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1. General

1.1 Statement of Commitment

At UPS, we believe that an inclusive and equitable workplace and company leads to better outcomes for our people, customers, and communities. That means we're committed to reducing barriers to accessibility for people with disabilities, including in the workplace, in the business we conduct, and in the communities we serve. We understand that accessibility is essential to delivering on our mission to "Move the world forward by delivering what matters."

Our Accessibility Plan, which has been designed to comply with the *Accessible Canada Act* ("ACA"), reflects our commitment to accessibility for people with disabilities. Through this plan, we are committing to taking proactive steps toward reducing or removing existing barriers.

1.2 Description of UPS

UPS is a global leader in shipping and logistics that offers a broad range of services including the transportation of packages and freight, the facilitation of international trade, and package delivery for customers in more than 220 countries and territories. UPS's first international expansion was to the Canadian market in 1975. Since then, UPS Canada has grown to approximately 13,000 employees focused on our purpose statement, "Moving our world forward by delivering what matters," through a strategy that is simply stated and powerfully executed: Customer First. People Led. Innovation Driven. UPS is committed to supporting the communities we serve and takes an unwavering stance in support of diversity, equity, and inclusion.

1.3 Contact Information & Feedback Process

We are happy to accept feedback about this plan, or about accessibility at UPS Canada, from our customers and employees. People can submit feedback anonymously, without giving their name or contact information. We will review the feedback and will consider it

when we write our progress reports and our next accessibility plan. We will also take steps to address your feedback where possible.

UPS Canada's HRBP Manager is responsible for collecting, keeping, and responding to the feedback we receive.

You can contact us to give your feedback in the following ways:

- canadaaccessibility@ups.com
- By letter mail: 1930 Derry Rd East, Mississauga Ontario, L5S 1E2

We will also accept feedback through our social media channels.

Information on our feedback process is also available on our website: (link)

We will respond to let you know that we received your feedback unless you submit the feedback anonymously (without a name or contact information). We will store a copy of all the feedback we receive for at least 7 years.

1.4 Alternative Formats

You can request alternative formats of this plan and a description of our feedback process.

To request an alternative format please contact:

canadaaccessibility@ups.com

1930 Derry Rd East, Mississauga Ontario, L5S 1E2

A digital version of this plan that works with assistive technology is available on our website:

[\(link to the plan\)](#)

We will respond to requests for other formats as soon as we can. For each alternative format, UPS Canada will provide a copy within a certain number of days:

- Print: available within 15 days of the initial request.
- Large print (Increased font size): available within 15 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): available within 45 days of the initial request.

Commented [AC1]: I've put this back into the document. Not sure who removed it. Section 9(1) of the Regulations says:
(3) The regulated entity must ensure that feedback process allows a person to provide feedback by mail, telephone, email and by any other means the regulated entity uses to communicate with the public.
Since UPS communicates with the public via social media, we are also required to receive feedback via social media. Alternatively, you could just put in a general line that says "We will also accept feedback through any channel that UPS uses to communicate with the public."

- Audio (a recording of someone reading the text out loud): available within 45 days of the initial request.

1.5 Definitions

The following definitions apply throughout this plan:

Disability: Any impairment, functional limitation, or difference in physical, mental, intellectual, cognitive, learning, sensory, or communication ability that, when combined with a barrier, hinders a person's full and equal participation. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder people with disabilities full and equal participation. Barriers can be physical, architectural, technological, or 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 Organization-wide Initiatives

At UPS Canada we strive to do better for our customers and employees with disabilities. We know that to do this we need to continuously consult with people who have disabilities, including by receiving and acting on feedback about accessibility. We also need to educate, train and develop our employees to improve their understanding of disability, accommodation, and accessibility. To do this, we have committed to the following goals:

- Starting in 2023, UPS Canada will develop a strategy around ongoing engagement and consultations with employees and customers with disabilities, including via existing resource groups at UPS Canada and through a new working committee.

- Starting in 2024, UPS Canada will provide disability awareness training for all managers.
- Starting in 2024, UPS Canada will provide training, communications, and/or resources for current employees in disability awareness, accommodation, and accessibility.
- Starting in 2024, UPS Canada will include disability awareness training in the onboarding training for new employees.
- In 2023, UPS Canada will revise its diversity statement to reinforce UPS's commitment to accessibility and people with disabilities.

2.2 The Built Environment

UPS Canada has 63 facilities across Canada. Many of these locations are warehouses and shipping centres that the public would not enter. We also have corporate office spaces and a few customer service counters where people can pick up or send packages. Most of our locations are leased and many are in older buildings where accessibility was not a priority when they were built.

Moving forward we want to make sure that our facilities and locations are as accessible as possible. This will involve reviewing and planning for accessibility when we acquire new locations and doing work to improve the accessibility of the facilities that we are already in. As part of the process of creating this plan, we briefly scanned some of our locations to identify common barriers that we could work to remove.

Over the next three years, we have the following goals to help improve the accessibility of our built environments:

- In 2023, UPS Canada will revise emergency procedures to include instructions and directions about evacuating people with disabilities.
- Effective immediately, UPS Canada will consider accessibility guidelines and features in all future built environment procurement and/or design plans, and will

also incorporate accessibility improvements into all major renovations moving forward, where deemed practical to do so.

- Starting in 2023, UPS Canada will investigate ways to remove barriers in key built environment locations and consider operational needs, the priority order of barrier removal, and available budget and resources to accomplish improvements.
- By 2025, UPS Canada will assess customer counters that will remain in operation for accessibility and will determine opportunities to improve accessibility based on those assessments.

2.3 Employment

UPS Canada has approximately 13,000 employees. Many of these employees work in jobs doing manual labor or driving vehicles. Some work in our package sorting centres making sure packages are processed and sorted correctly. Other employees work as delivery drivers, who transport or deliver packages across Canada. We also have some office-based employees who work in our corporate office spaces.

While we use our best efforts to accommodate employees with disabilities, we know that barriers remain. Over the next few years, we want to focus on improving accessibility for our employees at UPS Canada. This will involve some improvements to our accommodations process, our return-to-work and disability management processes, and upgrades to our career website and training.

Our goals to improve the accessibility of employment at UPS Canada are:

- Starting in 2023, UPS Canada will review its current recruitment and hiring practices and will:
 - Begin developing a strategy for recruiting people with disabilities.
 - Review application and selection processes to ensure reasonable accommodation is available and accessible at all stages of the recruitment and hiring process.

- Clarify the roles and responsibilities of relevant UPS Canada staff when recruiting and hiring people with disabilities.
- Starting in 2023 and continuing through to 2026, UPS Canada will review its accommodations policy and processes with a view to:
 - Making the process easier to understand for people seeking accommodations.
 - Clarifying the role of Occupational Health in the process.
 - Determining if any other person or entity should be involved in the accommodations process to facilitate a more efficient roll-out of accommodations.
 - Determining if and how occupational and non-occupational disabilities are managed differently.
 - Training managers on their role in hiring, onboarding, accommodating, and supporting people with disabilities in the workplace.
 - Updating the accommodations policy to include a clear and efficient process map for providing accommodations, including designated process owners and timelines to fulfill requests.
- Starting in 2023, UPS Canada will review its return-to-work policy for people on short or long-term disability. The guidelines will be revised to include more details about the process, including how to navigate it, who the process owners are, and how people with disabilities will participate in the process.
- In 2024, managers will be trained in the return-to-work processes for people with disabilities, to improve their understanding of what their roles and responsibilities are in the process and how to navigate that process.
- Starting in 2023, UPS Canada will work with its global counterparts to determine where and how UPS's careers page can be updated to be more accessible.

2.4 Information and Communication Technologies (ICT)

UPS owns and operates a variety of information and communication technologies. We have some technologies that are only used by our employees. We also maintain a public website where customers can learn more about UPS, learn how to ship a package or track a package. Many people in Canada who are shipping or receiving a package through UPS have likely used our website. Some sections of the public website are managed by UPS's global corporate offices located in the United States and we work with that team to make changes if/when needed. Over the next three years, we will work with the employees who make changes to our website to improve accessibility in our information communication technologies where feasible.

Our goals to improve the accessibility of ICT at UPS are:

- Starting in 2023, UPS will consider the possibility of sourcing and implementing web content accessibility guidelines (WCAG) training for relevant IT staff, including accessibility testing.
- Starting in 2023, UPS Canada will consider the possibility of working with its global counterparts to review the accessibility guidelines for their IT departments to ensure alignment in accessibility standards.

2.5 Communication, Other Than ICT

UPS communicates with the public and our employees in a variety of ways. We maintain a public website, issue press releases, and regularly update our social media accounts. Members of the public can contact us by telephone or through the UPS virtual assistant, a chat window on our website where you can ask questions and get answers from a computer-generated assistant. Individuals may contact us to ask a question about shipping or receiving a package. UPS's corporate headquarters located in the United States is responsible for most of the communications activities at UPS. The UPS Canada communications team is responsible for our Canadian social media accounts and Canada-

specific press releases or website content. Over the next three years, we want to focus on making sure that the information we produce is written in plain language and that our social media accounts are as accessible as possible.

Our goals to improve accessibility in our communications practices are:

- Effective immediately, whenever communicating information electronically, UPS Canada will use Word or HTML format in place of PDF wherever possible for greater accessibility.
- In 2023, UPS Canada will develop written guidelines or “tip sheets” that cover best practices for accessible meetings and distribute them to relevant employees.
- In 2024, UPS Canada will develop guidelines for when and how sign language interpretation can be provided by UPS Canada for employees.
- Moving forward UPS Canada will include requirements for accessibility in the procurement process for third-party public relations and communications services (e.g., social media).

2.6 The Procurement of Goods, Services, and Facilities

At UPS Canada we procure (buy) many different types of goods, services, and facilities each year. As of now, we do not have a system set up to make sure that the things we buy will be accessible to all users. Moving forward, we will consider the possibility of putting a process in place to help us decide when we should consider accessibility in procurement and when we don't. For example, we don't need to consider accessibility when we are buying fuel for our trucks.

Over the next three years, we plan to improve the accessibility of our procurement process through the following goal:

- In 2024, UPS Canada will consider building accessibility considerations into procurement processes and checklists if possible.

2.7 The Design and Delivery of Programs and Services

The primary service that we provide is shipping and delivering packages. We provide this service to both individuals and businesses. Over the next few years, we will focus on collecting feedback from our customers who have disabilities. We will do this through the public feedback mechanism that has been launched at the same time as this plan and through additional consultation activities. We will also take proactive steps to improve the accessibility of services through training our customer service teams and consideration of accommodations for our customers when accessing our services.

Our goals to improve the accessibility of our services are:

- Starting in 2023, UPS will explore the feasibility of creating a dedicated customer service process for people needing accommodations to access UPS's services. If such a process is established, UPS will source and deliver accessibility and accommodations training for relevant customer service representatives.
- Starting in 2023, UPS will explore the feasibility of adding additional mechanisms besides phone and live chat (e.g., email or direct message) for customers to obtain customer service support.

2.8 Transportation

At UPS Canada we do not provide any passenger transportation services and so we have no goals related to this area.

3. Consultations

We consulted people who have disabilities while we were preparing this plan. We recognize that people with disabilities are the accessibility experts and we want to make sure that people with disabilities are the ones guiding our accessibility initiatives. We recognize that consultations with people with disabilities need to be ongoing and that they will be better if we form relationships with the people who are consulting with us. The consultations we completed to prepare this plan are described below, and we intend to keep these conversations going into the future.

To consult with our employees who have disabilities we used a survey. This survey was sent to some of our employees across Canada. Employees were able to answer anonymously (without us knowing their names or identifying information). We made the survey anonymous because we recognize that not everyone who has a disability wants to disclose that information to their employer. We asked employees with disabilities to share their experiences working at UPS Canada. We also invited all employees to provide feedback on any accessibility barriers that they may have seen or experienced at UPS Canada. Most of the feedback we received from this survey was about the built environment of UPS facilities. Many employees were able to point out areas in our facilities that could be improved and some accessibility barriers that would be more difficult or impossible to remove. For example, some of the areas in our package sorting facilities would not be accessible to a person using a wheelchair. We used the information we received from this survey to help us inform the contents of this plan.

We also held a focus group with 10 Canadians who have a variety of disabilities. These 10 people do not work at UPS Canada, but they have all shipped and received packages before (either through UPS or another company). This focus group is a representative sample of our customers who have disabilities. We asked them to spend some time looking at our website, careers portal, job postings, and social media. We asked them to try and contact UPS to ask a question. We then invited participants to share their experiences with us. They gave us feedback about our website, and about general barriers they experienced when shipping and receiving packages. We want to thank this group of Canadians for consulting with us. The information we learned from them helped to inform this plan.

4. Conclusion

UPS understands that accessibility is essential to delivering on our mission to “Move the world forward by delivering what matters.” We’re committing to further foster a culture and business that supports people with disabilities within our workplace and in our communities. Our journey to becoming more accessible is an evolving process. We appreciate the opportunity that the *Accessible Canada Act* has given us to take a critical look at barriers, consult with people with disabilities and formalize our goals and progress. As part of our ongoing effort to reduce barriers and improve accessibility within our organization, we’re committed to making year-over-year progress toward making UPS Canada more inclusive and accessible for people with disabilities.