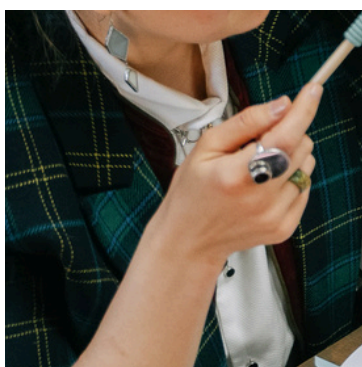
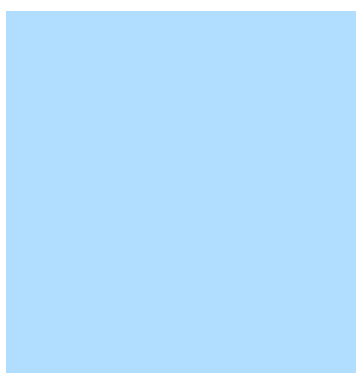


# Accessibility Plan

A roadmap to identifying, reducing, and preventing barriers across our national operations in alignment with the Accessible Canada Act.



2025-2028





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## Executive Summary

FB Canada Express is committed to doing our part to create a barrier-free Canada by 2040. This plan outlines how we will identify, strive to remove barriers wherever possible, acknowledging that some may require collaboration with third parties such as landlords, and prevent accessibility barriers across our operations. It is guided by consultations with employees, the regulatory standards set out under the Accessible Canada Act (ACA), and our belief that accessibility is fundamental to quality logistics service and a thriving workplace culture.



# 1. Introduction

## 1.1 Purpose

This Accessibility Plan is prepared in accordance with the [Accessible Canada Act](#) (ACA) and Accessible Canada Regulations. At FB Canada Express, we understand the Government of Canada's goals for 2040. We are committed to doing our part to achieve those goals by fostering an inclusive and accessible experience for our customers, employees, and the public.

This plan outlines how FB Canada Express identifies, seeks to remove, and prevents barriers wherever possible, recognizing that some may require collaboration with external property owners or partners. Our efforts begin with a focus on employment, the built environment, information and communication technologies, and transportation, and extend across all aspects of our operations.

## 1.2 Statement of Commitment

At FB Canada Express, we are committed to embedding accessibility and fair workplace practices into every aspect of our operations. We recognize the systemic barriers persons with disabilities face and are dedicated to continuous improvement. Accessibility is not only a regulatory expectation under the Accessible Canada Act but also a shared responsibility that guides us toward creating inclusive experiences for employees, clients, and partners.



### 1.3 Scope of the Plan

This plan applies to all FB Canada Express operations across Canada. It addresses the seven priority areas outlined under Section 5 of the ACA, with FB Canada Express prioritizing the following during 2025–2026:

1. Employment
2. The Built Environment
3. Information and Communication Technologies (ICT)
4. Transportation (as applicable)

The remaining areas will also be addressed over time.

5. Communication (non-digital)
6. Design and Delivery of Programs and Services
7. Procurement of Goods, Services, and Facilities

### 1.4 Alternative Formats

This plan can be made available in the following accessible formats upon request:

<b>Within 15 days of request:</b> <ul style="list-style-type: none"><li>• Standard print</li><li>• Large print</li></ul>	<b>Within 45 days of request:</b> <ul style="list-style-type: none"><li>• Braille</li><li>• Audio format</li></ul>
<p>To request a copy or to provide feedback, contact:</p> <p>Ilana Lomberg, <b>Human Resources Manager</b> Email: <b><a href="mailto:ilomberg@fbexpress.com">ilomberg@fbexpress.com</a></b> Phone: <b>416-612-0029</b> Mail: 970 Verbena Rd, Mississauga ON, L5T 1T6</p>	



## 1.5 Definitions

### → Disability

A physical, mental, cognitive, or communication-related impairment, which may be permanent, temporary, or episodic.

### → Barrier

Anything that hinders full and equal participation for people with disabilities, including physical, technological, attitudinal, or systemic obstacles.

### → Accessibility

The design of environments, services, technologies, and communications that ensures inclusivity and usability for people of all abilities.

### → Assistive Technology

Devices or systems that enhance the functional capabilities of individuals with disabilities, including screen readers, hearing aids, adaptive keyboards, and speech recognition software.

### → Accommodation

An adjustment or modification provided to enable a person with a disability to participate fully in work or access services.

### → Ergonomic

The design and arrangement of workplaces, products, and systems to fit the people who use them, reducing strain and increasing efficiency and accessibility.



## **1.6 About FB Canada Express**

FB Canada Express is a Canadian logistics company specializing in fast, secure, and compliant cross-border transportation between Canada, the United States, and other international markets. With bonded warehouses, strategically located offices, and a technology-driven approach to customs and final-mile coordination, we serve freight consolidators, eCommerce companies, and global carriers. Our operations are built for speed, compliance, and reliability – and we’re committed to making that service accessible to all.

### **Reporting and Review Process**

In accordance with the Accessible Canada Act, FB Canada Express will:

- Publish an annual progress report, beginning in 2026, that details actions taken and outstanding commitments.
- Review and update this plan every three years (next scheduled update: 2028).
- Conduct regular consultations with people with disabilities to inform each update.



## **2. Our Accessibility Priorities Under the Accessible Canada Act**

### **2.1 Design and Delivery of Programs and Services**

FB Canada Express's core service – shipping and delivering packages – connects us with our customers on a global level. We acknowledge that for people with disabilities, accessibility barriers may arise during package pickup, delivery, and at our warehouses.

#### **Identified Barriers:**

- Inaccessible warehouse entry points and limited accessible signage
- No formal onboarding process that communicates accessibility practices
- Lack of visual/audio service descriptions on website

#### **Commitments:**

- Conduct a full audit of client-facing and staff-accessed warehouse areas (by Q3 2025)
- Incorporate accessibility modules into employee orientation and ongoing training (by Q2 2025)
- Enhance digital service descriptions with audio versions and large-print PDFs available for download (by Q3 2025)

### **2.2 Employment**

We value a diverse and inclusive workforce. Our recruitment, training, and workplace practices will reflect accessibility best practices and compliance with ACA.

#### **Identified Barriers:**

- Limited clarity during onboarding around accommodation
- Online job application forms that do not yet meet accessibility standards, creating barriers for some applicants





### **Commitments:**

- **Accommodations during onboarding:** By June 2025, all new hires will receive clear information about our accommodations process.
- **Revamp the application portal:** By May 2025, we will audit and improve our job applications on our and other job search websites to meet accessibility standards.
- **Employee training:** By May 2025, we will deliver training related to accessibility topics to all employees.

## **2.3 Information and Communication Technologies (ICT)**

Our website and internal platforms are critical to operations. While we follow WCAG 2.0 AA standards, we are committed to continuous improvement.

### **Commitments:**

- Conduct ongoing user testing with people with disabilities during major website or platform updates (ongoing)
- Accessible social media standard: we will continue to review and strengthen the accessible of our online posts (e.g., alt text, video captions, inclusive hashtags) (Ongoing)
- Audit digital systems annually for WCAG 2.1 AA compliance (starting 2025)

## **2.4 Communication (Non-Digital)**

We communicate through various channels—social media, phone, in-person, and print. We aim to ensure that all communications are inclusive and easy to understand.

### **Commitments:**

- Develop and enforce a plain-language communication policy (by September 2025)



- Accessible communications policy: we will adopt a standard for accessible public communications, including tools like accessibility checkers and clear layout guidelines (by September 2025)
- Train frontline staff on accessible customer service (by Q4 2025)

## 2.5 Built Environment

When constructing or modifying public and workspaces, FB Canada meets accessibility requirements as mandated by applicable legislation, including parking, service areas, and paths of travel. FB will ensure that budgets are allocated for retrofitting areas that require a larger scale transformation.

### Commitments:

- Conduct full audit of employee spaces (by September 2025)
- Discuss required upgrades with landlords and determine a shared plan and budget for barrier removal across leased warehouses and office spaces (2026–2028)
- Update emergency evacuation protocols to include people with disabilities (by September 2025)

## 2.6 Procurement of Goods, Services, and Facilities

We procure fleet equipment, technology, and workspace materials regularly. We are also actively renovating our office locations, and accessibility considerations are being integrated into those improvements to better support the needs of our office-based employees.

### Commitments:

- We will develop clear, written procedures outlining how and when accessibility considerations can be applied to purchasing decisions, where feasible and appropriate (by September 2025).



## 2.7 Transportation

As FB Canada Express does not transport people and operates in a time-critical logistics environment, this section applies in a limited capacity. While our operations may not always allow for broad modifications, we remain attentive to accessibility needs as they arise.



### 3. Consultations

This plan was shaped through meaningful consultations:

- **Employee Survey:** Sent to all staff, inviting those with disabilities to share their workplace experiences and identify barriers. The main feedback focused on physical accessibility and a lack of clarity around the accommodations process.
- **Third-Party Agency:** A third party – New Society Institute – will be contracted to provide valuable feedback once they have conducted an assessment, including a focus group to capture more feedback from staff. This project is budgeted for July 2026. Their insights will allow FB Canada Express to set goals and strategies, which will then be implemented in our operations and amended in this plan as needed.

### 4. Conclusion

We recognize that accessibility is ongoing work, not a one-time fix. FB Canada Express takes responsibility for advancing accessibility across our operations and will continue to assess and strengthen our approach through regular review and updates. While some improvements, especially in leased spaces, may depend on landlord cooperation or external factors, we remain committed to advocating for and pursuing those changes wherever possible. Our goal is to make tangible progress in the areas we control and maintain a clear process for addressing those we do not. We welcome feedback from employees, clients, and the public as we work together toward a barrier-free Canada.