

Key Achievements and Progress: Year 2 Update

1. Employee Engagement & Feedback

Feedback from employees with disabilities continues to be the foundation of our ongoing plan.

The organization remains committed to addressing the need for better communication regarding the accommodation process, as identified in our initial consultations.

2. Accessible Communications

Training for employees on creating accessible documents remains an active priority to ensure all digital and print communication is clear and usable.

We continue to uphold our commitment to adopting standards for accessible communications, including the use of alt text, video captions, and accessible social media guidelines.

3. Accessibility in Employment Practices

The use of clearer, inclusive language in job postings and the provision of accommodation information remain standard features of our hiring process.

Our partnerships with organizations focusing on neurodiversity and spinal cord injuries continue to support our goal of increasing workforce representation for persons with disabilities.

4. Built Environment Updates

Following previous retrofits to improve washroom accessibility in select office locations, we continue to monitor these facilities for ongoing compliance and ease of use.

Plans for our sorting facilities and warehouses remain under review, with the intent to conduct further audits to identify and mitigate physical barriers.

5. Training and Procedures

Accessibility training remains a focus for staff responsible for internal documentation and social media management.

We are continuing our work to develop standardized procedures that incorporate accessibility requirements into our procurement and Request for Proposal (RFP) processes.

6. Technology & Digital Tools

Audits of our public website and internal digital platforms remain a priority to identify and resolve barriers for users.

The company is committed to the ongoing development of formal accessibility standards for all customer-facing digital communications.

7. Consultations & Continuous Improvement

We maintain an open dialogue with employees who identify as having a disability to ensure their lived experiences inform our policy updates.

Ace Courier Services remains dedicated to the full duration of this multi-year plan, ensuring that accessibility is treated as a process of continuous improvement.

Next Steps for Year 3

Detailed Facility Audits: We will continue to evaluate our sorting and cross-dock facilities to prioritize future structural improvements.

Emergency Preparedness: Finalizing the update of emergency evacuation plans to include specific protocols for assisting persons with disabilities remains a key goal.

Procurement Checklists: We will work toward finalizing the accessibility checklist for Sourcing Specialists to ensure goods and services purchased meet inclusion standards.

Data Monitoring: We will continue to monitor recruitment and retention data to better understand and support our diverse workforce.

Conclusion

Ace Courier Services remains dedicated to the goals outlined in our 2023–2025 Accessibility Plan. While we are in a phase of maintaining and monitoring our current initiatives, we remain steadfast in our mission to remove barriers and ensure an inclusive environment for all employees, customers, and partners.