

Accessibility Progress Report 2024

1. Introduction

1.1 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#/createNewShipmentTab>

2. Consultations

Our Accessibility Progress Report was developed once more with the help of our DEIB committee, who took the time to answer our open-ended survey questions related to the seven priority areas outlined in the *Accessibility Act* and provide feedback.

Individuals with disabilities in our Ottawa and Montreal facilities participated in one-on-one discussions with our human resource business partners (HRBP) and in surveys to help us identify the progress we've made on key accessibility features since 2023. We also consulted two frontline HRBPs who 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 our progress.

We also consulted key stakeholders that have had the responsibility throughout the last year to implement and make effective their respective action points in order to assess the progress of each pillar. More specifically, we have consulted with our Talent Acquisition team, our Infrastructure team, and our HR Programs Team.



3. Progress under the 7 priority areas

3.1 Employment

DHL Express remains committed to ensuring that accessibility be guaranteed throughout all stages of employment.

Employment Pillar Progress: In the first year of implementing the Accessibility Plan, the Employment Pillar actions and supporting actions targeted removing barriers to employment and facilitating accommodations during our interview and onboarding stages as well as facilitating even more employment for individuals with disabilities. Our Talent Acquisition team has begun the process of conducting more comprehensive in-take calls with hiring managers to refine job descriptions, focusing only necessary and essential requirements. This approach will widen interest in the role and attract more diverse profiles. DHL Express continues its partnership with Inclusion Canada, supporting the recruitment and integration of individuals with disabilities throughout our workforce. Our goal is to continue making efforts to increase our individuals with disabilities workforce from its current 3%, as well as continue to expand our partnership with Inclusion Canada. We have also committed to ensuring that we continue to partner with non-traditional job boards and associations, and expand our partnerships with more non-traditional employment organizations.

We have also created a new onboarding program that has yet to launch in which information about employees' roles, the company, and more can be found as well as rolling out an all-encompassing front-line supervisor training, which includes workshops on topics such as Respect in the Workplace and Unconscious Bias.

3.2 The Built Environment:

DHL Express continues to strive towards achieving a universal design accessible to all.

Built Environment Progress: In the first year of implementing the Accessibility Plan, the Built Environment Pillar actions and supporting actions included assessing our facilities to understand areas of improvement and working towards removing any identified gaps. In 2024, we put into place new minimum accessibility requirements, which include focus areas of accessibility such as religion, gender, and ability, that are to be implemented for any expansion and/or new facility projects moving forward. We currently have 3 new buildings, respectively located in Mirabel, Vancouver, and Edmonton underway with these requirements. Our new requirements we put in place go above and beyond government regulations. Additionally, we have completed the opening of our new Scarborough facility at the end of 2023, in which we made sure to install accessible amenities such as elevators, handicapped parking, power door openers on all main entrances, and universal washrooms with panic buttons.



3.3 Information and Communication Technologies:

DHL Express remains committed to ensuring that current and future information technology resources are accessible and can be used by all.

Information and Communication Technologies Progress: In the first year of implementing the Accessibility Plan, the Information and Communication Technologies Pillar actions and supporting actions targeted the exploration of applying accessibility features such as interpretation, translation, and captioning simultaneously and raising awareness of such features when appropriate. We continue to provide French translation as well as translation support for all those that require it. During regional webinars, there are live translations available in multiple languages as well as closed captioning. Throughout all our facilities in Canada, we also have TV screens situated in every lunchroom, a location that is available to all, in which subtitles are provided for the videos that are shown.

3.4 Communication (other than ICT)

DHL Express remains committed to addressing different ways of communication in order to continue providing and servicing its employees in accessible formats.

Communication (Other than ICT) Progress: In the first year of implementing the Accessibility Plan, the Communication (Other than ICT) Pillar actions and supporting actions included reviewing all types of document templates in order to make them accessible for all. We continue to ensure that our communications are provided in accessible formats when requested by our population.

3.5 Procurement of goods, services, and facilities:

DHL Express continues to strive to ensure that accessibility culture continues to be part of our procurement and vendor compliance process.

Procurement of goods, services, and facilities Progress: In the first year of implementing the Accessibility Plan, the Procurement of goods, services, and facilities Pillar actions and supporting actions included reinforcing accessibility as an integral part of our procurement processes in goods, services, and facilities. In 2024, we put into place new minimum accessibility requirements for the procurement of our new facilities. These requirements include focus areas of accessibility such as religion, gender, and ability. We currently have 3 new buildings, respectively located in Mirabel, Vancouver, and Edmonton underway with these requirements. Our new requirements we put in place go above and beyond government regulations.

We continue to progress and review our procurement strategies in order to reinforce accessibility within them.



3.6 Design and delivery of programs and services:

DHL Express continues to aim for fostering accessibility when we deliver our internal and external programs and services to all.

Design and delivery of programs and services Progress: In the first year of implementing the Accessibility Plan, the Design and delivery of programs and services Pillar actions and supporting actions included reviewing best practices during key points of interaction and increase awareness of DHL's diverse population. During People with Diverse Abilities Month, in November 2023, DHL Express lead a self-ID campaign in efforts to create awareness and a workplace where all are seen, heard, and valued. Throughout January and February 2024, we also lead a Self-Identification & Employment Equity Survey in which we gathered data on identification of our employees with the four designated groups (Indigenous Peoples, People with Disabilities, Visible Minorities, and Women). These self-ID campaigns help us shape the actions we take as a company to identify inequities, eliminate barriers, and implement positive change to ensure that all employment opportunities at DHL Express Canada promote equity, diversity & inclusion.

3.7 Transportation

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

4. FEEDBACK

Over the past year, we conducted our Employee Opinion Survey, which included four questions focused on diversity and inclusivity, in which employees ranked the following statement at 88% true, "My company promotes diversity and an inclusive environment". Additionally, we also received feedback from a DEIB committee member highlighting an area of opportunity for us: enhancing the accessibility and suitability of our training content for all individuals; we are striving towards this and have implemented this feedback. Another DEIB committee member also mentioned opportunities for growth in all pillars, such as having access to local interpreters, expanding hiring of people with disabilities, growing our facilities in more accessible ways, and ensuring consistency when we deliver our programs and services to our employees.

Since the launch of our Accessibility Plan, our DEIB committee and champions continue to meet quarterly to conduct consultations and focus groups with other key stakeholders, enabling us to identify areas for improvement in accessibility. The progress made in addressing the barriers outlined in our Accessibility Plan demonstrates the commitment of key stakeholders in prioritizing accessibility as a fundamental aspect in the development of facilities, programs, processes, and awareness.

