

2023-2025

Accessibility Progress Report

Purolator Inc.



Easy Read Summary

Accessibility Progress Report

At Purolator, accessibility isn't an extra step — it's how we do our work. It's embedded in how we serve customers, support employees, and design our operations. Our commitment to Diversity, Equity, Inclusion, and Belonging (DEIB) shows up in everyday decisions, not just statements.

In 2025, we advanced our accessibility journey by strengthening inclusive engagement, improving digital and physical environments, and driving measurable progress across our operations. This work reflects both what we've learned and how we've acted on it.

We listen closely to people with disabilities, recognizing their lived experience as essential to identifying barriers and shaping solutions. Our focus remains on removing obstacles, visible and invisible, and making meaningful, lasting change. This year, we concentrated our efforts 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 2025, Purolator made progress on accessibility across the organization. Some key examples include:

- Made service delivery more accessible by creating clear guidance for employees and expanding access to *Signature Not Required*, so customers can request it before or after shipping, when allowed.
- Improved inclusive hiring and onboarding by clearly explaining workplace accommodations to new employees and reviewing job postings to remove language that could exclude people with disabilities.
- Improved digital accessibility by updating mobile apps, fixing several high-impact accessibility issues, and continuing improvements to the online job application portal.
- Made communications more accessible by requiring alternate text for images and using built-in accessibility checkers for documents and PDFs before sharing them.
- Started a long-term approach to accessible buildings by beginning accessibility reviews at selected sites and continuing work on emergency planning that considers the needs of people with disabilities.
- Included accessibility and DEIB expectations when choosing vendors, so accessibility and inclusion are considered as part of how suppliers are evaluated.

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 aloud)

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 2025, 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)
- 3) We will review our use of the "door knockers" and consider other options for flexible delivery like better communicating our Signature Not Required program, and ensuring customers are aware of Purolator Your Way options for improved flexibility. (Target Date: September 2026)

In 2025, we updated our website to allow customers to look up shipping locations on our website from both their mobile phone and desktop computer. This new functionality allows employees and customers to filter by specific accessibility requirements like street access, parking availability and wheelchair access. We remain committed to incorporating customer feedback to continually improve access to our website.

As part of our strategy related to expanding our Signature Not Required (SNR) program, customers can now request SNR before or after a shipment is sent, if the item is not regulated, and the sender has not required a signature. This reduces barriers for customers with mobility, medical, or other accessibility-related needs. This work also supports our future efforts to improve how we communicate flexible delivery options, including Purolator Your Way.

In addition to customer service training that began in 2024 and completed in 2025, we created an accessibility framework that gives employees clear guidance on inclusive service and delivery options. This helps employees better support customers with different accessibility needs.

2.2 Employment

At Purolator, we are committed to building a diverse workforce that includes people with disabilities. In 2025, we focused on improving accessibility across the employee and candidate experience. We committed to the following:

- 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 2025, we continued to improve accessibility across the recruitment and onboarding experience.

We integrated the Workplace Accommodation Policy into the onboarding process. This ensures that all new hires receive clear and consistent information about workplace accommodations from the start of their employment.

We continued to review job postings using our in-house Inclusive Language Assistant tool, a company tool that checks job postings for language that could exclude people with disabilities. Phase One of this work was completed in 2025. The remaining job postings will continue to be reviewed into 2026 to ensure they reflect essential job requirements and use inclusive language.

In 2025, we continued working to improve the accessibility of our online job application portal. Some updates are still in progress and need additional technical support. We conducted automated accessibility testing of our careers site, job search pages, and job postings using the WAVE Accessibility Evaluation Tool. This work supports access for candidates using screen readers or keyboard navigation and shows strong overall performance, with an average accessibility score of 8.6 out of 10.

We will continue to improve accessibility across the full recruitment and onboarding process by maintaining clear accommodation information and completing planned system and process updates.

2.3 Information and Communication Technologies (ICT)

At Purolator, we use technology to serve the public and support our teams. We are committed to making our digital tools accessible to everyone. We committed to the following actions:

1. Review key digital tools, including our mobile app and live chat features, to identify and address accessibility barriers.
(Target date: September 2024)
2. Develop accessibility training for employees who build, manage, or support information and communication technologies so that they understand digital accessibility and how to maintain it.
(Target date: September 2025)

In 2025, we completed several accessibility improvements to our mobile applications. Updates released in March 2025 addressed accessibility issues on the main warehouse page, including issues with new quick-action buttons.

We also updated the Purolator Mobile App (PMA) to align with current design and branding standards. This included improvements to the location finder and updates to map colours to improve clarity and usability. A redesign of the app's home page was completed and released in August 2025 for both iOS and Android.

Automated and third-party accessibility testing continued throughout the year. As a result, several critical accessibility issues were resolved and released by the end of 2025, with additional fixes completed in testing environments. Some remaining issues are scheduled for completion once related security system updates are finalized.

For part of 2025, development efforts focused on migrating internal applications to a new cloud environment. This work is now complete, allowing teams to resume identifying and fixing accessibility issues on an ongoing basis.

In 2025, we continued building accessibility knowledge within our technology teams. This work supports our commitment to ensuring employees who develop and manage digital tools understand accessibility requirements and best practices. Training efforts will continue as part of our broader approach to maintaining accessible technology.

2.4 Communication, other than ICT

At Purolator, we interact with people in many ways every day. We are committed to making our communications accessible across all channels. To support this, we committed to the following actions:

1. Create and adopt a standard for social media posts that includes accessibility features such as alternate text for images, captions for videos, and accessible hashtags. We will also train employees who create social media content on this standard.
(Target date: September 2024)
2. Create and adopt a formal accessibility standard for all external communications, including minimum accessibility practices and clear steps to ensure communications are accessible, such as using accessibility checking tools.
(Target date: September 2025)

By 2025, the use of alternate text for images became a standard practice for our communications team. This requirement was built into our standard operating procedures, and full compliance was achieved by the target date of September 2025. These practices help ensure that social media content is accessible to people who use screen readers.

In 2025, we strengthened how we check accessibility across all external communications. Our teams now regularly use built-in accessibility checking tools in

Microsoft 365 (Word, PowerPoint, Excel, and Outlook) and Adobe (for PDF documents). These tools help identify and fix accessibility issues before content is shared.

These improvements support a more consistent and standardized approach to accessible communications across the organization.

Each year, Purolator works with an external consultant to prepare its Corporate Sustainability Report. All related materials are designed and tested to meet accessibility requirements, including the Accessible Canada Act and the Web Content Accessibility Guidelines (WCAG 2). The report is shared with both internal and external audiences.

2.5 The Built Environment

At Purolator, we are working to make our buildings more accessible for employees and the public. This includes sorting facilities, offices, and customer counters. In 2023, we committed to the following actions:

1. Build new facilities that meet accessibility standards.
(Ongoing)
2. Remove physical and sensory barriers during major renovations.
(Ongoing)
3. Improve emergency evacuation plans to better support people with disabilities.
(Target date: September 2024)
4. Review customer counters and retail locations to find accessibility barriers and plan improvements.
(Target date: September 2026)

In 2025, all new construction projects met municipal accessibility standards, ensuring new sites are accessible from the start such as our new Kanata, ON, Toronto West, ON and Candiac, QC terminals. We committed in 2024 to inspecting 20-30 sites per year, and in 2025, we began our phase one site inspections confirming accessible washrooms. We also included accessible stalls in renovations at Mount Hope, ON and

Mississauga West, ON. Site walk-throughs found no accessibility issues in areas managed by the facilities team.

We're also improving emergency evacuation plans to better support people with disabilities, with more detailed planning underway. Accessibility audits at customer counters and retail locations started in 2025, marking the beginning of a multi-year approach to identifying and addressing barriers. This work will continue, with additional reviews and improvements planned through 2026.

2.6 The Procurement of Goods, Services and Facilities

At Purolator, we purchase a wide range of goods and services. We are working to make our procurement process more inclusive and accessible by consistently considering accessibility and diversity when selecting suppliers.

We committed to the following actions:

1. Create written guidance to help teams understand when and how accessibility should be considered during the procurement process, depending on what is being purchased.
(Target date: September 2024)
2. Update our Procurement Policy and include the Responsible Sourcing Standard as a supporting document. This helps ensure accessibility and inclusion requirements are applied consistently across purchasing activities.
(Target date: September 2024)

In 2025, we continued to strengthen how accessibility and inclusion are considered during supplier selection. Accessibility and diversity-related questions are now included in supplier pre-qualification and evaluation processes. These questions are weighted and contribute to how suppliers are scored and ranked. Suppliers are required to confirm their compliance each year through formal attestations. This helps ensure ongoing alignment with Purolator's accessibility and inclusion expectations.

Our Responsible Sourcing Standard and Supplier Code of Conduct are shared with suppliers as part of the contracting process. Suppliers are required to review and formally agree to these documents. Supplier compliance with the Responsible Sourcing Standard is assessed and contributes to their overall supplier rating.

In 2025, we used a Sustainability Supplier Survey to gather information from vendors about their environmental, social, and governance practices. The survey included questions related to diversity, equity, inclusion, and belonging (DEIB), including:

- Use of diverse suppliers and subcontractors
- Engagement with small and medium-sized businesses
- Programs or initiatives supporting marginalized groups, including people with disabilities
- Existence of DEIB-related policies

Supplier responses are scored and weighted, and the results contribute to overall supplier rankings. This information helps inform supplier selection, relationship management, and purchasing decisions.

2.7 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. We remain dedicated to engaging with our community and refining our services in response to their experiences. Our formal complaint process has yielded constructive feedback, identifying specific obstacles within our delivery system that we have subsequently addressed through appropriate reconciliation measures. Notable concerns include issues with non-delivery, the capacity and accessibility of acceptance bins for larger

parcels, limited tracking capabilities, and time constraints impacting customers who require additional time to answer their door. These observations are being thoroughly integrated into our operational assessments to enhance the inclusiveness of our delivery protocols and infrastructure.

Future plans include broader consultations through focus groups, improved survey tools,