

01. EMPLOYEE ENGAGEMENT & FEEDBACK

- Feedback from employees with disabilities continues to be the foundation of our ongoing plan. Addressing the need for better communication regarding the accommodation process, will always be ongoing, as identified in our initial consultations.

02. 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.

03. 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.
- We now have over 30% of minorities working in our organization.

04. BUILD 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.
- We now have 3 more ground level accessible warehouses (Courtenay, Penticton and Vernon)

- Whenever renovations, upgrades, or modifications are undertaken, accessibility requirements are reviewed and included in the planning process to help ensure ease of access and usability for everyone.

05. TRAINING AND PROCEDURES

- Accessibility training will remain 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.

06. TECHNOLOGY AND 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.

07. CONSULTATION AND 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.

CONCLUSION:

- Ace Courier Services remains dedicated to the goals outlined in our 2023–2025 accessibility Plan.
- Ace Courier Services recognizes that accessibility is an ongoing process of continuous improvement. We will continue to identify and remove barriers, consult with employees and stakeholders, and integrate accessibility considerations into our operational planning and decision-making to create a more inclusive environment for everyone.

