



2023-2026 Accessibility Plan

June 1, 2023

2023-2024 Progress Report

2024-2025 Progress Report

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:

UPS Canada: Region Office
canadaaccessibility@ups.com

1-800-742-5877

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:

- By email: canadaaccessibility@ups.com
- By Telephone: 1-800-742-5877
- 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:

UPS Canada: Region Office

canadaaccessibility@ups.com

1-800-742-5877

1930 Derry Rd East, Mississauga Ontario, L5S 1E2

A digital version of this plan that works with assistive technology is available on our website: [click here](#).

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 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.



2023-2024 Progress Report

Re UPS Canada's Accessibility Plan

June 1, 2024

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

Introduction

Our accessibility plan submitted June 1st 2023, along with this progress report, has been built on the commitment to make UPS Canada more accessible to people with disabilities and follows the requirements set out under the *Accessible Canada Act*.

The following progress report will speak to the six different areas of our company to showcase how we have furthered accessibility initiatives since June 2023 in the following areas:

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

Our Progress

Since June 2023, UPS Canada has engaged in the following initiatives to further accessibility:

- We continue to consult with employees and customers with disabilities by monitoring and addressing inquiries received via the canadaaccessibility@ups.com email inbox.
- Provided training resources to technology employees about disability and accessibility.
- Revised our emergency evacuation plan to include instructions for people with disabilities.
- Removed accessibility barriers in our application and hiring process by introducing specific accessibility verbiage in job postings.

- Developed a tip sheet Re best practices for accessible meetings and shared that tip sheet with employees who regularly attend and/or host meetings across the company.
- Created guidelines for when and how employees can request a sign language interpreter at UPS.
- Countrywide company communications created Re accessibility awareness such as Red Shirt Day and National Accessibility week.
- Creation of UPS Canada's first Accessibility Committee.
- Continuation of UPS Canada's Accommodation Request program.

Feedback

As usual, we continue to remain open to feedback on our progress report and about accessibility at UPS. You can give us your feedback by contacting:

UPS Canada: Head Office
canadaaccessibility@ups.com

1-800-742-5877

1930 Derry Rd East,
Mississauga ON L5S 1E2

Statement of Commitment

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Description of UPS

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Contact Information & Feedback Process

We are happy to accept feedback about this plan, or about accessibility at UPS Canada, from our customers and employees, and can be submitted anonymously. We will take steps to address your feedback where possible, and feedback will be considered in future progress reports and accessibility plans.

UPS Canada will collect and respond to feedback submitted by:

- Email: canadaaccessibility@ups.com
- Telephone: 1-800-742-5877
- Mail: 1930 Derry Rd East, Mississauga Ontario, L5S 1E2

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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.

The Built Environment

UPS Canada has over 69 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 designated 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. Below are initiatives that UPS has taken Re the built environment since June 2023:

- In 2024, UPS Canada revised its emergency procedures to include instructions and directions about evacuating people with disabilities from our buildings. Please see revised procedures attached to this progress report.
- In 2024, UPS Canada formally considered 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. Building & Systems Engineering (BaSE) will create an accessibility checklist to follow for future builds to ensure maximum accessibility. This accessibility checklist will include items such as making sure our door frames are big enough to accommodate wheelchairs, elevators for multi-floored buildings, accessible restrooms, etc.

Employment

UPS Canada currently has approximately 12,500 employees. Many employees perform manual labor in our package sorting centres physically lifting, lowering, pushing, pulling packages to ensure they are sorted and processed correctly. Others work as delivery drivers, who transport and deliver packages to residential and commercial customers across Canada. We also have office-based employees who work in our corporate office spaces.

Below are some initiatives that were put in place since June 1st 2023 to further accessibility within Employment:

- Accessibility sensitivity and awareness language is now part of all our employment job postings. The language specifically reads “UPS is a diverse and equal opportunity employer. Accommodations are available on request for candidates with disabilities taking part in the recruitment process. If you are selected to participate in the recruitment process, please advise if you require accommodation for a disability”. UPS Canada believes that by adding this specific language in all our job postings, we are advocating for accessibility and accommodation in our workplace from the start of the employment relationship.
- Accommodations continue to be granted at UPS Canada through the UPS Accommodation Program, which seeks to reasonably accommodate the needs of job applicants and employees to ensure everyone’s full and fair participation in the workforce, regardless of individual human rights-related limitations. Grounds for Accommodation include but are not limited to disability, gender, gender identity and expression, family status, and religion. In 2022, we had a total of 103 disability accommodation requests submitted and 67 were approved (in whole or in part), a 65% accommodation rate. In 2023, we had a total of 120 disability accommodation requests submitted and 79 were approved (in whole or in part), a 65.83% accommodation rate.

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 and 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' 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 continue to work with our corporate partners who update the website to improve accessibility in our information communication technologies where feasible.

Additionally, our IT team has completed the below accessibility training:



Introduction to WCAG 2.0

- Web Accessibility Initiative (WAI) is the W3C initiative to make the Web more accessible for persons with disabilities
- Introduced in 1997
- Endorsed by White House and W3C member organizations

COURSE

WCAG 2.0 Accessibility Standards

Explore WCAG (Web Content Accessibility Guidelines) 2.0, WCAG design principles and guidelines, and how to participate in WCAG standards.

45m 41s Skillssoft Beginner Dec 2017 by [Jamie Campbell](#)

From Channel: [Web Accessibility](#)

4.5 (505)



Introduction to WCAG 2.0

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- Introduced in 1997
- Endorsed by White House and W3C member organizations

VIDEO

WCAG 2.0

In this video, you will learn about WCAG 2.0 and its purpose.

2m 24s Skillssoft Beginner Dec 2017 by [Jamie Campbell](#)

From Course: [WCAG 2.0 Accessibility Standards](#)

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Communication, Other Than ICT

UPS communicates with the public and our employees through a public website, press releases, regular updates on our social media accounts, a dedicated employee portal and internal communications. Members of the public can contact us by telephone or through the UPS virtual assistant to ask questions and get answers. UPS corporate headquarters 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, UPS Canada will focus on making sure the information we produce is written in plain language and that our social media accounts are as accessible as possible.

Below are accessibility initiatives that have taken place since June 2023 Re communications outside of ICT (Information and Communication Technologies):

- UPS Canada developed written guidelines or “tip sheets” that cover best practices for accessible meetings. These were distributed to employees across Canada. Attached is the guideline.
- UPS Canada developed guidelines for when and how sign language interpretation services can be obtained for employees. Attached is the guideline.
- UPS Canada created its first Accessibility Committee via a Country wide communication campaign. Communication campaign is attached.
- Accessibility Awareness communication was rolled out across the Country (National Red Shirt Day & National Accessibility Week). Communications attached.

The Procurement of Goods, Services, and Facilities

At UPS Canada we procure many different types of goods, services, and facilities each year. The Procurement Department continuously works with our Occupational Health & Safety Department on the procurement of any goods, services or facilities requiring accessibility for all our employees as part of the Workplace Accommodation Request program.

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.

Transportation

At UPS Canada we do not provide any passenger transportation services and therefore we have no goals related to this area. As a result, Ups Canada is not required provide a copy of this progress report into Canadian Transportation Agency (CTA).

Consultations

We consulted with employees who have disabilities and created UPS Canada's first accessibility committee that is comprised of disability allies employees and disabled employees. We recognize that our employees with disabilities are the accessibility experts, and we want to make sure that people with disabilities are the ones guiding all our accessibility initiatives. We also consulted with Management from our Occupational Health Department who are subject matters experts regarding workplace accommodations. Lastly, UPS Canada also worked with an external accessibility firm called Left Turn Right Turn that assisted UPS in both our accessibility plan and our progress report.

Feedback

We received feedback from members of UPS Canada's accessibility committee and our Occupational Health Management team via virtual meetings and via written channels (emails). In total, UPS Canada consulted with 16 accessibility employee committee members (Management and Non-Management employees) and our Country Health and Safety Manager who provided feedback and their final approval regarding the accessibility initiatives set forth in 2024 such as the company wide awareness accessibility communications Re Red Shirt day and AccessAbility week. In addition, these same parties helped us to approve and review the roll out of other country wide accessibility initiatives such as the guidelines Re how to request the services of hearing-impaired interpreters and how to run accessible meetings within UPS Canada.

Constraints & Conclusion

In 2023 and in 2024 UPS Canada was met with lower-than-expected volume projections which had a direct effect on our hiring, resulting in limited hiring. As a result, focus was on employee turnover versus targeted diversity recruitment towards disabled employees, and therefore, few diversity orientated employment job fair events targeting disabled employees were held. In 2024 and beyond, special attention Re targeted diversity recruitment will take place towards disabled employees.

In conclusion, UPS Canada understands that accessibility is essential to delivering on our mission to “Move the world forward by delivering what matters.” We’re committing to further fostering 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.



Prewrite Communications Meeting

This PCM is intended for all employees and has been sent to all full-time management for review and distribution

National Red Shirt Day, Accessibility Week & Accessibility Initiatives in place at UPS Canada.

PCM Outline

Date to be given: Monday, May 27, 2024

For: All employees

Introduction

On June 1, UPS Canada will publish its first Accessibility report that sets out a process for developing, implementing, and enforcing accessibility standards. Our report and newly formed Accessibility Committee aim to remove barriers and make UPS more inclusive for everyone.

We encourage all UPSers to help make our work environments accessible to all. So, on May 29 we are asking all our people to recognize and celebrate **Red Shirt Day of Action for Accessibility & Inclusion**.

Key Points

- Red Shirt Day takes place on the Wednesday of National Accessibility Week taking place May 26 to June 1.

- On Red Shirt Day, wear red to create a visible display of solidarity to show support for disabled people and their families, celebrate the achievements of disabled Canadians, and pledge commitment to help create a fully accessible and inclusive society.
 - Please share your photos from the day with upscanadacomm@ups.com.
- Accessibility must become a part of our everyday culture, here are ways to keep our facilities safe and inclusive:
 - To keep our people safe, especially in emergencies, familiarize yourself with your building evacuation plan that includes a plan to help an employee with a disability during an emergency.
 - If an employee might need help in an emergency due to a permanent or temporary disability, their management must provide individualized emergency response information to the employee. For example, how will an employee:
 - who uses a wheelchair safely exit a building in the event of a fire?
 - with a hearing disability, who cannot hear an alarm, be notified in the event of an emergency?
 - with a visual disability identify and navigate emergency escape routes?
 - with an invisible disability, such as a heart condition that prevents them from using stairs, or evacuating a building during an emergency?
- Speak to your management if you require assistance in an emergency.

- Management is required to formally arrange accessibility support as part of your building evacuation plan.
- Management must implement appropriate accommodation measures for employees with disabilities.
- Please refer to the following guidelines:
 - Guidelines to conduct accessible meetings.
 - Guidelines to order hearing-impaired Accessibility Consultants.

Conclusion

We aim to create workplace environments that are inclusive and accessible to all. We will continue working toward making our organization more accessible for people with disabilities.

Please contact Health and Safety Manager, Jason Arblaster at jarblaster@ups.com with questions regarding evacuation plans.

Proprietary and Confidential Information of United Parcel Service.
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GUIDELINES TO CONDUCT ACCESSIBLE MEETINGS AT UPS CANADA

Meetings at UPS Canada are run in a variety of formats such as virtual, face to face, or via phone conference. Regardless of the format or size of the meeting you are running, it is important as the meeting organizer to ensure your meeting is fully accessible for all UPS employees and customers the moment you become aware either an employee or customer requires accessibility support.

Before planning your meeting at UPS, there are accessibility related items you are recommended to consider when planning your meeting or event such as: **1) Proper & Timely Communication**, **2) Physical access** to your meeting space; assuming your meeting is in person & **3) Ensuring** your meeting content is accessible to all attending beforehand.

Proper & Timely Communication will ensure that you build yourself enough time to secure the necessary resources such as hiring external accessibility consultants such as hearing-impaired interpreters for any of your hearing-impaired attendees. This is accomplished by ensuring that you include verbiage in your meeting/event invite about asking meeting attendees if any accessibility accommodations are necessary, including any accessibility requests regarding evacuations, and if so, to kindly advise you asap in a confidential manner. It is important to ask this question asap so that you have adequate time, for example, to book external accessibility consultants such as hearing-impaired interpreters who are not always available on short notice. It's important to note that people with disabilities have different needs, and therefore, you should ask all your meeting attendees in your meeting invites well in advance if anyone requires any form of accessibility support including any accessibility support regarding evacuations. Do not forget about evacuations regarding any on site in person meeting/event you hold. Simply put, make sure to communicate with all your meeting attendees ahead of time and find out if they require any special accessibility support that you need to plan for in advance.

Physical access to your meeting means ensuring that you secure accessible spaces for disabled parking, accessible and large enough entrances, and washrooms, and use

accessible meeting rooms that are large enough to accommodate employees & customers who use wheelchairs, scooters and service animals.

Ensuring your meeting content and agenda are accessible to all attending beforehand.

Make sure that your meeting content and agenda of the meeting ensures making presentation materials available in accessible, electronic formats as well as alternate formats such as large print and Braille (if necessary), in advance of the meeting date so that it can be distributed to all parties beforehand.

How to use this guide:

This simple two step guide takes you through two steps to help you organize and run accessible meetings at UPS Canada.

Step 1: Planning the meeting.

Step 2: Running the meeting.

Step 1: Planning the Meeting

Possible Financial Considerations

Incorporate possible financial accessibility costs into your budget from the beginning. Budgeting for accessibility considerations may require you to set aside funds to provide an accessible venue (in our outside UPS) and materials to meet the needs of employees with disabilities, such as providing all meeting content information in Braille in anticipation of the meeting assuming you have any visually impaired attendees.

Obtain quotes for services such as sign language interpretation and include these potential costs in your budget. In addition, make sure to consider for these services in advance as some service providers need significant advance notice.

Selecting a meeting room/venue for In-Person meetings

Arrange for a site visit days (or weeks) before booking the meeting venue to ensure it is accessible and that any potential challenges to accessibility can be addressed early.

Inspect the meeting rooms to ensure they are large enough and can be set up so participants who use wheelchairs, scooters or service animals can move about easily.

If possible, arrange for your meeting to be on the ground floor assuming you have attendees in a wheelchair or with physical mobility issues you are aware of. If not possible, ensure an elevator is available.

Make sure the venue has at least one accessible washroom that can easily accommodate a wheelchair or scooter and near the event/meeting room.

Once you have identified an accessible venue that meets the needs of your meeting and your participants, reserve it as soon as possible to ensure availability.

Think of alternatives that you can put in place if the venue you have chosen is not able to fulfill all your accessibility requirements. For example, if your meeting room does not have an automatic door opener, provide a greeter to open the door. If the elevators do not have Braille beside the floor numbers or audio announcing the floors, then consider placing a volunteer at the elevators to help people who are blind or have low vision assuming you have meeting attendees who are visually impaired.

If you feel that the venue is not accessible enough, perhaps consider changing the venue all together. UPS has many buildings and locations. At times, as mentioned above, you might need to book meeting space outside of UPS facilities, and if so, please consult your Manager before doing so.

Determine the number of designated accessible/disabled parking spots needed by participants with disabilities by verifying this information ahead of time.

If/when you experience challenges making sure that any of our UPS buildings/meeting spaces are fully accessible for your meeting/event, for example, no necessary elevator or not enough disabled parking spots, aside from speaking to your Manager, you can also contact Canada Facilities Manager Claudia Borda for assistance: cborda@ups.com

When the meeting is virtual

Today, many meetings are partly or entirely virtual. Virtual meetings may take the form of teleconferences, web conferences or video conferences. Whatever technology you choose

for your meetings, it should be accessible, and as mentioned, do make sure to provide all meeting material in advance.

Tips Re developing your meeting agenda.

In your meeting invite, as mentioned above, ensure that you clearly communicate to all meeting attendees that you will arrange accessibility assistance/accommodation upon request including any special building evacuation accessibility request so to kindly request any accessibility or accommodation requests beforehand so that external agencies/parties are contacted asap due to availability concerns.

Schedule enough time for speakers and for your local TSG Representatives to set up meeting/event equipment.

Make sure that if a site visit or tour from UPS building to building is part of your meeting or event, the vehicles being used can accommodate wheelchairs. If you experience challenges securing transportation that will accommodate your needs, please contact Satpal Singh, Canada Commodity/Procurement Manager: satpalsingh@ups.com

Making presentations material accessible

Accessible presentations are important to the success of your event. Therefore, use clear formats for presentation materials — easy-to-read slides using large, simple fonts and good color contrast with white or pale yellow as a background and black for the print

Assuming your meeting is in person, turn off projectors when they are not in use to reduce noise.

Assuming your meeting is in person, use a microphone and ask participants to use a microphone when they ask questions and to identify themselves before they speak

Speak at normal pace and offer a clear view of your mouth and face.

Stay within the meeting agenda timeline. Do not go over allotted time. Reminder that some of your meeting attendees will need to build in time into their day to get inside and outside building and vehicles if some of your attendees are in wheelchairs for example.

Provide presentation materials in advance so that the materials can be transcribed into accessible formats on a timely basis.

Emergency planning

Assuming your meeting or event will take place in person, when you visit the meeting venue, look into the emergency plans and procedures of the building with the facility center manager. Ask the manager whether the emergency plan is available in accessible formats for your required attendees depending on their accessibility needs. If the emergency plan is not available in accessible format, if the plan does not account for the type of diverse accessibility needs of your meeting attendees, or if there is no evacuation plan in place in general for the building, immediately consult our Canada Health & Safety Manager, Jason Arblaster: jarblaster@ups.com.

You should also set aside time to engage in the following:

Designate UPS employees to help specific individuals from our meeting attendees who may need assistance in an emergency. These UPS staff members should be easily identified by identification badges or vests.

Explain the venue's emergency plan to your employees. Ensure that they know where the emergency exits are located and how to use them.

Step 2: Running the Meeting

Pre-Tripping the venue

Assuming your meeting is in person, it is recommended that on the eve of the meeting, to be extra safe, walk through the previously agreed upon venue to make sure that everything is in place as your planned including factoring for any special last-minute arrangements for participants with physical disabilities.

Look for unexpected construction or repair work that has left hallways, ramps, entrances, or exits cluttered with equipment or building materials.

Use signs and/or employees to redirect meeting participants if the equipment or materials cannot be cleared.

By checking out the meeting venue on the eve before your meeting, you are ensuring you face little to no surprises the day of your event or meeting. As mentioned above, if you discover any issues involving our physical building, such no elevator or an elevator not in service that is need for your building, aside from your Manager, you can also consult Canada Facilities Manager Claudia Borda: cborda@ups.com.

Beginning the meeting

Assuming you're meeting in person, at the start of the meeting ensure your participants know the following:

Where designated employees brough in for accessibility support (if any) are physical stationed and how they can be identified, e.g., they are wearing identification badges or vests, and if anyone will require any special accessibility needs in the event of an evacuation to speak to you privately. Reminder that you should have already asked for evacuation accessibility requests beforehand, but, it's never a bad idea to re-confirm this information at the start of your meeting/event

Review the guidelines for accessible meetings such as keeping aisles clear and identifying yourself when you speak or ask a question.

Review what resources, speeches or presentations are available and have been made accessible in alternate formats as arranged beforehand.

Break Time & Additional Tips:

Make sure to build break times into your meeting agenda, and during these breaks, assuming refreshments are offered, arrange the refreshment table so that there is room for people who use wheelchairs, scooters, or service animals to maneuver.

As a minimum gesture, do arrange for water to be served and ensure that there is enough food for any support person who accompany participants who have disabilities.

Lastly, if you have any further questions or if you encounter a challenge that you need support on to ensure your UPS meeting is accessible for all, you can also contact Alberto Yllescas, Canada HRBP Manager and Canada Accessibility Management Chair, for further guidance: ayllescas@ups.com. Thank you.

GUIDELINES REGARDING HOW TO ORDER SIGN LANGUAGE INTERPRETERS AT UPS

CANADA

First and foremost, effective communication is a critical part of our business and in our day to day communications, therefore, as a UPS employee, Management or Non-Management, if you ever feel that you would benefit from the services of a accessibility consultant such as sign language interpreters for hearing impairment, speak to your Department FT Supervisor/Manager who can directly consult these professionals by following these simple steps below:

- A) Your FT Supervisor/Manager can contact CHS (Canadian Hearing Society) directly by emailing them @ interpreting@chs.ca asking if they can arrange for interpretation services on a particular date and for how many hours. Note: whichever UPS Dept requests the services is directly responsible to pay for the hourly services, therefore, ensure that your department is properly set up on our invoice payment application Coupa.
- B) When your FT Supervisor/Manager emails interpreting@chs.ca asking the organization to supply a hearing impaired interpreter, CHS will email your Manager back a short questionnaire via email asking specific details of your request so that all parties are on the same page regarding request ordered. Please see sample questionnaire that will be send to the UPS Manager to fill out via email and to be send back to CHS:

Booking#: W-00060634-0

Service Time: 2022-09-08 10:30 AM to 2022-09-08 11:00 AM

Requestor: Alberto Yllescas ,416-806-3279 ayllescas@ups.com

Service Contact: Alberto Yllescas, 416-806-3279, ayllescas@ups.com

Location: 2900 Steeles Avenue West , Vaughan L4K 3S2 2900 Steeles Ave West (Security Gate)

Request Type: Employment On the Job Training

Deaf Consumer Name: Sean Smith

Interpreter Name(s): Joe Robertson

- C) If/when you request these services during the 9am-5pm Monday to Friday window, CHS should be able to provide interpreters quickly. If you request these services outside of regular business hours CHS usually takes a longer time to secure these services because most interpreters prefer to work from 9am to 5pm Monday to Friday. On this note,

make sure to plan well in advance. It's important to note that at times these services can also be arranged virtually. Please ask your CHS representative if virtual online services would be beneficial and available.

- D) CHS's services usually cost around 80-100\$/hour (plus mileage fees) and these services can be paid via Coupa as mentioned above and should be covered by UPS Canada in most cases. CHS's invoice department contact information: collections@chs.ca & accountsreceivable@chs.ca.



Briefing

This briefing has been sent to all Canada SP employees with email addresses.

Become a UPS Canada Accessibility Advisory Committee Member

What's new? UPS Canada is looking for **up to 15 employees who are interested in accessibility** and who have experience with disability and barriers to become members of its first **Accessibility Advisory Committee.**

Why it matters: The Committee will play a key role in our work to improve accessibility for our employees and customers with disabilities.

What will the Committee do? The Committee will participate in discussions and consultations, as required by the *Accessible Canada Act* and *Regulations*, to:

- Identify accessibility barriers within our network, facilities, and operations that impact our employees and customers with disabilities.
- Provide advice, insights, recommendations and feedback to senior management on accessibility and disability at UPS Canada, including our progress.

Member commitment and guidelines:

- The Committee will meet approximately four times a year for two hours.
- Committee meetings and work will be done during normal business hours.
- Committee members will be expected to attend all meetings and remain on the committee for a year starting April 2024.

Who can become a Committee member?

- All permanent employees (union, non-union, management, non-management, full-time, part-time).
- The Committee will be chaired by a member of UPS Canada Senior Management.
- Employees who are interested in accessibility and have experience with disability and barriers are strongly encouraged to apply.

How will Committee members be chosen?

- Interested employees must submit their name, employee ID number, location, and position to Alberto Yllescas, Canada HRBP Manager, at ayllescas@ups.com, by no later than April 5, 2024.
- Employees who are selected will be contacted by HRBP.

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2024-2025 Progress Report

Re UPS Canada's Accessibility Plan

June 1, 2025

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

Introduction

Our accessibility plan submitted June 1st 2023, our accessibility progress report submitted June 1st 2024 for 2023-2024 period, and this year's progress report due June 1st 2025 for the 2024-2025 period, has been built on the commitment to make UPS Canada more accessible to people with disabilities and follows the requirements set out under the *Accessible Canada Act*.

The following progress report will speak to the six different areas of our company to showcase how we have furthered accessibility initiatives since June 2024 in the following areas:

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

Our Progress

Since June 2024, UPS Canada has engaged in the following initiatives to further accessibility:

- We continue to consult with employees and customers with disabilities by monitoring and addressing inquiries received via the canadaaccessibility@ups.com email inbox. This inbox is managed by Canada HRBP Manager Alberto Yllescas.
- We continue to meet with our UPS Canada Accessibility Committee members once a quarter to discuss Accessibility initiatives and progress across UPS Canada. Committee is chaired by Canada HRBP Manager Alberto Yllescas.

- Republished our emergency evacuation plan companywide that includes instructions regarding the evacuation of employees with disabilities.
- Republished our tip sheet companywide regarding best practices for accessible meetings.
- Republished the guideline countrywide for when and how employees can request a sign language interpreter at UPS.
- Republished countrywide company awareness communications regarding Accessibility Awareness such as Red Shirt Day (May 28th) and National Accessibility week (May 26th-May 31st).
- Created Accessibility awareness initiatives such as the creation of Accessibility Awareness Information Boards in our two biggest facilities in Canada (Toronto and Caledon), created an Accessibility Information slide show for our company TVs across Canada for Accessibility Week (May 25th- May 31st) and hosted an Accessibility Virtual Talk across Canada (May 28th) to learn more about the challenges surrounding Accessibility including a sign language demonstration by a certified ASL interpreter.
- Continuation of UPS Canada's Accommodation Request program.
- Continue to remove Accessibility barriers in our application and hiring process by continuing to include specific accessibility verbiage in our job postings.
- Creation of an Accessibility checklist by our Plant Engineering Department (Base) regarding future office and warehouse building constructions and renovations at UPS Canada.
- Creation of an Accessibility checklist by our Communications Department regarding the procurement of any type of social media firm at UPS Canada.
- Created a diversity contact list comprised of employment agencies that will help us recruit disabled employees across Canada to increase our disabled employee workgroup representation.

Feedback

As usual, we continue to remain open to feedback on our progress report and about accessibility at UPS. You can give us your feedback by contacting:

UPS Canada: Head Office
canadaaccessibility@ups.com

1-800-742-5877

1930 Derry Rd East,
Mississauga ON L5S 1E2

Statement of Commitment

At UPS, we believe that an inclusive and equitable workplace leads to better outcomes for our people, customers, and communities. We are committed to reducing barriers to accessibility in the workplace, in the business we conduct, and in the communities we serve. We understand that accessibility is essential to fulfilling our mission: “Moving the world forward by delivering what matters.”

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 in 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.

Contact Information & Feedback Process

We are happy to accept feedback, including anonymous feedback, about this progress report from our customers and employees, or feedback about accessibility in general at UPS Canada. We will take steps to address your feedback where possible, and your feedback will be considered in future progress reports and accessibility plans.

UPS Canada will collect and respond to feedback submitted by:

- Email: canadaaccessibility@ups.com
- Telephone: 1-416-268-9402
- Mail: 1930 Derry Rd East, Mississauga Ontario, L5S 1E2

Alternative Formats

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

To request an alternative format please contact:

UPS Canada: Head Office

canadaaccessibility@ups.com

1-416-268-9402

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.

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.

The Built Environment

Currently, UPS Canada has 67 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 designated 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 engage in work to improve the accessibility of the facilities that we are already in. Below are initiatives that UPS has taken on regarding the built environment since June 2024:

- In 2024, UPS Canada revised its emergency evacuation procedures to include instructions and directions about evacuating people with disabilities from our buildings. In 2025, these emergency procedures were republished companywide for extra visibility during National Accessibility Week (May 26th-May 31st). Please see evacuation procedures attached to this progress report.
- In 2024, UPS Canada formally considered accessibility guidelines for all future builds and/or design plans and planned to incorporate accessibility improvements into all major renovations moving forward, where deemed practical to do so. As a result, in 2025, Building & Systems Engineering (BaSE) created an accessibility checklist to follow for future builds to ensure maximum accessibility. This accessibility checklist includes items such as making sure our door frames are big enough to accommodate wheelchairs, elevators for multi-floored buildings, accessible restrooms, etc. Please see accessibility checklist attached to this progress report.

Employment

UPS Canada currently has approximately 13,000 employees. Many employees perform manual labor in our package sorting centres physically lifting, lowering, pushing, pulling packages to ensure they are sorted and processed correctly. Others work as delivery drivers, who transport and deliver packages to residential and commercial customers across Canada. We also have office-based employees who work in our corporate office space.

Below are some initiatives that were put in place since June 1st 2024 into 2025 to further advance accessibility within Employment:

- Accessibility sensitivity and awareness language continues to be part of all our employment job postings. The language specifically reads: “UPS is a diverse and equal opportunity employer. Accommodations are available on request for candidates with disabilities taking part in the recruitment process. If you are selected to participate in the recruitment process, please advise if you require

accommodation for a disability”. UPS Canada believes that by continuing to add this specific language in all our job postings, we continue to advocate for accessibility and accommodation in our workplace from the start of the employment relationship.

- Accommodations continue to be granted at UPS Canada through the UPS Accommodation Program, which seeks to reasonably accommodate the needs of job applicants and employees to ensure everyone’s full and fair participation in the workforce, regardless of individual human rights-related limitations. Grounds for Accommodation include but are not limited to disability, gender, gender identity and expression, family status, and religion. In 2024, a total of 101 supported accommodation requests were submitted. Of these, 76 were granted, for a total of 75% accommodation rate. In 2025, a total of 31 accommodation requests have been submitted to date. Of these, 22 have been approved, for a total of 71% accommodation rate.
- Starting in the second half of 2025, HR Department will engage in diversity orientated recruitment targeting disabled job seekers to increase our disabled employee group representation within UPS. Please see below a list of agencies HR plans to work with in 2025 and beyond.

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 and 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’ global corporate offices located in the United States and we work with that team to make changes if/when needed. Over the next year, we will continue to work with our corporate partners who update the website to improve accessibility in our information communication technologies where feasible.

Communications, Other Than ICT

UPS communicates with the public and our employees through a public website, press releases, regular updates on our social media accounts, a dedicated employee portal and internal communications. Members of the public can contact us by telephone or through the UPS virtual assistant to ask questions and obtain answers. UPS corporate headquarters 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 year, UPS Canada will continue making sure the information we produce is written in plain language and that our social media accounts are as accessible as possible.

Below are accessibility initiatives that have taken place since June 2024 regarding communications outside of ICT:

- UPS Canada republished our guidelines or “tip sheet” companywide that covers best practices for accessible meetings. These were distributed to employees across Canada. Attached is the guideline.
- UPS Canada republished guidelines companywide for when and how sign language interpretation services can be obtained for employees. Attached is the guideline.
- UPS Canada continues to run the Canada Accessibility Committee and in 2025 we have readvertised this Committee in hopes of increasing its membership across the country.
- Accessibility Awareness communication was rolled out across the Country (National Red Shirt Day & National Accessibility Week). Communications attached.
- Created Accessibility awareness initiatives such as the creation of Accessibility Awareness Information Boards in our two biggest facilities in Canada (Toronto and Caledon), creation of an Accessibility Information slide show for our company TVs across Canada for Accessibility Week and hosted an Accessibility Virtual Talk across Canada (May 28th) to learn more about the challenges surrounding Accessibility including a sign language demonstration by a certified ASL interpreter.

The Procurement of Goods, Services, and Facilities

At UPS Canada we procure many different types of goods, services, and facilities each year. The Procurement Department continuously works with our Occupational Health & Safety Department on the procurement of any goods, services or facilities requiring accessibility for all our employees as part of the Workplace Accommodation Request program. In addition, in 2025, our Communications Department created an Accessibility checklist that they will use going forward to ensure that all agencies they work with keep Accessibility in mind. Please see checklist below.

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 years, we will continue collecting feedback from our customers who have disabilities who contact us requiring support.

Customers can continue to contact us canadaaccessibility@ups.com

Transportation

At UPS Canada we do not provide any passenger transportation services and therefore we have no goals related to this area. As a result, UPS Canada is not required provide a copy of this progress report into Canadian Transportation Agency (CTA).

Consultations

We continue to consult with employees who have disabilities and continue to run UPS Canada's accessibility committee that is comprised of disability allies and disabled employees. We recognize that our employees with disabilities are the accessibility experts, and we want to make sure that people with disabilities are the ones guiding all our accessibility initiatives. We also continue to consult with Management from our

Occupational Health Department who are subject matters experts regarding workplace accommodations.

Feedback

We continue to receive feedback from members of UPS Canada's accessibility committee and our Occupational Health Management team via virtual meetings and via written channels (emails). These parties continue to help us approve and review the roll out of country wide accessibility initiatives.

Conclusion

UPS Canada understands that accessibility is essential to delivering on our mission to "Move the world forward by delivering what matters." We're committing to further fostering 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.

GUIDELINES TO CONDUCT ACCESSIBLE MEETINGS AT UPS CANADA

Meetings at UPS Canada are run in a variety of formats such as virtual, face to face, or via phone conference. Regardless of the format or size of the meeting you are running, it is important as the meeting organizer to ensure your meeting is fully accessible for all UPS employees and customers the moment you become aware either an employee or customer requires accessibility support.

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Proper & Timely Communication will ensure that you build yourself enough time to secure the necessary resources such as hiring external accessibility consultants such as hearing-impaired interpreters for any of your hearing-impaired attendees. This is accomplished by ensuring that you include verbiage in your meeting/event invite about asking meeting attendees if any accessibility accommodations are necessary, including any accessibility requests regarding evacuations, and if so, to kindly advise you asap in a confidential manner. It is important to ask this question asap so that you have adequate time, for example, to book external accessibility consultants such as hearing-impaired interpreters who are not always available on short notice. It's important to note that people with disabilities have different needs, and therefore, you should ask all your meeting attendees in your meeting invites well in advance if anyone requires any form of accessibility support including any accessibility support regarding evacuations. Do not forget about evacuations regarding any on site in person meeting/event you hold. Simply put, make sure to communicate with all your meeting attendees ahead of time and find out if they require any special accessibility support that you need to plan for in advance.

Physical access to your meeting means ensuring that you secure accessible spaces for disabled parking, accessible and large enough entrances, and washrooms, and use accessible meeting rooms that are large enough to accommodate employees & customers who use wheelchairs, scooters and service animals.

Ensuring your meeting content and agenda are accessible to all attending beforehand.

Make sure that your meeting content and agenda of the meeting ensures making presentation materials available in accessible, electronic formats as well as alternate formats such as large print and Braille (if necessary), in advance of the meeting date so that it can be distributed to all parties beforehand.

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Obtain quotes for services such as sign language interpretation and include these potential costs in your budget. In addition, make sure to consider for these services in advance as some service providers need significant advance notice.

Selecting a meeting room/venue for In-Person meetings

Arrange for a site visit days (or weeks) before booking the meeting venue to ensure it is accessible and that any potential challenges to accessibility can be addressed early. Inspect the meeting rooms to ensure they are large enough and can be set up so participants who use wheelchairs, scooters or service animals can move about easily.

If possible, arrange for your meeting to be on the ground floor assuming you have attendees in a wheelchair or with physical mobility issues you are aware of. If not possible, ensure an elevator is available.

Make sure the venue has at least one accessible washroom that can easily accommodate a wheelchair or scooter and near the event/meeting room.

Once you have identified an accessible venue that meets the needs of your meeting and your participants, reserve it as soon as possible to ensure availability.

Think of alternatives that you can put in place if the venue you have chosen is not able to fulfill all your accessibility requirements. For example, if your meeting room does not have an automatic door opener, provide a greeter to open the door. If the elevators do not have Braille beside the floor numbers or audio announcing the floors, then consider placing a volunteer at the elevators to help people who are blind or have low vision assuming you have meeting attendees who are visually impaired.

If you feel that the venue is not accessible enough, perhaps consider changing the venue all together. UPS has many buildings and locations. At times, as mentioned above, you might need to book meeting space outside of UPS facilities, and if so, please consult your Manager before doing so.

Determine the number of designated accessible/disabled parking spots needed by participants with disabilities by verifying this information ahead of time.

If/when you experience challenges making sure that any of our UPS buildings/meeting spaces are fully accessible for your meeting/event, for example, no necessary elevator or not enough disabled parking spots, aside from speaking to your Manager, you can also contact Canada Facilities Manager Claudia Borda for assistance: cborda@ups.com

When the meeting is virtual

Today, many meetings are partly or entirely virtual. Virtual meetings may take the form of teleconferences, web conferences or video conferences. Whatever technology you choose for your meetings, it should be accessible, and as mentioned, do make sure to provide all meeting material in advance.

Tips Re developing your meeting agenda.

In your meeting invite, as mentioned above, ensure that you clearly communicate to all meeting attendees that you will arrange accessibility assistance/accommodation upon request including any special building evacuation accessibility request so to kindly request any accessibility or accommodation requests beforehand so that external agencies/parties are contacted asap due to availability concerns.

Schedule enough time for speakers and for your local TSG Representatives to set up meeting/event equipment.

Make sure that if a site visit or tour from UPS building to building is part of your meeting or event, the vehicles being used can accommodate wheelchairs. If you experience challenges securing transportation that will accommodate your needs, please contact Satpal Singh, Canada Commodity/Procurement Manager: satpalsingh@ups.com

Making presentations material accessible

Accessible presentations are important to the success of your event. Therefore, use clear formats for presentation materials. Easy to read slides using large, simple fonts and good color contrast with white or pale yellow as a background and black for the print

Assuming your meeting is in person, turn off projectors when they are not in use to reduce noise.

Assuming your meeting is in person, use a microphone and ask participants to use a microphone when they ask questions and to identify themselves before they speak

Speak at normal pace and offer a clear view of your mouth and face.

Stay within the meeting agenda timeline. Do not go over allotted time. Reminder that some of your meeting attendees will need to build in time into their day to get inside and outside building and vehicles if some of your attendees are in wheelchairs for example.

Provide presentation materials in advance so that the materials can be transcribed into accessible formats on a timely basis.

Emergency planning

Assuming your meeting or event will take place in person, when you visit the meeting venue, look into the emergency plans and procedures of the building with the facility center manager. Ask the manager whether the emergency plan is available in accessible formats for your required attendees depending on their accessibility needs. If the emergency plan is not available in accessible format, if the plan does not account for the type of diverse accessibility needs of your meeting attendees, or if there is no evacuation plan in place in general for the building, immediately consult our Canada Health & Safety Manager, Jason Arblaster: jarblaster@ups.com.

You should also set aside time to engage in the following:

Designate UPS employees to help specific individuals from our meeting attendees who may need assistance in an emergency. These UPS staff members should be easily identified by identification badges or vests.

Explain the venue's emergency plan to your employees. Ensure that they know where the emergency exits are located and how to use them.

Step 2: Running the Meeting

Pre-Tripping the venue

Assuming your meeting is in person, it is recommended that on the eve of the meeting, to be extra safe, walk through the previously agreed upon venue to make sure that everything is in place as your planned including factoring for any special last-minute arrangements for participants with physical disabilities.

Look for unexpected construction or repair work that has left hallways, ramps, entrances, or exits cluttered with equipment or building materials.

Use signs and/or employees to redirect meeting participants if the equipment or materials cannot be cleared.

By checking out the meeting venue on the eve before your meeting, you are ensuring you face little to no surprises the day of your event or meeting. As mentioned above, if you discover any issues involving our physical building, such no elevator or an elevator not in service that is need for your building, aside from your Manager, you can also consult Canada Facilities Manager Claudia Borda: cborda@ups.com.

Beginning the meeting

Assuming you're meeting in person, at the start of the meeting ensure your participants know the following:

Where designated employees brough in for accessibility support (if any) are physical stationed and how they can be identified, e.g., they are wearing identification badges or vests, and if anyone will require any special accessibility needs in the event of an evacuation to speak to you privately. Reminder that you should have already asked for evacuation accessibility requests beforehand, but, it's never a bad idea to re-confirm this information at the start of your meeting/event

Review the guidelines for accessible meetings such as keeping aisles clear and identifying yourself when you speak or ask a question.

Review what resources, speeches or presentations are available and have been made accessible in alternate formats as arranged beforehand.

Break Time & Additional Tips:

Make sure to build break times into your meeting agenda, and during these breaks, assuming refreshments are offered, arrange the refreshment table so that there is room for people who use wheelchairs, scooters, or service animals to maneuver.

As a minimum gesture, do arrange for water to be served and ensure that there is enough food for any support person who accompany participants who have disabilities.

GUIDELINES REGARDING HOW TO ORDER SIGN LANGUAGE INTERPRETERS AT UPS CANADA

First and foremost, effective communication is a critical part of our business and in our day to day communications, therefore, as a UPS employee, Management or Non-Management, if you ever feel that you would benefit from the services of a accessibility consultant such as sign language interpreters for hearing impairment, speak to your Department FT Supervisor/Manager who can directly consult these professionals by following these simple steps below:

- A) Your FT Supervisor/Manager can contact CHS (Canadian Hearing Society) directly by emailing them @ interpreting@chs.ca asking if they can arrange for interpretation services on a particular date and for how many hours. Note: whichever UPS Dept requests the services is directly responsible to pay for the hourly services, therefore, ensure that your department is properly set up on our invoice payment application Coupa.
- B) When your FT Supervisor/Manager emails interpreting@chs.ca asking the organization to supply a hearing impaired interpreter, CHS will email your Manager back a short questionnaire via email asking specific details of your request so that all parties are on the same page regarding request ordered. Please see sample questionnaire that will be send to the UPS Manager to fill out via email and to be send back to CHS:

Booking#: W-00060634-0

Service Time: 2022-09-08 10:30 AM to 2022-09-08 11:00 AM

Requestor: Alberto Yllescas ,416-806-3279 ayllescas@ups.com

Service Contact: Alberto Yllescas, 416-806-3279, ayllescas@ups.com

Location: 2900 Steeles Avenue West , Vaughan L4K 3S2 2900 Steeles Ave West (Security Gate)

Request Type: Employment On the Job Training

Deaf Consumer Name: Sean Smith

Interpreter Name(s): Joe Robertson

- C) If/when you request these services during the 9am-5pm Monday to Friday window, CHS should be able to provide interpreters quickly. If you request these services

outside of regular business hours CHS usually takes a longer time to secure these services because most interpreters prefer to work from 9am to 5pm Monday to Friday. On this note, make sure to plan well in advance. It's important to note that at times these services can also be arranged virtually. Please ask your CHS representative if virtual online services would be beneficial and available.

- D) CHS's services usually cost around 80-100\$/hour (plus mileage fees) and these services can be paid via Coupa as mentioned above and should be covered by UPS Canada in most cases. CHS's invoice department contact information: collections@chs.ca & accountsreceivable@chs.ca.

BASE DEPT (PLANT ENGINEERING) ACCESSIBILITY CHECKLIST UPS CANADA

Overview

Accessibility requirements will be met for most new construction and extensive renovations of buildings. These include requirements for:

Barrier-free path of travel

Most building will provide a barrier-free path of travel throughout, including:

- turning spaces
- ramp dimensions
- building entrances
- passing and rest spaces
- minimum doorway and corridor widths
- power door operators

Parking and Entrances

- Accessible Parking Spaces
- Proper signage and ground markings.
- Accessible Routes

Washrooms

Most buildings will have barrier-free washrooms, which will be situated on a barrier-free path of travel and meet the requirements addressing:

- grab bars
- signage
- turning space
- counter heights
- doorway widths

Specialized Employment Agencies in Canada Targeting Disabled Job Seekers

March of Dimes Canada (MODC) Employment Services

A leading national organization that helps people with disabilities prepare for, find, and maintain employment. They offer job coaching, resume help, and employer matching.

Canadian Council on Rehabilitation and Work (CCRW)

Offers employment services, training, and employer partnerships to support inclusive hiring practices across Canada.

SPHERE (Support for People with a Handicap Exploring the Road to Employment)

A national organization that works with employers and service providers to promote employment for people with disabilities.

Jake's House Autism Charity

Committed to empowering both employers and neurodivergent individuals, creating workplaces that celebrate diversity and promote success for all.

Canadian Association for Supported Employment (CASE)

A national member association for the supported employment sector, working with employment service providers, employers, and community allies toward the employment inclusion of persons experiencing disability.

Ready, Willing & Able (Canadian Down Syndrome Society)

A national initiative aimed at increasing the labor force participation of people with intellectual disabilities, operating in 20 communities across Canada.

Accessibility Checklist for the Hiring of External Agency

1. Agency Qualifications & Accessibility Commitment

- Does the firm demonstrate knowledge of accessibility guidelines, such as WCAG (Web Content Accessibility Guidelines)?
 - Does the firm have experience creating inclusive content for people with disabilities (visual, hearing, cognitive, physical)?
 - Are there staff members trained in accessible communications, captioning, alt text, and inclusive language?
 - Does the agency showcase past campaigns that included accessibility considerations?
 - Will the agency assign a point-of-contact who ensures accessibility compliance?
-

2. Social Media Content Accessibility

- Do all images include alt text (or described captions) across platforms?
 - Are videos captioned and/or provided with transcripts?
 - Are audio-only content pieces transcribed or summarized in text?
 - Are animated GIFs or motion content used appropriately and without flashing elements?
 - Does the firm ensure color contrast and font legibility in visuals and infographics?
 - Is plain language used consistently for broad comprehension?
-

3. Platform and Device Accessibility Awareness

- Is the firm aware of how social media content behaves with screen readers and assistive technologies?
 - Are social media campaigns designed to work across mobile and desktop devices, ensuring responsive, accessible design?
 - Does the agency test posts with assistive tools like voiceover, TalkBack, or browser extensions?
-

4. Campaign Planning and Outreach

- Are target audiences reviewed to include individuals with disabilities and their networks?

- Are public-facing events or livestreams offered with ASL interpreters or real-time captioning?
 - Are influencer or partner selections mindful of inclusive representation?
 - Are accessibility features highlighted and promoted within the campaign?
-

5. Documentation, Evaluation & Compliance

- Will the firm provide documentation of accessibility practices used in content delivery?
 - Are performance metrics tracked with accessibility in mind (e.g., user feedback from people with disabilities)?
 - Will they conduct accessibility reviews or audits for social content as part of the reporting cycle?
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6. Contractual Clauses to Include

- Accessibility must be integrated into all digital and social content delivered by the firm.
 - PR firm must ensure captions, transcripts, and alternative formats are standard deliverables.
 - Include remediation clauses if content is found to be inaccessible post-publication.
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