

## **Key Achievements and Progress:**

### **1. Employee Engagement & Feedback:**

- Feedback from employees with disabilities has been incorporated into the plan. Specifically, the survey results highlighted a need for better communication about the accommodation process.

### **2. Accessible Communications:**

- Training for employees on creating accessible documents has been implemented, ensuring that all digital and print communication is clear and usable.
- The company has committed to adopting standards for accessible communications, including the use of alt text, captions, and accessible social media posting guidelines.

### **3. Accessibility in Employment Practices:**

- Clearer language in job postings and accommodation information is now part of the hiring process.
- Ace Courier has strengthened partnerships with organizations that focus on neurodiversity and spinal cord injuries to increase the inclusion of individuals with disabilities in their workforce.

### **4. Built Environment Updates:**

- Where applicable Retrofits in office spaces have made washrooms more accessible in some offices.
- Further Plans for sorting facilities and offices are underway, with audits to identify and address accessibility barriers.

### **5. Training and Procedures:**

- A new focus on accessibility has led to staff training, particularly for those in charge of creating social media posts and internal documents.
- The company has pledged to develop standardized procedures to incorporate accessibility into procurement practices and Request for Proposal (RFP) processes.

### **6. Technology & Digital Tools:**

- Website and platform audits are planned to identify barriers to access. The company also plans to create formal accessibility standards to apply to all customer-facing communications.

### **7. Consultations & Continuous Improvement:**

- Ongoing consultation with employees who identify as having a disability will continue, ensuring that the voices of people with disabilities are always heard and acted upon.

### **Next Steps:**

#### **1. Detailed Audits of Facilities:**

- Ace Courier will conduct an accessibility audit of its sorting facilities, focusing on identifying any barriers and planning both short-term and long-term improvements.

#### **2. Emergency Evacuation Plans:**

- Emergency plans will be updated to ensure they include provisions for assisting people with disabilities during evacuations.

#### **3. Review and Enhancement of Employment Practices:**

- The company will continue to review job postings and accommodations practices, monitoring data to identify areas where additional support might be required to retain employees with disabilities.

#### **4. Accessibility in Procurement:**

- A checklist and training for Sourcing Specialists will be introduced to consider accessibility in the procurement process, ensuring that goods and services are accessible.

#### **5. Finalizing Communication Standards:**

- The creation and adoption of a formal standard for accessibility in all communications (internal and external) is a priority, including ensuring that social media and digital content comply with accessibility practices.

### **Conclusion:**

Ace Courier Services is making meaningful strides toward greater accessibility in both its physical and digital environments. The organization is fully committed to continuous improvement, prioritizing ongoing dialogue with people with disabilities and making adjustments to policies, procedures, and physical spaces as new barriers are identified.

This plan will guide the company over the next three years, with a focus on removing barriers and ensuring full participation and inclusion for all employees, customers, and partners.