CANADA POSTES
POST CANADA

Canada Post Accessibility Strategy

With 6.2 million Canadians living with at least one disability and with an aging population, enhancing accessibility for our customers, employees and business partners is more important than ever.

To help us achieve this goal, our Accessibility Strategy focuses on four pillars:

1 Creating a diverse and inclusive workforce culture

Our goal: To attract diverse talent and remove barriers to the full participation of people with disabilities.

Our initiatives:
- Embed disability inclusion into our culture through awareness, education and socialization.
- Attract, grow and retain talent that represents the fabric of Canada.
- Recruit people with disabilities and ensure they can build a meaningful career at Canada Post.

Photo: Disability:IN

2 Delighting our customers

Our goal: To create a welcoming and inclusive experience for customers with disabilities.

Our initiatives:
- Improve the delivery experience and enhance customer service.
- Increase the accessibility of products, services, programs and digital applications.
- Promote accessibility and disability inclusion through community engagement.

3 Building accessible barrier-free spaces

Our goal: To make post offices, administrative offices, depots and processing facilities accessible to users.

Our initiatives:
- Ensure all new buildings are designed to be accessible.
- Enhance accessibility in our network of existing buildings.
- Work with third-party partners that offer Canada Post services to enhance accessibility.

4 Seeking more inclusive business opportunities

Our goal: Create opportunity for business owners from the disability community to participate in our supply chain.

Our initiatives:
- Create opportunities for businesses that support robust accessibility practices or are owned/operated by people with disabilities.
- Ensure procurement processes are accessible to people with disabilities.
- Collaborate with networks to identify, share and implement best practices.