



## FB Canada Express

### 2025 Accessibility Progress Report

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## Executive Summary

In alignment with our 2025–2026 Accessibility Plan and the Accessible Canada Act, FB Canada Express has made meaningful progress toward reducing and eliminating barriers across our operations. This report highlights the work completed, ongoing actions, and areas for future focus. Key achievements include improvements to our digital application process, implementation of employee training, and updates to customer-facing services. Our commitment to a barrier-free Canada by 2040 remains strong, and we continue to collaborate internally and externally to advance accessibility.

## 1. Summary of Actions Taken

### 1.1 Employment

- **Accommodations information during onboarding - Completed** (June 2025)  
New hires now receive standardized accessibility and accommodations guides as part of orientation.
- **Accessible job application portal - Completed** (May 2025)  
Online job postings and application forms were revised to meet WCAG 2.1 AA standards, with testing by users with assistive technology.
- **Employee accessibility training - Completed** (May 2025)  
All employees received mandatory training on accessibility awareness and inclusive practices, with annual refreshers planned.



## 1.2 Information and Communication Technologies (ICT)

- **User testing with persons with disabilities - Ongoing**  
Initial rounds completed during 2025 site updates. Feedback was collected and prioritized for upcoming improvements.
- **Accessible social media standards - Ongoing**  
All communications staff trained on alt text, captions, and hashtags. Monthly audits underway to ensure compliance.
- **Annual WCAG 2.1 AA compliance audit - In Progress**  
Audit scheduled for Q4 2026 in line with IT upgrade cycle. Preparatory checks have identified priority areas.

## 1.3 Communication (Non-Digital)

- **Plain-language policy - In Progress** (Due Sept 2025)  
Draft policy developed and under internal review. Staff workshops scheduled for August.
- **Accessible communication standards - In Progress**  
Accessibility checkers and visual guidelines piloted by select departments. Company-wide rollout expected by Q3 2025.
- **Customer-facing staff training - Scheduled** (Q4 2025)  
Training materials finalized; delivery set for October–November 2025.

## 1.4 Built Environment

- **Audit of employee spaces - In Progress** (Due Sept 2025)  
60% of facilities reviewed; final phase scheduled for August. Preliminary findings identified key areas for retrofit.
- **Engagement with landlords for barrier removal - Not Started** (2026–2028)  
Will begin after completion of internal audit. Budget planning discussions tentatively scheduled for Q1 2026.



- Update emergency protocols - **In Progress**  
New emergency plans drafted. Stakeholder feedback is currently being integrated. Launch targeted for September 2025.

### 1.5 Programs and Services

- **Audit of warehouse and customer-facing spaces - In Progress**  
(Due Q3 2025)  
Initial site visits completed. Accessibility signage and entryway assessments underway.
- **Onboarding and staff training on accessibility - Completed** (Q2 2025)  
Orientation now includes accessibility procedures and customer support protocols.
- **Accessible digital service descriptions - In Progress**  
Audio versions and large-print PDFs under development. Website updates planned for August release.

### 1.6 Procurement

- Written accessibility procurement procedures - **In Progress**  
(Due Sept 2025)  
The procurement team has drafted initial procedures. Legal and finance departments are currently reviewing for implementation.

### 1.7 Transportation

- **Transportation Accessibility - Not Applicable**  
While not a primary area due to FB Canada Express's business model, we remain responsive to accessibility needs. No formal barriers were reported in 2025.

## 2. Consultations and Feedback Process

- **Employee Survey (Completed)**: Feedback identified the need for improved physical access and onboarding clarity, which has informed ongoing audits and training.



- **Third-Party Focus Group (Scheduled)**: New Society Institute engagement is planned for July 2026. Results will inform the 2027 update to the plan.

### 3. Feedback and Continuous Improvement

Employees, customers, and stakeholders are encouraged to provide feedback by contacting:

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### 4. Conclusion

We are proud of the progress made in 2025–2026 and recognize that accessibility is an evolving process requiring sustained effort and collaboration. We remain committed to our goals and to the Accessible Canada Act's vision for a barrier-free Canada by 2040. Future updates will reflect input from our 2026 external consultation, the results of ongoing audits, and continued staff engagement.