

DHL Express Canada's Accessibility Plan 2023-2026

1. General:

1.1 Executive Summary

We are a great place to work. Not for the few. Not for many, but for ALL.

DHL Express Canada ("DHL Express") is committed to breaking down barriers and promoting accessibility, as well as equal access to information, services, and spaces for all individuals. Our commitment to accessibility includes a dedication to understanding and addressing the diverse needs of our employees, our clients, and the public, and fostering an inclusive space that recognizes the unique strengths and perspectives of individuals with disabilities. Our dedication to accessibility and diversity is reinforced by the following current initiatives of DHL Express:

- making Diversity, Equity, Inclusion and Belonging ("DEIB") an integral part of our FOCUS 2025 strategy. We are committed to taking action to provide a safe, inclusive, and engaging work environment;
- fostering partnerships with organizations such as Inclusion Canada to support the recruitment and integration of individuals with disabilities throughout our workforce;
- our adherence to legislation, such as the *Canadian Human Rights Act*, the *Canadian Charter of Rights and Freedoms*, the *Canadian Labour Code*, the *Employment Equity Act* and the *Accessible Canada Act*; and
- our Accommodations Policy, which encapsulates our duty to prevent and eliminate discriminatory disadvantage to employees and prospective employees.

As part of these commitments and our dedication to accessibility, DHL Express is proud to present its first Accessibility Plan. We have always sought and will continue seeking to identify, remove and prevent barriers in employment; the built environment; information and communication technologies; communication; the procurement of goods, services and facilities; the design and delivery of programs and services and transportation, as applicable.



The *Accessible Canada Act* (the “ACA”) is to be carried out in recognition of, and in accordance with the following seven principles:

- everyone must be treated with dignity regardless of their disabilities;
- everyone must have the same opportunity to make for themselves the life they are able and wish to have regardless of their disabilities;
- everyone must be able to participate fully and equally in society, regardless of their disabilities;
- everyone must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environment and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility for persons with disabilities.

1.2 Our accessibility vision statement

To have a workplace without barriers, and to provide locations accessible to all employees and members of the public, including persons with disabilities.

1.3 Your input

DHL Express is committed to establishing a feedback process as part of our commitment to inclusivity and accessibility. All employees and members of the public alike will be able to help us stand by our Accessibility Plan by sharing ideas and providing us with constructive feedback on how we can improve. We pledge to review all feedback and respond in a timely manner. If you require a copy of our Accessibility Plan in a different format, please reach out to us. There are multiple ways to get in touch with us, anonymous feedback is also encouraged:

Contact: The Accessibility Officer

Mailing Address: 18 Parkshore Dr, Brampton, ON L6T 5M1

Email: accessibility-accessibilitecanada@dhl.com

Phone Number: 819-513-0276

Webpage: DHL Internal SmartConnect page and <https://mydhl.express.dhl/ca/en/home.html> - scroll down on the main page to find our Accessibility Plan



1.4 Definitions

The following definitions apply throughout this Plan:

Barrier: “means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation” (as defined in the *ACA*).

Disability: “means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society” (as defined in the *ACA*).

Accessibility: “The degree of ease that something (e.g., device, service, physical environment, and information) can be accessed, used, and enjoyed by persons with disabilities. The term implies conscious planning, design, or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making things more usable and practical for everyone, including older people and families with small children” (as defined by the Ontario Human Rights Commission).

1.5 Reporting on our plan

In accordance with the *ACA* and the Accessible Canada Regulations (the “Regulations”), we will release an annual progress report showcasing our advancements in our commitments to make DHL Express a more accessible workplace. In addition, our Accessibility Plan will be reviewed and updated every three years. We will also evaluate our progress and gauge the impact of our Plan on our organization.



2. Accessibility Plan:

2.1 Employment

Accessibility should be guaranteed throughout all stages of employment. This entails providing individualized accommodations to both candidates and employees when required and incorporating accessibility into all aspects of employment, including but not limited to, our policies, procedures and practices in recruitment, onboarding, career development, business travel, leaves of absence, and return to work programs.

Currently, all leaders within our organization have been provided specific training pertaining to unconscious bias and awareness. Our Accommodations Policy and partnership with Inclusion Canada offer employment opportunities to individuals with disabilities. Though great pillars are in place, further action is required to identify all barriers to employment within our organization, and prevent new barriers from arising.

Barrier: There may be an opportunity to remove further barriers to employment and facilitate accommodations during the interview and onboarding stage.

Actions:

- We will review and amend where necessary our employee life-cycle processes and policies which may demonstrate gaps in providing a barrier-free employment environment.

Barrier: There may be an opportunity to facilitate employment for more people with disabilities.

Actions:

- While we currently partner with Inclusion Canada in certain regions, we are looking at the possibility of expanding our relationship with similar organizations across Canada.

2.2 The built environment

The built environment encompasses human-made architecture, characteristics, and amenities serving as the physical surroundings in which individuals live and work. When building and renovating these structures and public spaces, we aim to achieve a universal design accessible to all people to the greatest extent possible without the need for adaptation or specialized design. We strive for spaces that are easy for all to access without physical barriers.





Barrier: We are aware that some of our areas may still impose constraints on the mobility of employees and visitors with disabilities.

Actions:

- We will assess our facilities to understand which spaces may need improvement of accessibility measures.
- We will work on removing any accessibility gaps we may identify in our spaces.

Barrier: We are aware that certain employees may need specific audio-visual environments and spaces to be productive.

Actions:

- We will review the possibility of retrofitting some of our spaces to provide employees with the suitable sound-proof environments to perform their work. We will continue to focus on improving key amenities provided to employees in our spaces.

2.3 Information and communication technologies

Information and communication technologies are various technological tools and resources used to transmit, store, create, share, exchange information or provide a service to the greater population. We are committed to ensuring that information technology resources are accessible and can be used by individuals with a wide range of abilities and disabilities. As technology evolves, approaches aimed at ensuring accessibility must be reviewed and we may seek to capitalize on advancements.

Barrier: We are aware that the default mode for some accessibility features available in our communication tools is to be off, which may impact the ability of employees and guests with disabilities to use them.

Actions:

- We will explore the possibility of applying simultaneous interpretation, translation and captioning functions for key meetings, media engagements and conferences, when appropriate.
- We will also continue to raise awareness of available accessibility features for in-person and hybrid meeting technologies.

2.4 Communication, other than information and communication technologies

The communication priority area recognizes that people give, receive, and understand communication in different ways. An organization is expected to take these differences into account and provide its communications in various accessible formats for people who



require them. Some examples of communication products include signs, documents, forms, bills, and receipts that are not technologically based.

Barrier: We are aware that not all document templates, files formats and presentations meet the accessibility needs of their users every time.

Actions:

- We will continue to review the available options for embedding accessibility features into our internal and external corporate communications, products and templates (e.g., briefing note templates, PowerPoint templates, wayfinding).
- We will also develop or share resources for employees on making documents and communications accessible.

2.5 Procurement of goods, services, and facilities

The ACA requires us to consider accessibility requirements for procurement and include accessibility as part of the provision of goods, services and facilities, where appropriate (e.g., accessible technology, materials and amenities). Accessibility and vendor compliance have always been strong pillars on which DHL's procurement processes were build. We will strive to ensure that accessibility culture continues to be part of our procurement process.

Barrier: There may be an opportunity for DHL to be more direct in making accessibility an integral part of our procurement policy.

Actions:

- We will review and consider revising our procurement policy to address any identified barriers and reinforce that accessibility must be considered when procuring goods and services.

2.6 Design and delivery of programs and services

How DHL Express designs and delivers its internal and external programs and services matters in fostering accessibility. This includes the programs and services for current employees, retirees, and the general public. Beginning with the planning stage for its key activities and functions, DHL Express aims to incorporate accessibility considerations.

Barrier: There may be an opportunity to have more consistency with accessibility standards in DHL Express programs and services.

Actions:

- We will develop internal accessibility "best practices" and will review the accessibility levels at key points of interaction with the public to ensure they meet these standards.



Barrier: We have identified that we typically limit internal communication in relation to individuals with disabilities we hire only to the time period when the individuals are hired. There is an opportunity to be more consistent with our internal communication strategy to increase awareness of DHL's partnership with Inclusion Canada.

Actions:

- We will continue to communicate DHL's partnership with Inclusion Canada to our workforce in more accessible formats to raise awareness of the diversity of our population and our participation in the program.

2.7 Transportation

DHL does not provide public transportation and has not identified barriers under this focus area of the ACA.

3. Consultations

Our Accessibility Plan was developed with the help of our DEIB committee, who took the time to answer our questions related to the seven priority areas outlined in the *Accessibility Act* and provide feedback on our initial draft. Throughout 2023, individuals with disabilities in our Brampton and Montreal facilities helped us focus on key accessibility features needed to be put in place. They participated in one-on-one discussions with our human resource business partners (HRBP) and in surveys for this purpose.

We also consulted two frontline HRBPs and company leaders which have been involved in the Inclusion Canada partnership which aims to integrate people with disabilities into DHL facilities and obtained their feedback in relation to the partnership.

In 2023, we also provided an initial draft of our plan to the Ready, Willing & Able organization for their review and comments on possible ways we could improve. The Ready, Willing & Able organization is a partnership between Inclusion Canada, Autism Alliance of Canada, and their member organizations, which strives to raise the number of individuals with developmental disabilities in workspaces. They found that the barriers we've identified and actions we've proposed are clear, concise, and strong, all while reminding us that accommodations can be forever evolving.

4. Conclusion

DHL Express remains committed to building an accessible culture and environment where everyone - including people with disabilities - can participate and grow professionally. We will continue to consult with all key individuals and organizations to ensure that we realize the change we have set out to achieve in this Plan.

