



# Accessibility Policy

## Policy statement

With a presence in communities across the country, Canada Post recognizes the importance of providing accessible programs and services that Canadians can rely on. Recognizing and meeting that responsibility is aligned with the Corporation's transformation plan, A Stronger Canada – Delivered.

It is the policy of Canada Post to take the necessary measures toward building an accessible corporation by identifying and eliminating barriers that may result from policies, practices, processes or systems under the applicable focus areas of the *Accessible Canada Act*.

## Scope

The Accessibility Policy applies to all employees of Canada Post at all sites where work is undertaken for Canada Post.

## Definition

**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 including everyone.

## More about the Policy

The Accessibility 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 multi-year Accessibility Plan.

The Policy governs all aspects of the focus areas of the *Accessible Canada Act*:

- employment;
- the built environment (buildings and public spaces);
- information and communication technologies;
- communication;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services;
- transportation.

Our goal is to be an inclusive Crown corporation and a recognized leader in accessibility. We want to ensure that everyone can access our programs and services and attract and retain top talent who reflect Canada's diverse population.

The Policy states our commitment to implement meaningful and measurable actions that identify, remove and prevent barriers, with the aim to enable the full and equal participation of everyone.

## Roles and responsibilities

### Accessibility team

- Develop policies and practices that promote accessibility.
- Consult with Canadians, our bargaining agents and our employees to identify barriers.
- Execute the Corporate Accessibility Strategy.
- Support internal stakeholders in implementing accessibility within their business functions.
- Develop an accessibility plan every three years and annual progress reports in consultation with key stakeholders, including people with disabilities.
- Ensure proactive compliance with the Accessible Canada Act, regulations and standards published by Accessibility Standards Canada.
- Seek, receive, acknowledge and consider accessibility feedback for the purpose of identifying, removing and preventing barriers.
- Establish and maintain accessibility records and ensure data integrity for reporting.
- Identify and implement corporate change initiatives that improve accessibility and foster an inclusive workplace.

### Team leaders

- Treat all individuals with dignity and respect.
- Ensure employees have read and understood the Accessibility Policy.
- Promote and ensure employee awareness of accessibility.
- Incorporate accessible practices into their day-to-day work, where applicable.
- Complete corporate education and awareness on accessibility.
- Respond to, correct and prevent barriers in the workplace.

### Employees

- Treat all individuals with dignity and respect.
- Ensure they have read and understood the Accessibility Policy.
- Complete corporate education and awareness on accessibility.
- Incorporate accessible practices into their day-to-day work, where applicable and where it has been approved by their team leader.

## Non-compliance

All Canada Post employees at all levels are responsible for complying with the Accessibility Policy. Failure to comply with the Policy will result in sanctions up to and including dismissal from Canada Post.

## Regulatory impact

[Accessible Canada Act \(ACA\)](#)

## Additional information

[Accessibility page on Intrapost](#)

## Advisory services

Director of Accessibility

## Feedback

Visit the [Accessibility page](#) on our website to email the contact for the Accessibility Policy or submit written feedback.