



2026-2029 Accessibility Plan

June 1, 2026

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

Introduction

Our plan was developed as part of our commitment to making UPS Canada more accessible to our customers and employees with disabilities that aligns with the requirements set out under the Accessible Canada Act.

To develop this plan, we reviewed seven key areas of our organization to identify opportunities to improve accessibility. These areas included:

- The built environment (buildings)
- Employment
- Information and Communication Technologies (ICT)
- Communications, other than ICT
- Procurement of goods, services, and facilities
- The design and delivery of programs and services
- Transportation

Our Plan

In the next three years:

- We will continue to provide annual refresher training to employees on emergency procedures, including reviewing instructions and guidance on evacuating people with disabilities during an emergency.
- By June 1st, 2028, the Buildings and Systems Engineering Department (Plant Engineering) will ensure clear color contrast between doors, walls, and floors to support depth perception and will install signage as needed in our bigger facilities to support wayfinding.
- By June 1st, 2029, the Buildings and Systems Engineering Department (Plant Engineering) will modify door widths that are not accessible to wheelchairs, will install automatic doors where necessary, and will install audible alarms in some locations that do not have audible alarms.
- By July 1st, 2026, we will engage in targeted recruitment efforts with community Government sponsored organizations that support the hiring of people with disabilities, focusing on neurodivergent hires.
- By July 1st, 2026, we will review our internal job posting communications, such as our Canada-wide full-time leadership opening communications, to ensure our commitment to accessibility and accommodation is clearly communicated during internal leadership application processes as well.
- By June 1st, 2027, we will provide self-identification awareness training to new-hire onboarding representatives across Canada, emphasizing the importance of self-identification to encourage greater participation among new hires.

- By December 5th, 2027, we will source and implement digital accessibility training for relevant Information Technology staff based in our U.S. corporate office who oversee the UPS Canada homepage. Training on the fundamentals of digital accessibility will be provided to employees involved in developing, maintaining, and/or purchasing digital technologies, with refresher training at least once every three years.
- By December 5th, 2028, we will republish our accessibility statement on our accessibility landing page. The statement will describe accessibility features, identify any remaining accessibility barriers related to the ICT product, include contact information and the publication date. In addition, it will be accessible from a prominent location on the accessibility webpage.
- We will ensure that all newly published or updated web pages (including web applications) on or after December 5th, 2028 meet the digital accessibility requirements related to the ACA regulations.
- We will ensure that all non-employee-facing mobile applications newly published on or after December 5th, 2028, meet the digital accessibility requirements related to the ACA regulations, including a conformity assessment that describes how accessible the application is.
- By December 5th, 2028, we will develop a process to keep digital copies of accessibility-related training materials and relevant details, including conformity assessments, gap analyses, and accessibility statements.
- We will ensure that all digital documents newly published or updated on non-employee-facing web pages and mobile applications on or after December 5th, 2028, meet the digital accessibility requirements related to the ACA regulations.
- We will redistribute written guidelines and tip sheets outlining best practices for accessible meetings on an annual basis to account for workforce changes.
- We will redistribute guidelines annually outlining when and how sign language interpretation services can be provided by UPS.
- We will continue to provide company-wide accessibility awareness communications annually, including initiatives such as Red Shirt Day (June 3) and National Accessibility Week (May 31–June 6).
- We will continue to implement accessibility awareness initiatives annually by displaying accessibility information slideshows on company televisions across Canada at our largest facilities during National Accessibility Week (May 31–June 6).
- By Dec 5th, 2028, we will obtain conformity assessments with gap analyses against the ICT Standard for products or services purchased in connection with the development of employee-facing and non-employee-facing web pages, as well as non-employee-facing mobile applications.

- By June 1st, 2029, will implement new Disability and Accessibility Awareness Training for all UPS Canada management employees. Over the next three years this training will be expanded to include other non-management workgroups.
- By June 1st, 2029, we will provide training to all UPS Canada management employees to strengthen their understanding of the accommodation and return-to-work process, including their roles and responsibilities.
- By June 1st, 2028, the Buildings and Systems Engineering Department (Plant Engineering) will ensure that our gravel parking lot in Quebec contains accessible parking lots designated by the installation of disability parking signs.
- By June 1st, 2029, the Buildings and Systems Engineering Department (Plant Engineering) will also ensure that all other parking lots across the Canada District have enough available accessible parking spots with visible markings.

Feedback

We are open to feedback on our plan and about accessibility at UPS. You can give us your feedback by contacting Human Resources Vice President in one of the following ways:

- Email: canadaaccessibility@ups.com
- Telephone: 905-671-5454
- Mail: UPS Canada: Head Office, 1930 Derry Rd East, Mississauga Ontario, 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."

In June 2023, we published our 2023 to 2026 Accessibility Plan and have reported on our progress towards those goals in June 2024 and June 2025. We are now publishing our next accessibility plan for 2026 to 2029.

Our 2026 to 2029 Accessibility Plan, which has been designed to comply with the *Accessible Canada Act* ("ACA"), reflects our ongoing 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 13,500 employees. 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. You can give us your feedback by contacting Human Resources Vice President in one of the following ways:

- Email: canadaaccessibility@ups.com

- Telephone: 905-671-5454
- Mail: UPS Canada: Head Office, 1930 Derry Rd East, Mississauga Ontario, L5S 1E2

We will respond to confirm that we received your feedback unless you submit the feedback anonymously (without a name or contact information). We will also store a copy of all the feedback we have received 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 Human Resources Vice President in one of the following ways:

- Email: canadaaccessibility@ups.com
- Telephone: 905-671-5454

Mail: UPS Canada: Head Office, 1930 Derry Rd East, Mississauga Ontario, L5S 1E2

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.
- 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 from 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 The Built Environment

UPS Canada has 63 facilities across Canada. Many of these locations are warehouses that are only for employees. We also have office spaces within these warehouses and one head office location in Mississauga. Most of our warehouse locations are leased and many are older buildings where current accessibility standards were not a requirement.

When we were developing this plan, some of the barriers we identified in the built environment include a lack of wayfinding in our larger warehouse buildings; door widths that are not always wheelchair accessible; a lack of automatic doors in some areas; insufficient color contrast in certain buildings; and the absence of audible alarms in some locations.

To address these barriers, we plan to complete the following accessibility initiatives:

- We will continue to provide annual refresher training to employees on emergency procedures, including reviewing instructions and guidance on evacuating people with disabilities during an emergency.
- By June 1st, 2028, we will complete accessibility enhancements in our larger buildings (Montreal, GTA and Vancouver) by ensuring there is clear colour contrast between doors, walls, and floors to support depth perception. We will also install signage as needed in our larger facilities to support wayfinding.
- By June 1st, 2029, in our larger buildings (Montreal, GTA and Vancouver), we will modify main entrance door widths that are not accessible to wheelchairs, install automatic doors where necessary, and install audible alarms in our locations that do not have audible alarms.

2.2 Employment

UPS Canada has approximately 13,500 employees. Many of these employees work in jobs performing manual labor or driving vehicles. Employees who work in our package sorting centers make 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 space and within offices in some of our warehouses.

We are committed to making employment more accessible at UPS and ensuring that our work culture is inclusive of people with disabilities. The barrier we have identified is that due to the physical requirements of most of our jobs, we do not receive a lot of disabled candidates applying into our open roles, and as a result, we have created the following initiatives below to increase our disabled employee workforce population:

- By July 1st, 2026, we will engage in targeted recruitment efforts, specifically focusing on neurodivergent hires, and will develop recruitment strategies and hiring practices that are inclusive of people with disabilities more broadly.
- We currently include a statement on our external job postings that highlight our commitment to accessibility and offer accommodation. By July 1st, 2026, we will also review our internal job postings and add the offer for accommodations to candidates.
- By June 1st, 2027, we will train onboarding representatives across Canada on the importance of self-identification to encourage greater participation among new employees during onboarding. This will help us know how many of our employees have disabilities. We will ensure that this awareness training highlights that self-identification is not mandatory.

2.3 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 and learn how to ship 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 continue to 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.

We know that there are some ICT barriers we can remove. We have identified that we have a training gap related to the fundamentals of digital technology accessibility for our IT employees from the United States that work on our UPS Canada homepage. In addition, we will plan to be compliant with the new ACA regulations related to the new ICT standards.

We have established a comprehensive, multi-phase program to ensure full compliance with all applicable digital accessibility requirements within the prescribed timelines. This program is aligned to our enterprise accessibility roadmap and includes structured phases for triage, solution design, execution, deployment, and training.

This structured approach ensures that accessibility considerations are embedded across all stages—from assessment and remediation through to deployment and employee enablement—supporting sustainable compliance and continuous improvement. Where required, alternative measures will be evaluated and implemented based on solutioning outcomes to ensure uninterrupted accessibility support.

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

- By December 5th, 2027, we will source and implement digital accessibility training for relevant Information Technology staff based in our U.S. corporate office who oversee the UPS Canada homepage. Training on the fundamentals of digital accessibility will be provided to employees involved in developing, maintaining, and/or purchasing digital technologies, with refresher training at least once every three years.
- By December 5th, 2028, we will republish our accessibility statement on our accessibility landing page. The statement will describe accessibility features, identify any remaining accessibility barriers related to the ICT product, include contact information and the publication date. In addition, it will be accessible from a prominent location on the accessibility webpage.
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- We will ensure that all digital documents newly published or updated on non-employee-facing web pages and mobile applications on or after December 5th, 2028, meet the digital accessibility requirements related to the ACA regulations.

2.4 Communications, other than information and communications technologies

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, email, 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.

Internally, from a communications perspective, we have begun implementing accessibility awareness communication initiatives on an annual basis to re-emphasize the importance of accessibility in the workplace.

From a barrier perspective, we have identified that, due to yearly changes in our workforce such as resignations and the hiring of new employees, including individuals with disabilities, it is important to ensure that all new employees are aware of these accessibility communication practices. At the same time, existing employees must continue to apply these practices so that barriers are minimized for individuals with disabilities.

As a result, we have created the following initiatives:

- We will redistribute guidelines annually outlining when and how sign language interpretation services can be provided by UPS.
- We will redistribute written guidelines and tip sheet annually outlining best practices for accessible meetings.
- We will continue to engage in company-wide accessibility awareness activities annually, including initiatives such as Red Shirt Day (June 3) and National Accessibility Week (May 31–June 6).
- We will continue to implement accessibility awareness initiatives by displaying accessibility information slideshows on company televisions across Canada at our largest facilities in Montreal, Greater Toronto Area and Vancouver. This will be an annual initiative.

2.5 The procurement of goods, services, and facilities

At UPS Canada we procure (buy) many different types of goods, services, and facilities each year. Barrier wise, compared to the new ICT standard for products or services purchased, we recognize that will need to ensure that all external vendors we work with provide conformity assessments to ensure their services or products are accessible. Over the next three years, we plan to improve the accessibility of our procurement process through the following goal:

- By Dec 5th, 2028, we will obtain conformity assessments with gap analyses against the ACA regulations related to ICT for products or services purchased in connection

with the development of employee-facing and non-employee-facing web pages, as well as non-employee-facing mobile applications.

2.6 The design and delivery of programs and services

At UPS Canada, we provide a significant amount of training to both non-management and management employees throughout the course of their employment. However, after reviewing all the training provided to date, we recognize that, from an accessibility training perspective, we have not delivered Disability and Accessibility Awareness Training, nor Accommodation Awareness Training.

As a result of this training gap, which may lead to unintended barriers for employees with disabilities due to a lack of education and awareness amongst their management teams regarding accessibility and accommodations, we have developed the following accessibility training program initiatives:

- By June 1st, 2029, we will implement new Disability and Accessibility Awareness Training for all UPS Canada management employees. Over the next three years this training will be expanded to include other non-management workgroups.
- By June 1st, 2029, we will provide training to all UPS Canada management employees to strengthen their understanding of the accommodation and return-to-work process, including their roles and responsibilities.

2.7 Transportation

At UPS Canada we do not provide any passenger transportation services, but many of our employees commute to work. We want to make sure that the parts of their commute that we can influence are accessible.

One barrier we identified is that one of our buildings in Quebec has a gravel parking lot, and it does not have designated accessible parking. To remove this barrier, we have created the following goal:

- By June 1st, 2028, we will ensure that our gravel parking lot in Quebec contains accessible parking lots designated through the installation of signs.

- By June 1st, 2029, we will review all other parking lots across our locations (warehouses and offices) in Canada to make sure they have enough available accessible parking spots with visible markings.

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.

We consulted with our internal accessibility committee which includes employees with disabilities, as well as a diverse group of Canadians with disabilities.

Accessibility Advisory Group

We wanted to hear directly from customers or potential customers about the accessibility of our services and our drafted accessibility goals. To support this, we hired an accessibility consulting firm, Left Turn Right Turn, who facilitates an Accessibility Advisory Group (AAG).

The AAG is a panel of about 10 people with disabilities from across Canada who bring diverse lived experiences and perspectives on accessibility. Types of disabilities represented by the AAG participants include:

- Acquired neurological and cognitive disabilities
- Communication disabilities/ speech impairments
- Mental health conditions
- Neurodivergence, including autism and ADHD
- Hearing loss
- Sensory sensitivities
- Deaf-Blindness
- Blindness
- Low vision
- Chronic health conditions
- Mobility device users, including people who use a walking stick, braces, and power and manual wheelchairs
- People of shorter stature
- Learning disabilities

The AAG was asked to participate in two activities: sending a package and reviewing draft goals.

As part of the first activity, AAG members were asked to send a package using the online services or by phone. Their shipping costs were reimbursed so that cost was less of a barrier to participation.

We asked the following questions about their experience of our services:

- On the website, are the services and the processes easy to understand?
- What accessibility barriers, if any, do you identify?
- How was your experience as a customer?
- How was your experience tracking the package?
- If you went to a retail location, what was your experience like?

About half of the members successfully shipped a package and the other half reviewed what they would need to do to send a package.

Most of the members had a very positive experience shipping a package and tracking it and some of the others who did not send a package felt that the instructions available on the website were clear.

Some of the barriers that members identified included:

- Needing additional support from customer service to understand the steps. Most of these calls were positive and helpful, but not all of them.
- Some members said they would not be able to measure, weigh, or pack their package independently.
- Some members had some specific suggestions of how the steps could be explained more clearly.
- Some members using assistive technology faced barriers using the website.

The AAG was then asked to review the draft goals and provide feedback. We specifically asked them:

- What are your thoughts about the draft accessibility goals?
- Did you understand them?
- Do you think anything is missing?
- Do you have any other feedback, thoughts, or advice you want to share with UPS?

Key feedback they shared included:

- The language describing barriers and goals should be in plain language and easy to understand.
- They would like to see specifics in the barriers and goals as much as possible.

- Some of our timelines seemed long and they would like to see action sooner.
- They wanted to know how we would measure our progress towards our goals.
- Training should include both management and frontline employees. Frontline employees will have the most interaction with clients with disabilities.

We are very grateful for the feedback from the AAG. We have included their feedback into our plan.

UPS Canada Accessibility Committee

In addition to consulting the AAG, UPS Canada continues to be fully committed to listening to the voices and perspectives of people with disabilities. During the development of the 2026–2029 accessibility plan, UPS Canada continued consulting members of the disability community through our internal Accessibility Committee. Half of this committee is comprised of UPS Canada employees with disabilities who have faced or witnessed accessibility barriers firsthand. UPS Canada recognizes that these employees play a critical role in helping us identify accessibility barriers and shape both current and future accessibility initiatives.

The other half of the committee is comprised of management employees within our health and safety function. UPS Canada recognizes that including management employees from our health and safety division adds valuable perspective to our accessibility consultations.

These consultations take place through virtual meetings hosted by a Human Resources Manager. The meetings are held virtually to ensure that accessibility committee members working across different provinces in Canada can attend. In these meetings, all current and future accessibility initiatives are reviewed in detail to provide members with an opportunity to provide feedback. Feedback we heard from the committee includes:

- Members recommended that going forward all departments at UPS who are involved in accessibility initiatives should be part of the UPS Canada Accessibility Committee.
- Members recommended that everyone who attends the UPS Canada Accessibility Committee's ensures that their cameras are on for better accessibility regarding those who may suffer from hearing loss.
- Members recommended that the UPS Canada Accessibility committee team up with the other Business Resources Group (BRGs) to bring more awareness to accessibility and to hopefully increase the size of the current UPS Canada Accessibility committee.

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.