

Accessibility Progress Report 2025

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-accessibilitcanada@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 using the valuable input from our diversified employee population. Specifically, we focused on employees who completed our self ID survey. The self ID survey, focused on people who identified as being part of Persons with Disabilities (PwD) group. These employees took the time to answer our open-ended survey questions related to the seven priority areas outlined in the *Accessibility Act* and provided feedback.

Individuals with disabilities in our 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 2024. We also consulted our 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. We are facilitating more employment opportunities 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. The focus is on necessary and essential job requirements as this approach will widen interest in various roles while attracting more diverse profiles. DHL Express continues its partnership with Inclusion Canada, supporting the recruitment and integration of individuals with disabilities, throughout our workforce. Our goals are to continue making efforts to increase our workforce for employees with disabilities and continue to expand our partnership with Inclusion Canada. In addition to Inclusion Canada, we continue to look for partnerships with additional institutions, providing expert guidance on the hiring practice for PwD. 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 organizations. These include: Accelerate HER, Covenant House, Indigenous job fairs, Ready Willing and Able.

We created and implemented a new onboarding program. Three (3) sessions to date have been delivered. The onboarding program provides information about employees' roles, the company and how each person plays an integral role in DEIB strategy. Our HR team rolled out an all-encompassing front-line mandatory supervisor training. Modules included Unconscious Bias and Respect in the Workplace. We strongly encourage the use of inclusive language and respect for all types of diversity.

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 new minimum accessibility requirements in place. These included focus areas of accessibility such as; religion, gender, and ability. These focus areas are to be implemented for expansion and/or new facility projects moving forward. We currently have 3 new buildings located in Mirabel, Vancouver, and Edmonton underway with these requirements. These requirements go above and beyond government regulations.

Examples of the 3 focus areas are as follows: **Ability-employee Walk** paths and ramps lead to facility entrances with no obstructions; ADA accessible furniture which accommodates a wide range of statures, and mobility levels; accessible counter height is required in all retail receptions, security sections and employee break areas. **Religion** - spiritual/interfaith and wellness rooms. **Gender** - mother's nursing room; all gender restrooms.

A major facility expansion in Calgary was completed in 2024. The above accessibility enhancements were planned and incorporated into the physical infrastructure.



3.3 Information and Communication Technologies:

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

Information and Communication Technologies Progress: In the first year of implementing the Accessibility Plan, the Information and Communication Technologies Pillar, actions targeted the exploration of applying accessibility features. These include: interpretation, simultaneous translations and captioning, while raising awareness of such features. We continue to provide French translation as well as translation support for all those who require it. During regional webinars, live translations are available in multiple languages as is closed captioning. Throughout all our facilities in Canada, we also have TV screens situated in every lunchroom, available to all, in which subtitles are provided for all videos. Podcasts are not only subtitled in French, but also include an AI Voiceover. 50% of participants who identify as PwD partially agreed they saw an improvement in this area. Open comments from the survey stated, “Yes I have seen more communication in different methods,” and “close captioning is now offered on most videos and trainings; translation has been built into MS Teams Webinars.”

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 included, reviewing document templates in order to ensure they are accessible for all. We continue to ensure that our communications are provided in accessible formats when requested by our population. We are proud to announce that 57% of participants who identify as PwD, agreed they saw an improvement in this area. Open comments from the survey stated, “ensuring that documents are accessible has been a priority and I have noticed the change.”

3.5 Procurement of goods, services, and facilities:

DHL Express continues to strive to ensure that our culture is built around accessibility and continues to be part of our procurement and vendor compliance processes.

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 included reinforcing accessibility as an integral part of our procurement processes. In 2024, we implemented new minimum accessibility requirements for the procurement of our new facilities. These requirements include focus areas of accessibility such as religion, gender, and ability. All locations are following the guidelines, and our new requirements go above and beyond government regulations.



We are proud to announce that 43% of participants who identify as PwD partially agreed they saw an improvement in this area. We are committed to increasing this number. We continue to progress and review our procurement strategies in order to reinforce accessibility.

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 including the review of best practices. This review took place during key points of interactions to increase awareness of DHL's diverse population. DHL Express lead a self-ID campaign in efforts to create awareness and a workplace where all are seen, heard, and valued. Ongoing from November 2024, a Self-Identification & Employment Equity Survey was conducted, where data was compiled within four designated groups (Indigenous Peoples, People with Disabilities, Visible Minorities, and Women). These self-ID campaigns, shaped the actions to identify inequities, eliminating barriers, while implementing positive change. This ensures all employment opportunities at DHL Express Canada promotes equity, diversity & inclusion. We are proud to announce that 43% of participants who identify as PwD agreed they saw an improvement in this area. Open comments from the survey stated, "Relates back to having subtitles and language translations, this makes our programs more accessible to all." Self ID Campaign goal for 2025 is to have a 20% participation rate; currently we are at 15%.

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. Employees ranked the following statement at 86% 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.

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. This enables 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.

