



Purolator Inc.

Accessibility Plan 2026 – 2029



Contents

General..... 3

Introduction 3

Statement of Commitment..... 3

Feedback 3

Consultations 4

Areas Described Under the Act..... 5

Employment 6

Built Environment 9

Information and Communication Technologies (ICT)..... 11

Communication, other than ICT 13

Design and Delivery of Programs and Services..... 15

Procurement of Goods, Services and Facilities..... 17

Transportation 19

Conclusion 21

Glossary..... 22

General

Introduction

Purolator is a courier and logistics company operating across Canada and the United States. We have over 14,000 employees and 279 facilities nationwide. We provide shipping and delivery services to individuals and businesses, connecting people and goods across the country.

Our customers and employees interact with Purolator in many ways, including through our website, mobile applications, call centres, social media, and in-person at our shipping locations.

As a national service provider, we recognize the importance of ensuring that our services, workplaces, and communications are accessible to everyone. This accessibility plan outlines our commitment to identifying, removing, and preventing barriers for people with disabilities.

Statement of Commitment

At Purolator, we are committed to ensuring that diversity, equity, and inclusion are embedded in everything that we do. We recognize that our customers and employees have diverse experiences and needs, and we are dedicated to providing an equitable and accessible experience for all.

This commitment is supported at all levels of the organization, with leadership playing a key role in advancing accessibility and fostering an inclusive culture across our operations.

While we strive to create an inclusive workplace and customer experience, we recognize that barriers to accessibility still exist. Through this plan, we are committed to proactively identifying, removing, and preventing barriers in a timely and practical way, and to continuously improving accessibility across Purolator.

Feedback

We welcome any feedback or comments you have about this plan or about accessibility at Purolator. If alternative formats are needed, the following formats are available by request. 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 provide feedback about accessibility at Purolator, or if you need a copy of this accessibility plan or a copy of our feedback process description in an alternate format, please contact:

Attention: Director, Diversity, Equity & Inclusion

Address:

Purolator Inc.
2727 Meadowpine Blvd.
Mississauga, ON
L5N 0E1

Email: Inclusion@purolator.com

Phone: 1 800-326-4963

You can also find information about how to submit feedback on our website at the following link: [Contact Us](#)

Consultations

Purolator worked with a third-party accessibility consulting firm to help develop this accessibility plan and to review accessibility across the organization. This work builds on our previous plan and provides a deeper understanding of accessibility across our operations.

As part of this process, we reviewed internal policies, procedures, training materials, and other accessibility-related documents across the seven priority areas under the *Accessible Canada Act*. We also interviewed managers, leaders, and subject matter experts to understand how accessibility is experienced in different parts of the organization, including corporate, operational, and frontline environments.

We spoke directly with employees with disabilities through one-on-one interviews to learn from their experiences and perspectives.

We also gathered external input. This included speaking with a customer with lived experience of disability and reviewing accessibility feedback that Purolator has received.

Most of this work focused on internal feedback. We know it is important to hear more from customers with disabilities. In future planning cycles, we will expand our approach to include more customer feedback on the accessibility of our services and delivery experiences.

The barriers and commitments in this plan are based on what we learned through this process.

Areas Described Under the Act

Section 5 of the *Accessible Canada Act* identifies seven priority areas for advancing accessibility. These priority areas are:

- Employment
- Built environment
- Information and communication technologies (ICT)
- Communication, other than ICT
- Procurement of goods, services, and facilities
- Design and delivery of programs and services
- Transportation

Each section will include information on what we are doing well, barriers to accessibility that we have identified and the actions we will be taking over the next three years to remove or reduce those barriers.

Employment

The Employment priority area covers an employee's entire experience at Purolator. It starts from the recruitment and onboarding process and ends when the individual leaves the organization. It also includes accommodation and short-term and long-term disability absences from work.

What we are doing well

Accessible Job Posting Practices

Job postings include an accessibility statement, and candidates are informed that they may request accommodations throughout the recruitment process.

Accommodations Available During Recruitment

Accommodations are provided during recruitment, including adjusted testing requirements, removal of time limits, and modified evaluations.

Multiple Opportunities for Self-Identification

Candidates and employees have more than one opportunity to self-identify, including during the application process and onboarding.

Recent Improvements to Accommodation Policies and Procedures

Recent updates to accommodation policies and procedures have made the process more formal and more consistent across the organization.

Responsive Accommodation Practices

Consultation participants described the accommodation process as responsive, with efforts made to act quickly when support is needed.

Flexible Training Supports for Employee Success

Examples shared through consultations show that training periods may be extended where needed, such as increasing the training period from two weeks to four weeks.

Formal Tracking for Occupational Claims and Accommodations

Tracking systems and documentation processes are in place for occupational and non-occupational injury, illnesses, and related accommodations. Plans are underway to enhance this formal tracking approach and create a more seamless experience for Human Resources. This supports stronger oversight and more consistent case management.

Support for Career Progression of Employees with Disabilities

Examples were shared of efforts to support employees with disabilities in progressing within the organization.

Integrated Mental Health and Disability Support

Purolator's approach to mental health supports our commitment to accessibility. We provide employees with a range of supports, including Mental Health First Aid Responder network, an Employee and Family Assistance Program, mental health resources, and organization-wide mental health education. These supports are designed to help employees access timely, inclusive, and respectful care.

Our approach is supported by advice from our Chief Medical Director through Cleveland Clinic Canada. Mental health supports are also connected to our accommodation, disability support, and return-to-work processes.

Structured Return-to-Work and Disability Management Practices

Established policies and processes support employees through short-term disability, long-term disability, workers' compensation, accommodations, and return-to-work planning.

Barriers and actions

Barrier 1

Accessibility across the employment lifecycle is not yet guided by a coordinated, organization-wide approach. While many inclusive practices are in place, there is an opportunity to improve consistency, accountability, and how progress is measured across teams and locations.

Action 1: Develop an Employment Accessibility Strategy

Purolator will develop and implement an Employment Accessibility Strategy to guide accessibility across the full employment lifecycle. This strategy will set clear priorities, roles, and measures of success to support consistency and continuous improvement. It will also consider emerging best practices and standards, including the Accessibility Standards Canada Employment Standard, to support readiness for future regulatory requirements.

Barrier 2

Awareness and understanding of accessibility across the employment lifecycle can vary across the organization. Employees and leaders may not always have the tools or knowledge needed to support accessibility in recruitment, onboarding, and employee development.

Action 2: Strengthen Awareness, Training, and Consistency

Purolator will strengthen accessibility awareness and training across the organization. This will include providing practical guidance and tools for employees, managers, and Human Resources partners to support accessible hiring, accommodation, and employee development. These efforts will help ensure accessibility practices are applied more consistently across teams and locations.

Barrier 3

While accommodation processes are in place, there are opportunities to improve their consistency, awareness, and clarity across the organization.

Action 3: Strengthen the Accommodation Process

Purolator will enhance and promote its workplace accommodation process to improve consistency, timeliness, and employee awareness. This will include reviewing and updating the guidance materials, increasing communication and training on accommodation procedures, and identifying opportunities to streamline and support the implementation of accommodations. Work is also in progress to implement a system to enhance case management, oversight, and reporting of accommodation cases.

Barrier 4

Accessibility is not yet consistently measured or tracked across the employment lifecycle. This makes it difficult to identify barriers, measure progress, and inform decision-making.

Action 4: Improve Measurement, Feedback, and Partnerships

Purolator will strengthen how accessibility is measured and supported across the employment lifecycle. This will include improving data collection and reporting, creating more consistent ways to gather employee feedback, and continuing to build partnerships with organizations that support persons with disabilities. These actions will help identify barriers, track progress, and expand inclusive recruitment and employment opportunities.

Built Environment

The Built Environment priority area includes the physical spaces that employees and customers use. This includes automatic door openers, accessible washrooms, lighting, signage, noise, and other features. It also includes work-from-home spaces.

Findings in this area are based on consultation, document review, and limited site observations. A full built environment assessment was not conducted.

What we are doing well

Accessible Emergency Preparedness and Evacuation Planning

Purolator has taken steps to support accessible emergency preparedness by incorporating disability-related considerations into emergency response planning, including a buddy system to support evacuation.

Accessible Bathrooms in Majority of Facilities

Purolator has improved washroom accessibility by updating most existing facilities and ensuring that new facilities include accessible washrooms.

Responsive Facilities Support for Accessibility

Facilities teams have shown a strong commitment to accessibility by making practical adjustments, such as rearranging floorplans and relocating amenities to more accessible areas.

Multi-Sensory Safety Signals

Purolator uses both visual and audible signals in operational environments to support accessibility and safety.

Accessible Innovation in Sorting and Loading Processes

Operational systems such as Smart Sort and Sort to Light help reduce cognitive load and support accessibility through visual cues and adaptable features.

Barriers and actions

Barrier 1

A consistent, organization-wide approach to identifying, tracking, and addressing accessibility barriers in the built environment is still developing. This can make it more difficult to prioritize improvements and respond to issues in a coordinated way.

Action 1: Establish a Built Environment Accessibility Approach

We will strengthen our approach to managing accessibility in the built environment. This will include creating ways for employees and customers to provide feedback, improving how barriers are identified and tracked, and developing a plan to prioritize and address improvements based on available resources, timelines, and operational needs.

Barrier 2

Accessibility expectations and standards are not always applied consistently across facilities. Differences in layout, signage, lighting, and design can create varied experiences across locations.

Action 2: Improve Consistency Across Facilities

We will define and apply more consistent accessibility expectations across facilities. This will include reviewing key elements such as signage, lighting, and layout, and making improvements over time to support a more consistent experience.

Barrier 3

Some physical features may not fully support accessibility needs. This can create challenges for employees, customers, and visitors with disabilities.

Action 3: Improve Accessibility of Key Physical Features

We will identify and address accessibility gaps in key physical features across facilities. This includes improving visual wayfinding, contrast, lighting, and the placement and usability of equipment such as kiosks and workspaces.

Barrier 4

Lighting for vehicle loading is not consistent across all facilities. This can create visibility barriers and affect safe working conditions, especially during evening and overnight shifts.

Action 4: Improve Lighting for Vehicle Loading at Facilities

We will improve lighting for vehicle loading at facilities to reduce visibility barriers and support safer working conditions. This will include identifying gaps and prioritizing improvements based on need.

Information and Communication Technologies (ICT)

The ICT priority area relates to all aspects of the technologies Purolator uses to support employees and customers in the digital environment. This includes hardware, software, systems, and other digital technologies used across the organization.

What we are doing well

Accessibility Testing for Customer-Facing Technology

Purolator regularly tests customer-facing applications and features for accessibility. This includes ongoing testing and working with external partners to support accessibility reviews and improvements.

Commitment to Accessibility Standards in Customer-Facing ICT

Purolator's customer-facing technologies are designed to meet recognized accessibility standards, including WCAG 2.1 AA. This supports more accessible digital experiences for customers.

Digital Accessibility Expertise in Senior Leadership

Purolator has leadership with experience in digital accessibility. This helps support informed decision-making and stronger oversight of accessibility across digital systems.

Barriers and actions

Barrier 1

A coordinated, organization-wide approach to ICT accessibility is still developing. While accessibility practices are in place, they are not yet brought together under a single plan with clear priorities, timelines, and accountability.

Action 1: Develop an ICT Accessibility Plan Aligned with Phase 1 Requirements

We will develop and implement a coordinated ICT accessibility plan to guide accessibility across our digital technologies. This plan will be developed and implemented collaboratively with Compliance, Information Technology (IT), the Diversity, Equity, Inclusion, and Belonging (DEIB) team, Human Resources, and Procurement. It will align with current and emerging regulatory requirements and bring together key areas such as training, websites and applications, digital documents, and procurement. It will set clear priorities, timelines, and responsibilities to support a more consistent and proactive approach.

Barrier 2

Accessibility training for digital roles is not yet consistently implemented. Employees involved in designing, developing, maintaining, and purchasing digital technologies may not always have the training needed to apply accessibility practices in their work.

Action 2: Expand Digital Accessibility Training

We will expand accessibility training for employees involved in digital technologies, including ICT, procurement, and communications roles. This work will build on existing training efforts and be delivered in partnership with our Learning and Development team. It will help build a consistent understanding of accessibility requirements and support more accessible digital design and development.

Barrier 3

Accessibility is not yet consistently built into all digital quality and release processes. While accessibility is considered in some areas, practices can vary across teams and projects.

Action 3: Strengthen Accessibility in Digital Processes

We will strengthen how accessibility is built into digital quality assurance and release processes. This includes adding accessibility checks before release, clarifying roles and responsibilities, and improving consistency across teams. As training increases, these practices will continue to improve over time.

Communication, other than ICT

The Communication other than ICT priority area relates to methods of communication used at Purolator to communicate with employees and customers. This includes print materials, publications, e-newsletters, presentations, and all other methods of communication.

What we are doing well

Policy Guidance Supports Accessible Communications

Communication teams use an internal web accessibility guide to support accessible content creation. This includes guidance on alternative text, hyperlinks, colour contrast, and other key practices.

Accessibility Checks Built into Communications Workflows

Accessibility checkers are used as part of communication workflows. This helps ensure accessibility is considered before content is shared.

Accessible Digital and Social Media Content

Practices such as using alternative text and checking colour contrast support more accessible digital communication.

Inclusive Visual Representation

Communications reflect a range of diverse experiences, helping to support inclusive representation in external materials.

Captioned Video Content in Facilities

Videos shown in facilities include captions and transcripts. This supports employees who are deaf, hard of hearing, or neurodivergent.

American Sign Language (ASL) Interpretation Used for Staff Training

ASL interpreters are used in some training sessions to support accessible learning and participation.

Barriers and actions

Barrier 1

A clear and consistent process for requesting and receiving alternate formats is still developing. This can create uncertainty and lead to inconsistent responses for employees and customers who need information in accessible formats.

Action 1: Formalize the Alternate Format Request Process

We will establish and launch a clear process for employees and customers to request documents and materials in alternate formats. This will improve consistency, clarify roles and responsibilities, and make it easier to access accessible communication supports.

Barrier 2

The accessibility of new digital documents is not yet supported by a fully coordinated approach. Without clear roles, guidance, and requirements, document accessibility may vary across teams.

Action 2: Strengthen the Accessibility of New Digital Documents

We will implement a coordinated approach to creating accessible digital documents. This will include clearer roles and responsibilities, improved guidance, and updated tools and templates to support more consistent practices across the organization.

Barrier 3

Accessibility is not yet consistently built into brand standards and communications guidance. This can lead to different expectations and inconsistent practices across internal and external communications.

Action 3: Embed Accessibility into Communications Standards

We will embed accessibility requirements into brand standards and communications guidance. This will help make accessibility a clear and consistent part of how Purolator creates and shares information across channels.

Design and Delivery of Programs and Services

The Design and Delivery of Programs and Services priority area focuses on how Purolator plans, delivers, and improves its services for customers. This includes how accessibility is considered in customer interactions, service delivery, and feedback processes.

What we are doing well

Multiple Customer Engagement Channels

Customers can communicate with Purolator through multiple channels, including email, phone, live chat, and in person at our retail centers. This helps support a range of communication preferences and access needs.

Strong Accessibility Feedback and Follow-Up Process

Purolator has a strong process for receiving and responding to accessibility feedback. The Hot Alert system helps ensure that feedback is reviewed and routed appropriately. Clear contact information also provides employees and customers with a way to raise accessibility concerns.

Ability to Support Accessibility Requests for Deliveries

Purolator demonstrates flexibility in responding to accessibility needs during deliveries. For example, customers can request additional time to answer the door or other adjustments based on their needs.

Targeted Accessibility Training for Sales Teams

Sales teams have received training on how to support customers with disabilities. This helps build awareness and supports more accessible customer interactions.

Expanded Pickup and Delivery Options

Purolator continues to expand customer access points across its network, including convenient pickup locations, lockers, and hold-for-pickup options. For 75 per cent of Canadians, a Purolator drop-off location is available within three kilometres of their community. These options help support more flexible and convenient delivery experiences for customers.

Barriers and actions

Barrier 1

Customer-facing accessibility information for retail locations may not always be accurate or up to date. This can create barriers for customers who rely on this information to determine

whether a location will meet their needs.

Action 1: Improve the Accuracy of Customer-Facing Accessibility Information

We will improve the accuracy of accessibility information for retail locations. This will help customers more reliably identify accessible locations and reduce barriers caused by outdated or incorrect information.

Barrier 2

Accessibility expectations and follow-up processes for retail agent locations are not yet consistently defined or monitored. This can result in uneven accessibility conditions and inconsistent responses when barriers are identified.

Action 2: Clarify Accessibility Oversight for Retail Agents

We will establish a more consistent approach to accessibility oversight for retail agents. This will include clearer expectations, more consistent review of locations, and improved follow-up to address identified barriers.

Barrier 3

Self-service kiosks may not always be fully accessible due to usability and placement issues. This can create barriers for customers with disabilities when using kiosk-based services.

Action 3: Ensure Accessibility of Self-Service Kiosks

We will improve the accessibility of self-service kiosks at priority locations. This will include reviewing text size, placement, and surrounding conditions to support easier and more accessible use.

Procurement of Goods, Services and Facilities

This priority area focuses on how Purolator considers accessibility when purchasing goods, services, and facilities. It includes how accessibility is built into procurement processes, supplier requirements, and decision-making.

What we are doing well

Accessibility in Procurement Policy

Accessibility is included in the Responsible Sourcing Standard and Procurement Policy. This helps support a more consistent approach to accessibility in purchasing decisions.

Accessibility Considered in Supplier Evaluation

Accessibility is considered when evaluating suppliers, helping ensure it is part of how vendors are assessed and selected.

Inclusive Uniform Testing

Employees with disabilities are involved in testing new uniforms to ensure they meet a range of needs and support inclusive design.

Accessibility Included in Retail Expansion Planning

Accessibility is considered during planning for new and updated locations. This supports a more proactive approach to barrier prevention.

Barriers and actions

Barrier 1

Accessibility is not yet consistently treated as a required part of technology procurement and vendor oversight. This can create risks when purchasing digital tools and systems.

Action 1: Strengthen Accessibility Requirements in Technology Procurement

We will strengthen how accessibility is included in technology procurement and vendor oversight. This will help ensure accessibility is considered early in the process and that vendors meet clear accessibility expectations.

Barrier 2

Accessibility is not yet consistently embedded throughout the full procurement lifecycle. This can lead to gaps in how accessibility is considered from sourcing through contract management.

Action 2: Embed Accessibility Throughout the Procurement Process

We will embed accessibility throughout the procurement lifecycle. This includes strengthening accessibility requirements in procurement documents, vendor evaluations, and contracts to support more consistent practices.

Transportation

This priority area focuses on how accessibility is considered in transportation-related activities at Purolator. This includes delivery operations, travel for employees, and access to facilities.

What we are doing well

Accessible Transportation Supports for Drivers Who Are Deaf or Hard of Hearing

Purolator has implemented accommodations to support drivers who are Deaf or hard of hearing. These include visual signals in trucks and text-based communication tools to support safe and effective work.

Alternatives Built into the Travel Policy

Purolator's travel and business expense policy encourages employees to consider alternatives such as videoconferencing and phone calls before travelling. This can help reduce barriers related to travel.

Multiple Travel Booking and Support Channels Available

Employees can access travel booking support in different ways, including online tools, phone assistance, and support available 24 hours a day, 7 days a week. This provides flexibility and supports different access needs.

Barriers and actions

Barrier 1

Accessibility supports and expectations are not yet clearly defined in the travel and business expense policy. This can result in accessible travel needs being managed informally rather than through a consistent process.

Action 1: Make Accessibility Explicit in the Travel Policy

We will update the travel and business expense policy to clearly define accessibility supports and expectations. This will help create a more consistent process for accessible travel and improve awareness of available supports.

Barrier 2

Accessible parking is not consistently available across all facilities. This can create barriers for employees and visitors with disabilities.

Action 2: Assess the Availability of Accessible Parking at Facilities

We will review the availability of accessible parking across facilities to identify gaps and support more consistent access. This will help create a more proactive approach to accessible site access.

Conclusion

At Purolator, we are committed to ensuring that our workplaces and services are equitable and accessible to all. This accessibility plan is an important step in identifying and addressing barriers across our organization.

This plan outlines the actions we will take over the next three years to improve accessibility across our operations. We will continue to identify and address barriers as they arise and look for new opportunities to strengthen accessibility over time.

In alignment with the *Accessible Canada Act*, Purolator will publish annual progress reports on the implementation of this plan. These reports will provide transparency on our progress and support accountability for our commitments.

Accessibility is an ongoing journey. We will continue to learn from our employees, customers, and community partners, especially persons with disabilities, whose lived experiences provide valuable insight. Their feedback will help guide our efforts as we continue to improve accessibility across Purolator.

Glossary

Accessibility:

Accessibility refers to how services, technology, locations, devices, environments, and products are designed to accommodate persons with disabilities. Accessibility means giving persons with disabilities equal opportunities to take part in life activities. The term implies conscious planning, design, and/or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making everything more usable and practical for all people.

Barrier:

According to the *Accessible Canada Act*, “Barrier means anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with a physical, mental, intellectual, learning, communication or sensory impairment or a functional limitation.”

Disability:

According to the *Accessible Canada Act*, disability is “A physical, mental, intellectual, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”