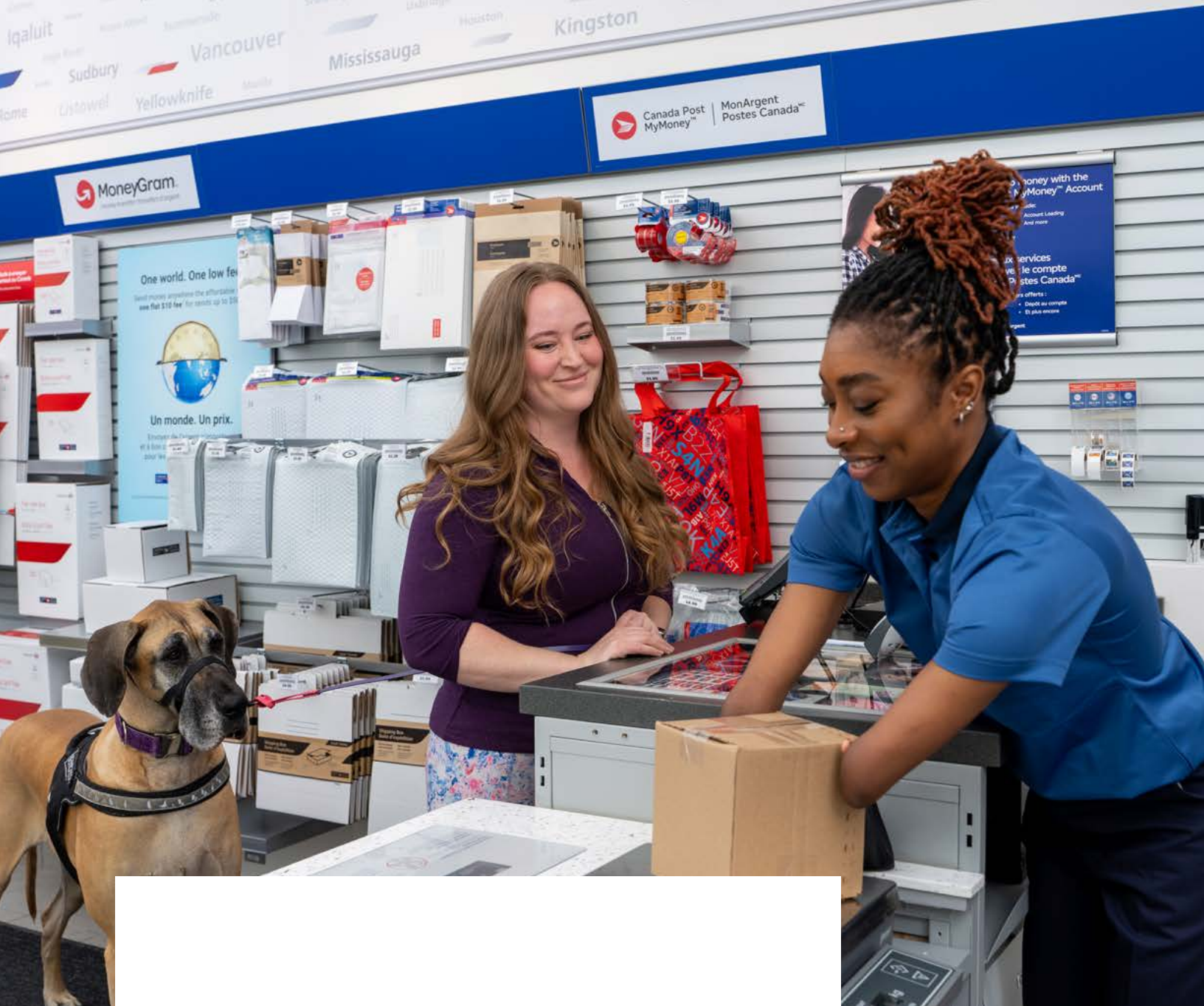




Canada Post Accessibility Plan 2026-2028



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General

Contact information

To request a copy of Canada Post's Accessibility Plan, Feedback Process or Progress Report in an alternative format, or to provide feedback on accessibility at Canada Post, please contact the Director of Accessibility.

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About Canada Post

Canada Post is a federal Crown corporation and lifeline for Canadians, businesses, organizations and communities. It is responsible for the collection, transmission and delivery of letters, parcels, publications and funds. We help people connect and businesses reach their customers, which is essential in building a stronger Canada.

Canada Post has more than 62,000 full and part-time employees. We serve 17.6 million addresses in urban, rural and remote areas, and operate the largest retail network in Canada with about 5,700 post offices across the country. With a presence in nearly every community, we strive to lead in ways that go beyond the services we provide. We want to be a recognized leader on important issues and reflect the shared values of Canadians.

As we transform ourselves to remain competitive and meet our customers' changing needs, we are also making advancements in environmental sustainability, accessibility and equity, diversity and inclusion. Our goal is to create a fair and equitable workplace and ensure that everyone in Canada can access our programs, services and facilities.



Executive summary

The [Accessible Canada Act](#) (ACA) aims to create a barrier-free Canada by January 1, 2040, by identifying, removing and preventing barriers to accessibility wherever Canadians interact with areas of federal jurisdiction. The ACA came into force on July 11, 2019.

As a national institution serving thousands of communities from coast to coast to coast, Canada Post has a responsibility to provide accessible programs and services that Canadians can rely on. Recognizing and meeting that responsibility is aligned with our overarching purpose, A Stronger Canada – Delivered. The Plan expresses our desire to lead by example in making this country stronger and more inclusive.

On December 16, 2022, Canada Post published its first Accessibility Plan. We also released two Accessibility Progress Reports, in 2023 and 2024. To further our commitment to accessibility and inclusion, and to work toward achieving the goal of the ACA, we created a second Accessibility Plan. As with all previous reports, we consulted with Canadians with disabilities to ensure that our Plan continues to align with their needs. We listened to what Canadians told us and took actions based on their recommendations.

Our second Accessibility Plan outlines our activities and achievements to date, and our intentions for 2026 to 2028. We will identify, remove and prevent barriers in employment; the built environment; information and communication technologies; communication; the procurement of goods, services and facilities; the design and delivery of programs and services; and transportation. We will continue to report on our progress every year and update the Plan every three years.

Accessibility statement

About eight million Canadians, or 27%, live with at least one disability. As the population ages, that number is expected to rise. By embedding accessibility in everything we do, we are making progress toward our equity, diversity and inclusion goals and fulfilling our mandate to serve all Canadians.

In 2018, Canada Post created an Accessibility team that offers advice and guidance to internal and external stakeholders, leads accessibility projects and integrates accessibility into decision-making across the company, including policy and program development.

Our vision is to be an inclusive Crown corporation by promoting awareness, removing barriers and acknowledging the valuable contributions of people with disabilities. We want to ensure that our facilities, business partnerships, products and services are accessible to all Canadians, and attract and retain talent that mirrors Canada's diversity.



Accessibility Strategy

In 2020, we launched an [Accessibility Strategy](#) that aligns with the focus areas of the ACA. Our goal was to adopt a proactive approach to identifying, removing, and preventing barriers and to integrate accessibility improvements across our offerings to customers and employees. The strategy has four pillars:

- Creating a diverse and inclusive workforce culture
- Delighting our customers
- Building accessible barrier-free spaces
- Seeking inclusive business opportunities

The Environmental, Social and Governance (ESG) Committee of Canada Post's Board of Directors approved the strategy in April 2020. It was published on May 31, 2021, and is scheduled to be reviewed and updated as necessary, in 2026.

Accessibility Policy

Canada Post's [Accessibility Policy](#) applies to all focus areas of our Accessibility Strategy and the ACA. The policy reinforces our commitment to proactively identify, remove and prevent barriers to accessibility through a consistent, corporate-wide approach and make timely and measurable progress in implementing the actions outlined in our Accessibility Plan.

The policy is intentionally broad in nature as it touches on every aspect of the Corporation and its business. To ensure compliance with this policy, we established accessibility guidelines to help employees incorporate accessible practices in their day-to-day work.

The Accessibility Policy was approved by the ESG Committee of the Board in late 2023 and published in 2024.

Accessibility Advisory Panel

Canada Post's [Accessibility Advisory Panel](#), established in 2018, includes up to 15 members from across the country who identify as people with disabilities, or are part of organizations that represent people with disabilities and older Canadians. The panel provides input and advice on our Accessibility Strategy and Policy, along with various aspects of our programs and services.

Budget and resources

In 2018, Canada Post established a 10-year Accessibility investment plan to fund a mix of capital and program projects to enhance accessibility under each pillar of the [Accessibility Strategy](#) (listed above).

Projects include capital investments to make post offices and buildings accessible, improvements to digital accessibility, and the development of policies, practices and programs to ensure that the Corporation is removing barriers for employees and customers and promoting inclusive business practices.

Canada Post has been transparent about its financial situation and ongoing efforts to build a financially sustainable future. We are currently exploring ways to reduce costs while continuing to deliver for Canadians. Despite our challenges, we remain dedicated to our accessibility priorities and are regularly reviewing processes across the company to ensure that we are using our resources efficiently.

Accessibility Plan scope

This Accessibility Plan outlines Canada Post's policies, programs, practices, and actions we are taking to identify, remove and prevent barriers in seven priority areas:



Employment



The built environment (buildings and public spaces)



Information and communication technologies



Communication, other than information and communication technologies



The procurement of goods, services and facilities



The design and delivery of programs and services



Transportation

Social model of disability and inclusive language

The social model of disability differentiates between “impairment,” meaning functional limitation, and “disability.” The social model says that disability is caused by barriers in society rather than by a person’s impairment. The social model focuses on the removal of barriers to allow full and equal participation by people with impairments.

To emphasize that disability is caused by barriers, the social model uses identity-first language, such as “disabled people” to refer to a diverse group of people with impairments who share the experience of disadvantage and discrimination.

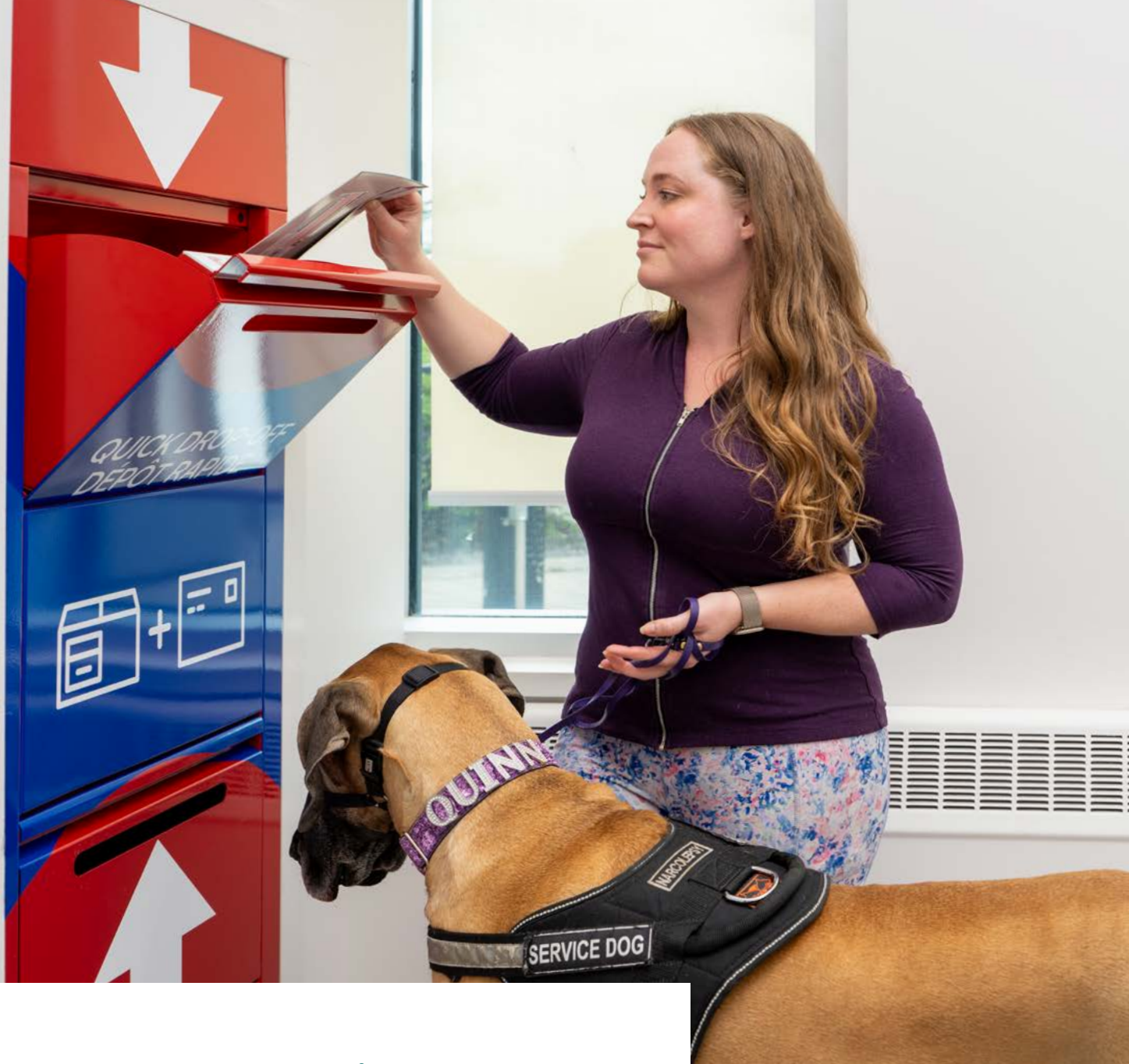
This is different from person-first language, such as “people with disabilities,” which uses the term “disability” to also mean “impairment.” Person-first language is used to emphasize the person before the disability/impairment.

It is important that we recognize the difference between identity-first language and people-first language and acknowledge that preferences vary within the disability community. While we adopt a social model approach to identifying, removing and preventing barriers, we mainly use person-first language in this Plan as it is widely accepted and used in Canada.

Intersectionality

Intersectionality refers to how people's lives are shaped by different aspects of their identities – such as race, gender, age or disability – which can produce a unique and distinct experience. Intersectionality can lead to additional barriers for individuals and groups. Canada Post recognizes that not all people experience accessibility challenges the same way. We understand the importance of taking intersectionality into consideration when identifying, removing and preventing barriers.





Consultations

In the spirit of “nothing about us without us,” we conducted consultations with people with disabilities and the public to help us develop this Accessibility Plan. We wanted to understand the perspectives of Canadians with disabilities and prioritize our efforts to remove and prevent barriers based on their feedback.

Accessibility Advisory Panel

In fall 2025, the Accessibility team met with the Accessibility Advisory Panel to review two of the seven focus areas: employment as well as design and delivery of programs and services. A draft of the Plan for these areas was shared with panel members in advance to give them time to review the materials and provide thoughtful input. Consultations took the form of a roundtable discussion to confirm identified barriers at Canada Post and allow the panel to respond to actions identified in the Plan.

Accessibility surveys

To consult more widely with people with disabilities across Canada, two surveys were completed:

- In December 2024, we did an employee survey on participants' experiences with accessibility at Canada Post in each focus area;
- In May, we worked with Narrative Research to conduct a survey with Canadians with disabilities across the country.

Survey design

The surveys aimed to determine if individuals had experienced barriers in the seven focus areas of the ACA:

- employment;
- built environment;
- information and communication technologies;
- communication, other than information and communication technologies;
- procurement of goods, services and facilities;
- design and delivery of programs and services;
- transportation.

Participants were also asked if they were aware of Canada Post's Accessibility Plan and other related documents.

For the public survey, we wanted to understand how individuals interact with Canada Post and if they had experienced any barriers. The goal was to capture positive accessibility experiences with Canada Post and measure our progress in improving accessibility over the past two years.

We reviewed the survey results and noted the identified barriers and areas of progress. The data helped to inform this Accessibility Plan and will be shared with Canada Post teams to guide our approach to addressing barriers.

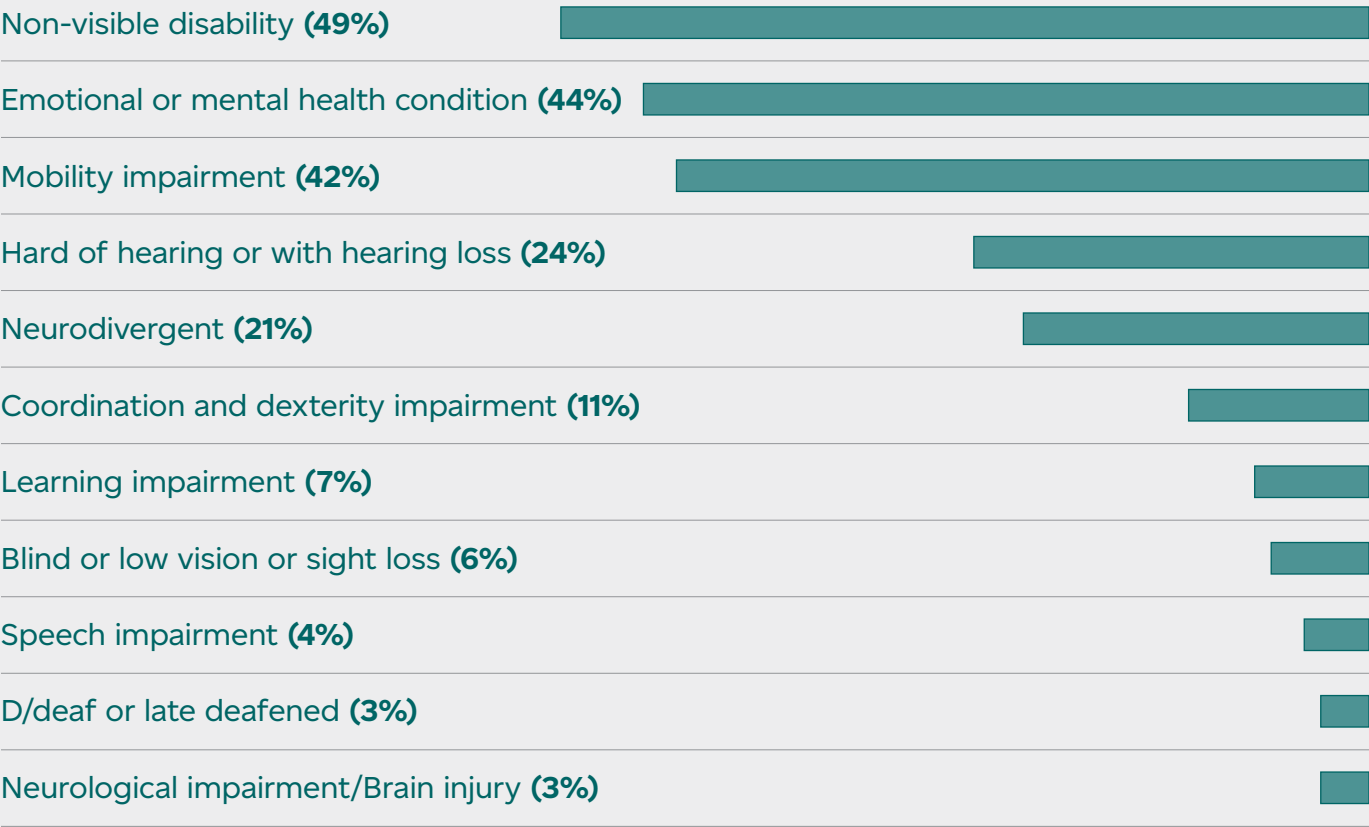
Demographic of participants



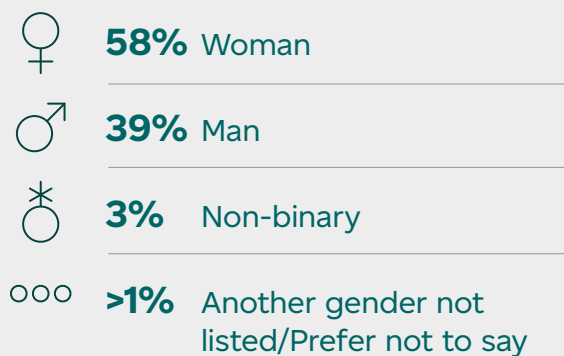
The **employee survey** had **68** participants from across the country and was available in English and French.

The **Narrative survey** was completed online, in English and French. All **1,000** respondents were part of a Canadian online general population panel, aged 18 and over, and self-identified as a person living with at least one disability.

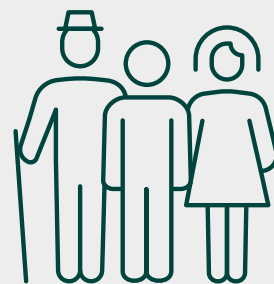
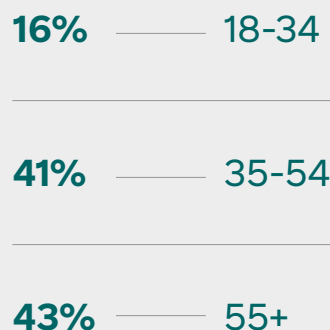
People with disabilities – living with or experienced



Gender



Age



Area

The percentage of participants in rural, urban and suburban areas.



45%
live in an urban area

32%
live in a suburban area

23%
live in a rural area

Participants by province



How feedback was considered

We used feedback from the consultations and public survey to develop the Accessibility Plan. It helped us to identify barriers in each of the seven focus areas of the ACA and prioritize actions to remove and prevent them. Feedback from the consultations is included in this Plan for each focus area under the headings *Barriers* and *Recommended priorities*.

We also identified barriers raised by Canada Post employees working in business functions related to the seven focus areas of the ACA.

Feedback

The [Feedback Process](#) describes how Canada Post receives and responds to feedback regarding the implementation of our multi-year Accessibility Plan; barriers faced by Canada Post customers, employees and other people that interact with Canada Post; and any other matters related to accessibility.

Canada Post welcomes feedback from customers, employees, business partners and the public to become more accessible and inclusive. From July 2024 to June 2025, we received 1,910 submissions of feedback on accessibility. Feedback can be submitted by telephone, TTY, virtual chat, email, web form and by mail. Most of the feedback was provided by email and through a web form where people can offer input anonymously.

Of the 1,910 submissions received, 221 included feedback that identified barriers at Canada Post.

The following is some of the feedback for each focus area:

Employment (3 submissions)

- Cost of medical records for accommodations.
- Inaccessibility of training.

Built environment (57 submissions)

- Community mailbox location.
- Inaccessible post office.
- Limited accessible parking.

Information and communication technologies (41 submissions)

- Website features not working.

Communication (18 submissions)

- Limited feedback received.

Design and delivery of programs and services (91 submissions)

- Parcel deliveries not attempted.
- Mail forwarding difficult to access.

Procurement of goods, services and facilities (0 submission)

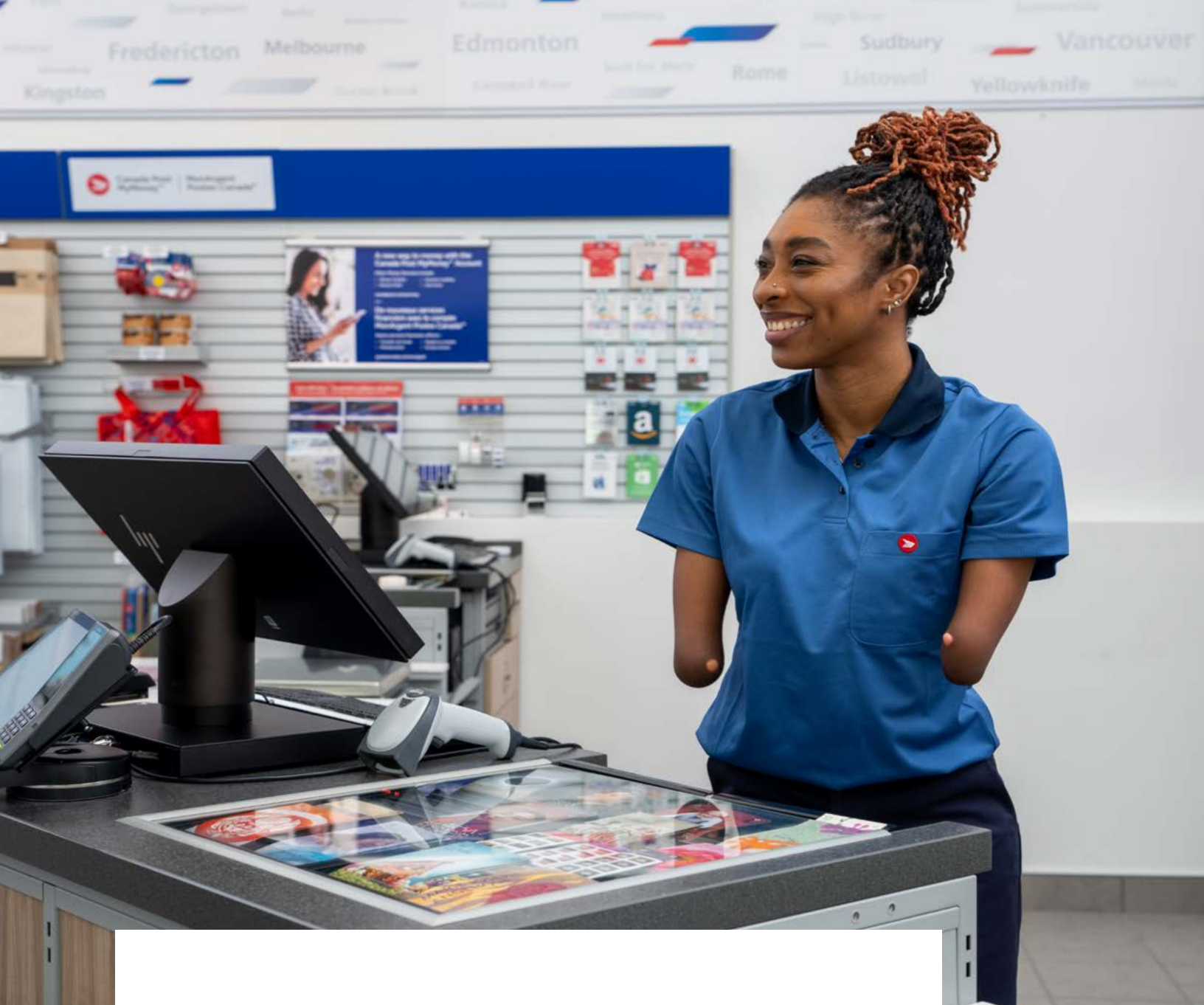
- No feedback received.

Transportation (0 submission)

- No feedback received.

How feedback was applied

Canada Post acknowledged all feedback in the manner it was submitted. We also followed up with the appropriate teams to address feedback, where necessary. To improve how information is exchanged, the Accessibility team implemented a quarterly reporting process to specific teams when we receive feedback that is relevant to their business area. We will continue to monitor our framework for documenting and responding to feedback to provide a streamlined approach.



Employment

Canada Post is committed to fostering an equitable, respectful and caring workplace where everyone is welcome and has equal opportunity, where diversity is valued and celebrated, and where we work together to remove barriers and promote accessibility. We are dedicated to incorporating inclusive practices that will enable our employees to fully participate in the workforce. We are committed to hiring people with disabilities to attract, grow and retain diverse talent that is representative of Canadian labour market availability.

Barriers

- Workplace accommodation is reactive. The onus is on the employee to advocate for themselves.
- Stigma surrounding disability may prevent employees from self-identifying and receiving adequate support and accommodation.
- Barriers in the recruitment and hiring process include lack of clarity among job applicants, recruiters and hiring managers on the types of accommodation that are available for people with disabilities who are applying, interviewing and testing for jobs at Canada Post.

Recommended priorities

During consultations, the following actions were prioritized:

- Continue to provide disability awareness training for all employees to reduce stigma and negative stereotypes about people with disabilities.
- Ensure that people with disabilities have the accommodation(s) they need to apply for jobs at Canada Post, as well as during onboarding and on the job.
- Continue to advance our Equity, Diversity and Inclusion (EDI) Strategy by increasing the Global Diversity, Equity and Inclusion Benchmarks (GDEIB) progress against benchmarks at Canada Post.
- Recognize intersectionality of people with disabilities and other equity groups.

Policies and practices

- The Equality in Employment Policy was established in 2018. It applies to all employees at all sites where work is undertaken for Canada Post. This includes full-time, part-time, casual and term employees. The Policy governs all aspects of employment, including hiring, job assignment, promotion, compensation, discipline, termination and access to benefits and training.
- The purpose of this Policy is to make the work environment as inclusive as possible and free from discrimination in employment opportunities and practices. It also ensures that Canada Post has effective mechanisms for responding to the individual accommodation needs of existing and potential employees.
- The Duty to Accommodate Policy and Practice documents were approved in 2018. They outline Canada Post's commitment to provide reasonable accommodation to the point of undue hardship for current and prospective employees who have a need based on any prohibited ground in the *Canadian Human Rights Act*, to remove specific barriers to full participation in the workplace.
- Canada Post aims to respond in a timely, effective, confidential and respectful manner to requests for individual workplace accommodation. We want to ensure that all employees can effectively and efficiently use their skills, knowledge and experience to contribute to the organization's performance, production and service delivery. This includes the opportunity to participate, without discrimination, in work-related and other activities conducted within a work context.

- The Accommodating Deaf, Deafened or Hard of Hearing Employees Practice was approved in 2010. We accommodate the needs of employees who are D/deaf, deafened or hard of hearing who experience barriers to full participation and equal opportunity in the workplace. The Practice document provides employees and team leaders with information related to the preferred method of communication, use of interpreters, assistive devices and modifications to the workplace.

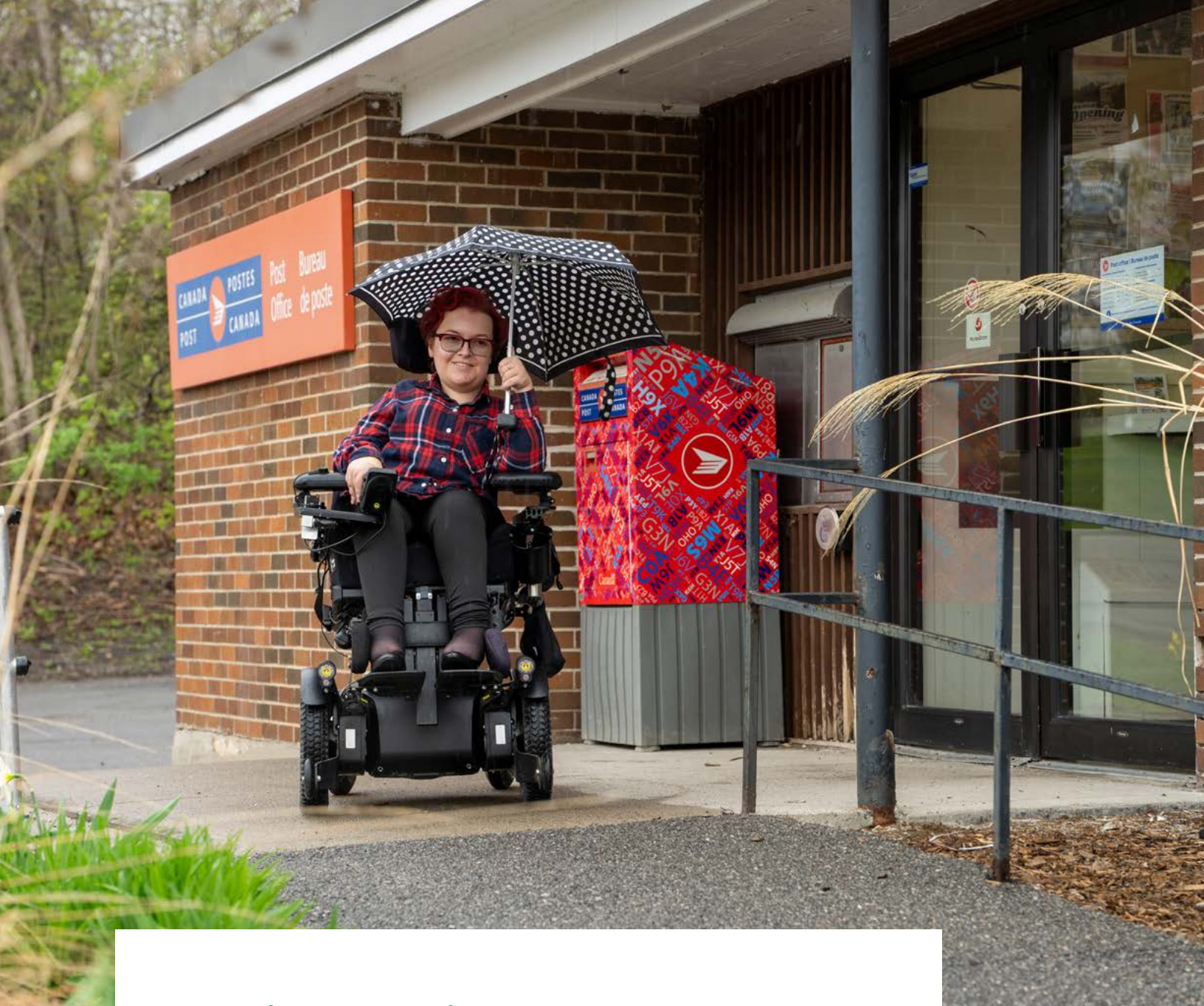
Actions achieved or in progress

- In 2020, Canada Post's [Accessibility Strategy](#) was approved by the ESG Committee of the Board of Directors. The Strategy's goal is to adopt a proactive approach to integrating accessibility improvements across the Corporation's offerings to both customers and employees.
- In addition to the Accessibility Strategy, we developed a five-year Equity, Diversity and Inclusion Strategy and Action Plan in 2021. It includes 40 actions that Canada Post will take and focuses on addressing oppression and discrimination in equity seeking groups, including barriers to participation for people with disabilities.
- We publish an internal Accessibility Newsletter to share key updates and progress and highlight employees who are championing accessibility.
- We launched mandatory disability and accessibility awareness training to employees to reduce stigma, promote accessibility in the workplace and encourage the use of inclusive language. Training began in May 2024 and will be rolled out in phases to all employees.
- We developed a series of custom, on-demand training resources to provide our mobile development team with the skills and knowledge to design and test for accessibility across mobile platforms.
- The Joint National Equity and Diversity Committee, with representation from the national presidents of all bargaining agents, continues to meet regularly with the goal of co-creating meaningful change in the workplace. It focuses on education, processes, policies and programs and provides support to advance equity and diversity at Canada Post.
- Since 2020, more than 5,500 employees have participated in unconscious bias training. The training aims to develop leadership skills with a focus on increasing understanding of the importance of equity, diversity and inclusion across the company. The program also includes a call to action for participants to apply EDI principles to help foster a caring, safe and inclusive workplace. In 2025, the training was updated to include microaggressions.
- To commemorate National AccessAbility Week (NAAW) in 2025, Canada Post's Persons with disabilities Employee Resource Group delivered a lunch and learn on hidden disabilities in the workplace. The event was offered in partnership with the Canadian Association of Supported Employment (CASE). We also shared accessibility resources through an internal communication to all employees.

Plans to identify, remove, and prevent barriers

- We will continue to advance our EDI initiatives and practices to increase the representation of people with disabilities and achieve Canada Post's goal of 80% of labour market availability in our sector.
- We will work with various teams across our organization to recognize intersectionality of people with disabilities and other equity groups.
- We will continue to ensure that every stage of the hiring process is accessible, inclusive and aligned with accessibility standards. This includes offering content in multiple formats and using plain language to support access to information.
- A proactive accommodation framework for candidates will be created to make it easier for them to ask for accommodation during onboarding and continue to receive support while working at Canada Post.
- Our calendar of Global Observance Days will be enhanced to celebrate diversity and inclusion.
- We will include accessible (universal) washroom signage and features within inclusive (gender-neutral) washroom facilities wherever possible.
- Newsletters will continue to be published to raise awareness about equity, diversity, inclusion and accessibility.
- A new five-year Accessibility Strategy will be published in 2026.





Built environment

As Canada's largest Crown corporation, Canada Post has an extensive physical footprint with close to 5,700 post offices, 447 letter carrier depots and 22 processing plants across the country. Our goal is to make our post offices, administrative offices, depots, and processing facilities accessible to all users: customers, employees, clients, contractors and stakeholders.

Barriers

Regrettably, there are barriers in our post offices, some of which are corporately owned, while others are managed by authorized dealers:

- Accessibility is inconsistent in post offices and facilities across Canada.
- Post offices that are in the back of stores can be difficult to access.

Recommended priorities

During consultations the following actions were prioritized:

- Implement accessibility standards to ensure that post offices and other Canada Post buildings across the country are accessible.
- Include accessibility features in post offices that would be useful for people with a wide range of disabilities.
- Continue to review accessibility in all our facilities to determine where improvements are needed.

Policies and practices

Canada Post's National Accessibility Design Standards were implemented in 2022. The standards outline various guidelines meant to remove barriers in the built environment.

Actions achieved or in progress

- Formed in 2019, the Barrier-Free Working Group brings together cross-company expertise in accessibility, real estate, retail and facilities management. It meets monthly to ensure a consistent and efficient approach to removing barriers in post offices and facilities.
- In 2022, we implemented our National Accessibility Design Standards across the corporation. All new builds, major renovations and accessibility construction projects must meet these standards. Where we see an opportunity, we will go beyond and incorporate best practices in universal design.
- The Accessibility team consults on projects that relate to building infrastructure and capacity improvement programs, as well as corporate business cases proposing new builds, expansions or leased space. This ensures that accessibility is included in the planning before projects are approved.
- Since 2020, over 800 audits were conducted by designated Rick Hansen Foundation Accessibility Certification™ (RHFAC) Professionals to assess the level of accessibility of corporate facilities. The audits resulted in 180 locations receiving accessibility upgrades between 2023 and 2025 with 40 more planned for 2026.
- Accessibility upgrades have included the following:
 - Accessible entrances (doors and door openers)
 - Pathways to the main entrance, including ramps and added spacing
 - Improved lighting

- Accessible counter upgrades for employees and customers
 - Accessible parking and vehicular access
 - Stair and railing upgrades
 - Audible and visual accessible signage and emergency systems
 - Tactile indicators
- For post offices in dealer locations, dealers must ensure that the post office is always accessible in accordance with our requirements. Our dealership agreements allow us to require various accessibility features, including directional signage and an unobstructed path to the post office.
 - We have introduced a quick drop-off option at some of our post offices. The quick drop-off provides self-serve services that reduce customer wait times and extend hours of service.

Plans to identify, remove and prevent barriers

- We will continue to prioritize accessibility upgrades identified through our site audits.
- We will review installation guidelines for our centralized delivery equipment to ensure they meet accessibility standards.
- We will continue to include accessibility requirements in new contracts with retail partners. This is an ongoing initiative based on contract expiration and renewal dates.
- We will review Accessibility Standards Canada guidelines related to the built environment and adjust our approach to removing barriers in our buildings and facilities where necessary.
- We are aiming to achieve an Accessibility Certified Gold rating by the Rick Hansen Foundation for more of our buildings, including in community hubs for Indigenous communities.





Information and communication technologies

Canada Post has more than 150 webpages, over 25 applications and tools, and two mobile applications. As Canadians become more reliant on technology and digital services in their daily lives, it is essential that we create digital spaces with accessibility and usability in mind. We want to enhance our information and communication technologies (ICT) and provide accessible products and services to everyone.

Barriers

- While Canada Post's digital teams are aware of the importance of accessibility, resources are limited to ensure that all digital products and services are fully accessible.
- Digital products are often designed and built on different platforms even for the same device. While products may look and feel the same, the level of accessibility varies.

Recommended priorities

During consultations the following actions were prioritized:

- Test website pages, apps, digital products and service with a wide variety of people with disabilities to make sure they are usable and accessible before they are launched.
- Conduct tests with new software and digital technology before buying it to make sure it is accessible.
- Conduct regular testing of website pages, apps, digital products and services to make sure accessibility is updated as needed.

Policies and practices

- All new public-facing digital products must meet the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA.

Actions achieved or in progress

- We have completed accessibility evaluations including usability testing with people with disabilities for 67% of our digital products and services with plans to expand to 97% by 2028.
- We implemented a thorough accessibility testing approach and trained more than 170 employees and contractors.
- We provided training to 34 Canada Post employees on the digital team to increase their understanding of how people use assistive technologies.
- We have developed a secure digital environment where members of the public and other external service providers can test products that are under development before they are released.
- We have developed accessibility resources for procurement to ensure that technology is evaluated for accessibility prior to purchase.
- We have attained and maintained a digital accessibility score of 93.3%.

Plans to identify, remove and prevent barriers

- Continue accessibility improvements by conducting regular testing of website pages, apps, digital products and services to make sure accessibility is improved.
- We are developing a strategy to respond to the additional requirements introduced by WCAG 2.2.
- Create best-in class inclusive and user-centred experiences beyond aiming for standard accessibility compliance.
- Evolve accessibility metrics to include user satisfaction, ease of use and overall user experience.
- We will continue to evaluate and improve our digital accessibility training programs to increase awareness and skills on our teams.





Communication, other than information and communication technologies

Canada Post interacts with customers, employees, stakeholders, contractors, and clients in many ways, including in-person, print, online and by phone. We want to communicate in ways that are accessible and inclusive for our people and Canadians.

Barriers

- Communication in post offices can be difficult for people who are D/deaf and hard of hearing, or neurodivergent.
- Internal and external messages are not always in plain language or up to accessibility standards.
- Not all communication is available in a digital format to allow for use of assistive or adaptive technologies.

Recommended priorities

- Maintain and improve existing guidelines on accessible communication for employees and customers.
- Continue to improve on our templates for internal communications to ensure accessibility remains top of mind. This includes alternative text for images and formatting to ensure they are easy to read.
- Remove and prevent barriers in communication for events that are open to the public (such as the Annual Public Meeting) and events attended by employees.
- Improve and expand the number of services that can be accessed through all communication channels.
- Continue to train employees to be able to assist and accommodate people with disabilities.

Policies and practices

- Under our Accommodating Deaf, Deafened or Hard of Hearing Employees Practice, we accommodate the needs of employees who are D/deaf, deafened, or hard of hearing who experience barriers to full participation and equal opportunity in the workplace. Employees and team leaders are provided information related to the preferred method of communication, use of interpreters, assistive devices and modifications to the workplace.
- Our Accessible Meeting Guideline, established in 2023, identifies barriers that can limit access to meetings and events and offers tips to remove those barriers.
- The Communication Guideline, established in 2023, identifies barriers that can limit access to various forms of communications and offers tips to remove those barriers.

Actions achieved or in progress

- Canada Post provides closed captioning for training videos, public facing videos and videos shared with employees. Automated closed captions are also enabled for meetings held on Microsoft Teams and Zoom.
- Communication Access Realtime Translation (CART) services are provided for meetings or events to which the public is invited.

- CART services are also offered for invitation-only meetings and events when requested by an attendee/guest or if there is a need based on the audience.
- Where required in the workplace, we provide sign language interpreters. This includes interviews, some training, formal team meetings, grievances and arbitration.
- We have expanded the number of services that can be accessed through the virtual online chat option on the website.
- A pilot is being launched in fall 2025 for customers to be able to request a call back when trying to reach Customer Service.

Plans to identify, remove, and prevent barriers

- We regularly review our accessibility guidelines to make improvements that align with changes to assistive technologies.
- We will continue to consult with people with disabilities and our employees to help us understand their concerns around communication barriers.
- We will provide accessibility awareness training to more employees to support them when interacting with colleagues and customers.
- We will review our Accommodating Deaf, Deafened or Hard of Hearing Employees Practice to ensure it meets current accessibility standards.





Procurement of goods, services and facilities

Canada Post purchases about \$2 billion worth of goods and services a year from more than 13,000 suppliers annually. The Sourcing Management team works with businesses across Canada and recognizes the importance of a procurement process that allows potential suppliers to participate in our tendering process.

Barriers

- Canada Post does not currently provide resources on how suppliers can enhance accessibility and inclusion in their own businesses.
- Canada Post does not currently identify disability-owned approved suppliers.

Recommended priorities

During consultations the following actions were prioritized:

- Make sure that accessibility requirements and standards are identified at the earliest stages of procurement.
- Ensure that Requests for Anything (RFx) include mandatory requirements to address accessibility.

Policies and practices

- Our Procurement Policy outlines a requirement to obtain goods and services in a way that ensures the best overall value for Canada Post. We seek suppliers that satisfy our objective of obtaining quality goods and service in a timely and cost-effective manner, meet the specifications, and consider environmental and social responsibility.

Actions achieved or in progress

- Canada Post is a Procurement Partner of the Inclusive Workplace and Supply Council of Canada (IWSCC). We sponsored and participated in a study of procurement accessibility. The public report was released this year, and we are working toward implementing the recommendations provided.
- We completed a review of our Procurement Policy and process to determine where barriers exist.
- We have implemented guidelines on the accessibility of software and hardware purchases.
- When internal-facing software purchases do not meet WCAG 2.1 AA compliance, we require that they become complaint within 24 months of contract signature.
- An annual survey of Canada Post suppliers includes questions regarding accessibility standards and whether they are owned or operated by people living with disabilities.

Plans to identify, remove and prevent barriers

- We are developing further accessible procurement guidelines, to be finalized by early 2026. The guidelines will outline the requirement for goods and services to be accessible by design or able to be customized in ways that enhance accessibility.
- We will continue to engage with organizations, such as IWSCC, and with businesses owned or operated by people with disabilities to understand any barriers that may exist.
- We will develop guidelines and resources to promote accessible practices with our suppliers, including onboarding information that explains our accessibility practices.
- We will explore ways to recognize and promote suppliers that have adopted accessible practices.





Design and delivery of programs and services

As a Crown corporation with a presence in communities across Canada, we understand the importance of making our programs and services accessible to everyone. In addition to collecting and delivering letters, parcels, and publications, we offer a wide range of personal services. They include money and wire transfers, prepaid debit cards, gift cards and foreign currency, access to government services, and collectible stamps and coins. Services for business include solutions for shipping, marketing, ecommerce, and small businesses.

We recognize that Canadians are interacting with our programs and services in different ways, and we are committed to making these interactions inclusive.

Barriers

- Retrieving mail from assigned mailboxes can be difficult for people with disabilities and older Canadians, especially during the winter.
- Some community mailboxes are far for some customers to travel or difficult to access.
- Attempted parcel deliveries are not performed consistently, which leads to customers having to pick up their items from post offices.
- There is a lack of public awareness about programs and services that promote accessibility, including our Delivery Accommodation Program.

Recommended priorities

- Continue to raise awareness about the Delivery Accommodation Program so more Canadians know that accommodation is available to help them access their mail and parcels.
- Review our Customer Service Policy against the [Design and Delivery of Accessible Programs and Services, including Customer Services](#) technical guide, developed by Accessibility Standards Canada.
- Ensure that training to raise awareness about disability and accessibility continues to be provided to all new employees and those that have not yet received the training.

Policies and practices

Customer Service Policy

- Canada Post's Customer Service Policy provides guiding principles for all employees and contractors engaging with Canadian consumers and businesses. These principles include supporting our customers through all interactions from sales, delivery, after-sale support and care, as well as through service and product design.
- A strong commitment to customer service is critical to our success. This policy demonstrates our commitment to a uniform standard of service excellence and reinforces the belief that all employees and contractors share and contribute to providing positive customer experiences.
- Under this policy, all employees and contractors will:
 - understand that retaining customers is key to business growth and sustainability;
 - recognize, adapt and improve products and services to the needs of customers;
 - comply with corporate policies and contractual and statutory obligations, such as those that relate to accessibility, privacy, official languages, code of conduct, and health and safety;
 - understand and apply corporate guidelines, including the decision-making authority, when resolving customer issues.

Service animal protocol

- To consistently welcome service animals in post offices across the country, we have a corporate protocol for how post office employees should respond when a customer enters with a service animal. It also addresses how to respond to health and safety issues that may arise.
- Without a nationally recognized standard for validating the status of service animals in Canada, we have adopted the minimum provincial requirements. We recognize a service animal as one that “works or performs a task for a person with a disability that relates to the person’s disability.”
- Canada Post does not require proof on the status of service animals. This ensures that customers with service animals are not denied entry to post offices.



Actions achieved or in progress

- [Literature for the Blind](#) is a free service we offer that allows Canadians to mail specific items that will be used by people who are blind or living with vision loss. We accept items of material for Canada Post Registered Mail™ and Xpresspost™ services (in Canada) at no charge, subject to certain conditions and restrictions specified in the *Canada Post Corporation Act* and regulations.
- Last year, we marked the 10th anniversary of our Delivery Accommodation Program, which supports residential customers with functional limitations or health conditions to access their packages and mail. Examples of accommodations include mailbox key turners, sliding mail trays, adjustments to the mailbox compartments, mailbox braille markings, and seasonal or weekly home delivery. This program is offered year-round, temporarily or seasonally. About 30,000 Canadians have received accommodation through the program since 2014.
- The Delivery Accommodation Program’s five-year strategy continues to be rolled out with the goal of making it more accessible and efficient, and reducing wait times. In 2025, we introduced new simplified forms, enhanced the program’s presence on our website to allow Canadians to request all accommodation types online, and developed a new database.

- We developed accessibility awareness training to increase employee understanding about disability and accessibility, challenge negative stereotypes, encourage the use of inclusive language, create a culture of inclusion and promote accessibility in the workplace. The training is currently being rolled out to all employees.
- We launched parcel drop-off boxes and pick-and-drop locations to allow customers to drop off their prepaid and pre-labelled parcels at post offices without waiting in line. So far, we have installed drop-off boxes in 414 post offices.



Plans to identify, remove and prevent barriers

- We will continue to seek guidance from the Accessibility team on implementing accessibility for new products and prototypes.
- We will continue to increase awareness about the Delivery Accommodation Program through social media, paid advertising and by sharing information with members of our Accessibility Advisory Panel.
- We will continue to roll out training to our employees to support disability and accessibility awareness.
- We will review our existing contract options to find opportunities to improve accessibility.
- We will continue to install parcel drop-off boxes in our post offices. Our plan is to install 150 more drop-off boxes by the end of 2026.



Transportation

Canada Post operates a fleet of more than 15,000 vehicles, which includes a mixture of cars, trucks, vans and trailers. As part of our goal to increase accessibility in our post offices and buildings, we want to provide accessible parking spaces for employees and customers. Canada Post consulted with people with disabilities to help identify barriers and areas of improvement in transportation.

Barriers

The availability and location of accessible parking spaces have been identified by employees and customers as a barrier to accessing post offices and facilities.

Recommended priorities

- Continue to assess parking when conducting accessibility audits of existing buildings and facilities and include accessible parking spaces when completing the design work for any upgrades.
- Ensure that all new building designs include accessible parking that aligns with Canada Post standards and applicable building codes.
- Conduct reviews of equipment used in our facilities and take appropriate steps to ensure that lights identify their use for employees who are hard of hearing.

Policies and practices

Canada Post has two guidelines that have implications for transportation: our Corporate Travel Policy and Hybrid Workplace Practice.

Actions achieved or in progress

- We conducted an employee survey in 2024 to identify barriers in transportation.
- We have completed more than 800 audits of our post offices and facilities, which include assessment of accessible parking.

- Our large fleet of C-250s (mostly used by our employees) has been assessed for ergonomics. Adjustments were made to the vehicles based on recommendations from that process and approved by Transport Canada.
- We have developed a process to determine whether an employee requires adjustments to a vehicle to perform their tasks. If a vehicle is deemed unsuitable, alternative available vehicles will be identified for the employee to operate.
- Due to limited parking at the Pacific Processing Centre, we operate a shuttle service at the facility. It includes two minibuses with a capacity for 24 passengers each, and is offered 20 hours a day, seven days a week.

Plans to identify, remove and prevent barriers

- We will review our Corporate Travel Policy and Hybrid Workplace Practice with accessibility in mind to determine if barriers exist in transportation.
- We will continue to consult with people with disabilities and our employees to understand their concerns around transportation barriers.
- We will ensure that parameters around the purchase of new vehicles continue to be reviewed through an accessibility lens.
- We will continue to ensure that designs that impact upgrades in the built environment include accessible parking wherever possible.



Sponsorships and community engagement

Canada Post recognizes the importance of advocating for accessibility, sharing knowledge within the greater community and building strong partnerships. By working with organizations representing the disability community and other supporting stakeholders, we increased our engagement and community involvement through outreach that promotes disability inclusion.

Accessibility Engagement Strategy

As part of our efforts to demonstrate leadership in accessibility, we have a multi-year accessibility external engagement strategy to highlight how we are becoming more inclusive. The strategy's goals are to establish an active and meaningful presence in the disability community by promoting awareness about accessibility, enhancing resource capacity and building a community of practice. We will engage with over 100 organizations over five years, including federally regulated entities, federal departments and agencies, private sector, provincial jurisdictions and disability-led organizations to share best practices and challenges, learn more about the priorities of the disability community, and raise awareness about accessibility at Canada Post.

Canada Post Community Foundation

The Canada Post Community Foundation is a registered charity that provides grants to Canadian schools, charities and community organizations that offer programming to children and youth. Grants from the Foundation are funded through customer donations in post offices, employee contributions and a portion of the proceeds from the sale of a special stamp. In the past three years, more than \$350,000 has been awarded to programs that support children and youth with disabilities. The funds were put toward accessible sports programs, such as aqua therapy, skiing and paddling, as well as sensory materials, mobility devices and other equipment.



International Day of Persons with Disabilities

On December 3, our head office in Ottawa is lit up in purple to mark International Day of Persons with Disabilities. This commemorative day was established by the United Nations to raise awareness and promote the rights and well-being of people with disabilities in every aspect of life.

Summer work opportunities for students with disabilities

We continue to recognize the contributions that people with disabilities bring to the workforce through the Canada Post Summer Student Work Opportunity. As an equity seeking initiative, students with disabilities are encouraged to self-identify by applying through this category. Canada Post receives applications directly from students in a wide range of disciplines.

The Valuable 500

To demonstrate our commitment to accessibility, Canada Post joined The Valuable 500, a global movement that unites 500 of the most influential business leaders and their brands to facilitate systemic change and create opportunity for people with disabilities. By joining the Valuable 500, Canada Post is among a group of leading multinational and national firms, and a small group of government-owned entities that have committed to improving disability inclusion in their businesses. Through our membership, we have the benefit of tapping into global best practices, as well as tools and resources to complement and support the implementation of our Accessibility Strategy.





Glossary of terms

Accessibility is the extent to which environments, buildings, technology, goods and services, information and opportunities are available to as many people as possible. Accessibility is about taking difference into account and including everyone.

Accessible Canada Act (ACA) is legislation that was enacted with the goal of removing barriers and achieving accessibility within areas of federal jurisdiction on or before January 1, 2040. It came into force on July 11, 2019.

Accommodation is the legal obligation of eliminating disadvantage to employees, prospective employees or customers resulting from a policy, practice or barrier that has or may have an adverse impact on individuals or groups protected under the *Canadian Human Rights Act*.

American Sign Language (ASL) is the defining language of many deaf people in the United States and Canada. It is a true language that uses signs, facial expressions, body language and finger spelling to convey information. Its vocabulary and grammar are different than that of English.

Barriers are defined by the *Accessible Canada Act* as anything that hinders the full and equal participation in society of persons with an impairment. The impairment could include a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. The barriers could be physical, architectural, technological, or attitudinal. They could also be based on information or communications or the result of a policy or a practice.

Canadian Labour Market Availability (CMLA) refers to the share of designated group members in the workforce from which employers could hire.

Captions are the displayed text on videos that enable people to read dialogue and sounds. Closed captions [CC] can be turned on or off by the user whereas open captions are part of the video itself and cannot be turned off. Automated closed captions in virtual meeting platforms such as Zoom and Microsoft Teams operate through built in speech-to-text software.

Communication Access Real-time Translation Service (CART) is a speech-to-text service provided by a live transcriptionist who types what they hear during meetings or events. For in-person events, the text is displayed on a large screen for the audience to see. For virtual events, the text is often accessible through a separate window or link. Virtual meeting platforms that enable CART services to be turned on in the same meeting window are preferable to provide a more inclusive experience.

D/deaf is used as a collective noun to refer to people who identify with the Deaf culture as well as people who have little to no functional hearing and who do not identify with the Deaf culture.

Deaf with a capital “D” refers to individuals who are deaf or hard of hearing and who identify with and participate in the language, culture, and community of Deaf people, using Sign Language as the first choice of communication. Deaf culture does not perceive hearing loss and deafness as a disability, but as the basis of a distinct cultural group. Culturally Deaf people may also use speech reading, gesturing, spoken language and written English to communicate with people who do not sign.

Deafened and late deafened describe individuals who grew up hearing or hard of hearing and, either suddenly or gradually, experienced a profound loss of hearing. Late-deafened adults usually understand speech with visual clues such as captioning or computerized notetaking, speech reading or sign language.

Disability is defined by the *Accessible Canada Act* as any impairment that, in interaction with a barrier, hinders a person’s full and equal participation in society. The impairment could be a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment – or a functional limitation. It could also be permanent, temporary, or episodic in nature, and visible or hidden.

Environment Social Governance (ESG) principles refer to sustainable, ethical and responsible business practices.

Intersectionality refers to how people’s lives are shaped by multiple and overlapping aspects of their identities – such as race, gender, age or disability – which can produce a unique and distinct experience. Intersectionality can lead to additional barriers for individuals and groups.

Langue des signes québécoise (LSQ) is a sign language originating in Quebec that, like ASL, uses signs, facial expressions, body language and finger spelling to convey information. Its vocabulary and grammar are different than that of French.

National AccessAbility Week (NAAW) was legislated by the *Accessible Canada Act* as an official annual observance to start on the last Sunday in May. It is a time to celebrate the valuable contributions of Canadians with disabilities and recognize achievements in removing barriers.

Universal Design is the planning and configuration of an environment, building, product, program or service so that it can be accessed and used to the greatest extent possible by all people.

Video Relay Service enables people who are D/deaf or hard of hearing who use Sign Language to communicate over the phone through a video camera. A Sign Language interpreter joins the call to relay messages.

