



## **ACCESSIBILITY PLAN CANADA**

### **INTRODUCTION – ACCESSIBILITY PLAN**

The *Accessible Canada Act* (ACA) requires that federally regulated Companies prepare and publish their accessibility plans. This plan was prepared for TFI International and its applicable subsidiaries with the intent to review and update it annually.

The applicable subsidiaries referred to in this document include: Clarke Transport Inc., Cavalier Transportation Services Inc., 6586856 Canada Inc. (Loomis Express), Canpar Express Inc., TST-CF Express, TST Expedited Services, TST Solutions L.P. (Stream Logistics), Transport 2 L.P., Laidlaw Carriers Bulk Gp Inc., TFI Transport 1 Inc. (JCG), TFI Transport 3. L.P. (JAF), TFI Transport 4 Inc. (Kingsway Bulk), Contrans Tank Group Gp Inc., Laidlaw Carriers Van Gp Inc., 613734 Saskatchewan Ltd. (Westfreight Systems), Information Communication Services (ICS) Inc., Normandin Transit Inc., Contrans Flatbed Group, Laser Transport Inc., Fleetway Transport Inc., Gorski Bulk Transport Inc., Toronto Tank Lines Inc., Contrans Vrac Inc., Laidlaw Carrier Bulk, Laidlaw Carrier Van, Tombro Trucking Limited, Gunter Transportation Ltd., Ulch Transport Limited, Hercules Forwarding ULC (Hercules Canada), 14291581 Canada Inc. (V. Boutin Express Inc), TFI Transport 11 Inc. (Papineau International), Normandin Transit Inc., Driving Force Decks Int'l Ltd., Harv Wilkening Transport Ltd. (Edge & HWT), Kindersley Transport Ltd., Sharp Trucking Services Ltd., T-Lane Transportation Inc., 4186397 Canada Inc. (Winalta), Tri-Line Carriers LP and Vedder Transport Ltd.

### **GENERAL ENQUIRIES**

Any feedback on our accessibility plan can be mailed to:

TFI International

Attention: Vice President Human Resources

8801 Trans-Canada Highway, Suite 500

Saint-Laurent, QC H4S 1Z6

Or electronically to:

Email: [ContactUs@tfiintl.com](mailto:ContactUs@tfiintl.com)

Fax: 514 337-4200

### **EXECUTIVE SUMMARY**

Accessibility is important to TFI International and through our corporate values, we foster an environment to strive to improve access to our Company. Our corporate values aim to reinforce these behaviours by encouraging dedication, resilience, and adaptability in our dealings. We have consulted with both employee and non-employees who have declared a disability to help us better understand and learn how to remove barriers to accessibility. This work is ongoing and will continue for several years. Additionally, we aim to expand consultations on a number of internal policies and procedures as well as communication tools, to ensure we meet the necessary standards of accessibility for all Canadians, our employees, applicants, and any individual who has reason to interact with our organization and its subsidiaries.

### **ACCESSIBILITY STATEMENT**

Currently, consultations have taken place with our employees and external parties to ensure we are giving proper consideration regarding barriers to accessibility in our organization. Several important tools have



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been developed to improve accessibility including email applications, virtual interviews, recording of meetings using closed-captioning and a goal to provide all written communication using plain and concise language to encourage understanding for everyone. We are a bilingual Company and make sure to provide our materials in both official languages. We continue to strive to reduce barriers and understand this can be done best with an open mind and improved consultation processes.



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### EMPLOYMENT

Further consultation will be required to identify barriers to employment within our organization. In the next year, we will be expanding our consultations with persons with disabilities to further consider accessibility barriers to employment. Most recently, we have provided recruitment training to our managers to increase their understanding regarding their legal obligations with respect to protected groups in the recruitment process. Our HR Business Partners work directly with hiring managers to ensure processes meet the highest standards. This said, we realize that the application process may be cumbersome to some and that opportunities to improve our evaluation tools should be explored further.

Action	Steps	Responsibility	Anticipated Timeline
Barrier identification	Review hiring policies and procedures	HR Directors	June 2023
Identify mitigation strategies	Review and modify employment policies and procedures through the lens of the ACA	HR Directors	October 2023
Provide training to HR staff on accessibility	Source and schedule training for HR with regarding accessibility, and/or the ACA.	HR Directors	December 2023

### THE BUILT ENVIRONMENT

TFI and its subsidiaries are in the trucking transportation and logistics sector. We transport goods and services rather than passengers and have large warehouse spaces and moving equipment often located in industrial parks on the outskirts of most major cities. Our multitude of buildings and offices are designed and developed to efficiently run in a safety sensitive environment. While some of our facilities are owned by TFI, a majority are leased through third parties. Moving forward, we are committed to ensuring that barriers to accessibility are considered when making decisions related to our properties. In general, our professional office buildings have better accessibility than our transportation and logistics terminals, and we are committed to assessing these gaps to the extent possible moving forward. At this time, we have identified the following barriers to the built environment, and plan to further consult with outside parties on ways to mitigate them.

Action	Steps	Responsibility	Anticipated Timeline
Research and review automated door openers	Conduct an inventory of buildings that are missing this functionality and research the feasibility of adding it.	Vice President, Real Estate	Ongoing
Desk configurations	For employees with limited mobility (i.e., issues with stairs), consider providing main floor office space or work from home arrangements		Ongoing



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### **INFORMATION AND COMMUNICATION TECHNOLOGIES**

The IT Department is responsible for our IT related services. Software purchased is reviewed to assess accessibility and usability. Beyond development activities, efforts will be made, on a case-by-case basis, to ensure that information technology resources are accessible and can be used by individuals with a wide range of abilities. As technology evolves, options aimed at ensuring accessibility will be reviewed and adopted.

<b>Action</b>	<b>Steps</b>	<b>Responsibility</b>	<b>Timeline</b>
Ensure that applications purchased are accessible and usable	Leverage accessibility and usability standards for development activities	Vice President, Information Technology	Ongoing
Provide users with assistive technologies as and when required	When a need for assistive technology is identified (e.g., text-to-speech, dictation, closed captioning, ASL interpreter) research must be conducted and steps taken to source the required technology.	Vice President, Information Technology	Ongoing
Review Company Websites to ensure compliance with Global Accessibility Standard	Conduct an audit of the current website to access its current level of accessibility and implement accessibility considerations during the design and development stages of our new website.	Vice President, Marketing & Communication	Ongoing

### **COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES**

We received feedback through surveys and our website. We intend to use this feedback to improve access and services. Our annual report is available online and in printed copy. In addition, our shareholder calls are audible and transcribed.

We plan to target our consultations this year to persons with disabilities, to benefit from feedback on all our accessibility actions. This will ensure we can help identify barriers that have not previously been identified.

### **PROCUREMENT OF GOODS, SERVICES, AND FACILITIES**

The results of our survey conveyed that we should embed accessibility requirements within the procurement process by identifying at the procurement request stage, a prospective vendor's commitments, and assurances with respect to accessibility. The Vice President, Real Estate is responsible for reviewing the accessibility assessments and working to eliminate those barriers.



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Action	Steps	Responsibility	Timeline
Accessibility training provided to those responsible for Procurement to increase awareness of accessibility standards and potential barriers in the procurement process	Training	HR Directors	December 2023

### **TRANSPORTATION**

Many of our buildings and terminals are located in industrial parks or on the outskirts of City limits. This can create barriers as a result of lack of public transportation available. For those who use a paid service or public transportation to access our facilities, it can create a higher cost due to the location. Our buildings and terminals do abide by the respective Municipal Building Codes, which ensure there are the appropriate number of accessible parking spots at each building. For our driving employees, as we upgrade fleets, we plan to prioritize the purchase of vehicles with automatic transmissions rather than manuals. We also aim to equip company fleet with enhanced fleet management systems that include enhanced safety features such as audible lane departure warnings, automated speed limit notifications, etc. Although we recognize that such features are more safety-centric in nature, we do feel that they will also have a mutual benefit on accessibility.

### **CONSULTATIONS**

Surveys are conducted with employees to outline their experience in accessing our organization. We also surveyed external parties on perceived barriers. This information has informed us on initiatives we will be considering as the year progresses.

While consultations have been key for us to improve our accessibility, we will continue to find new ways to consult in the coming year to ensure better outcomes for persons with disabilities in accessing our organization.

### **TRAINING**

Training in diversity and unconscious bias has been provided to managers and staff, and we will also look to create a specific organizational training plan dedicated to accessibility. This will be provided internally to staff and will cover topics such as communicating with persons with disabilities, as well as the identification of barriers to accessibility. We will develop this training in 2023/2024 and roll it out in 2024/2025.



## ACCESSIBILITY PLAN CANADA

### DEFINITIONS FROM THE ACT

#### **Barrier**

“means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

#### **Disability**

“means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”



## ACCESSIBILITY PLAN CANADA PROGRESS REPORT

### **INTRODUCTION – ACCESSIBILITY PROGRESS REPORT**

The *Accessible Canada Act* (ACA) requires that federally regulated Companies prepare and publish their accessibility plans. The plan for TFI International and its applicable subsidiaries was prepared and posted on May 31, 2023. The ACA also requires that annual progress reports are prepared and posted, this progress report was prepared for TFI International and its applicable subsidiaries, as outlined below.

The applicable subsidiaries referred to in this document include: Clarke Transport Inc., Cavalier Transportation Services Inc., 6586856 Canada Inc. (Loomis Express), Canpar Express Inc., TST-CF Express, TST Expedited Services, TST Solutions L.P. (Stream Logistics), Transport 2 L.P., Laidlaw Carriers Bulk Gp Inc., TFI Transport 1 Inc. (JCG), TFI Transport 3. L.P. (JAF), TFI Transport 4 Inc. (Kingsway Bulk), Contrans Tank Group Gp Inc., Laidlaw Carriers Van Gp Inc., 613734 Saskatchewan Ltd. (Westfreight Systems), Information Communication Services (ICS) Inc., Normandin Transit Inc., Contrans Flatbed Group, Laser Transport Inc., Fleetway Transport Inc., Gorski Bulk Transport Inc., Toronto Tank Lines Inc., Contrans Vrac Inc., Laidlaw Carrier Bulk, Laidlaw Carrier Van, Tombro Trucking Limited, Gunter Transportation Ltd., Ulch Transport Limited, Hercules Forwarding ULC (Hercules Canada), 14291581 Canada Inc. (V. Boutin Express Inc), TFI Transport 11 Inc. (Papineau International), Normandin Transit Inc., Driving Force Decks Int'l Ltd., Harv Wilkening Transport Ltd. (Edge & HWT), Kindersley Transport Ltd., Sharp Trucking Services Ltd., T-Lane Transportation Inc., 4186397 Canada Inc. (Winalta), Tri-Line Carriers LP and Vedder Transport Ltd.

### **GENERAL**

Any feedback on our accessibility plan, progress report, barriers encountered when dealing with our organization or the implementation of the accessibility plan can be mailed to:

TFI International  
Attention: Vice President Human Resources  
8801 Trans-Canada Highway, Suite 500  
Saint-Laurent, QC H4S 1Z6

Or electronically to:  
Email: [ContactUs@tfiintl.com](mailto:ContactUs@tfiintl.com)  
Fax: 514 337-4200

Or through our website at:  
[www.tfiintl.com/en/contact](http://www.tfiintl.com/en/contact) and choosing “Accessibility” through the drop-down menu.

To request a copy of our accessibility plan, progress report, or to request to have any of the above in an alternate format, please contact us by the methods listed above.

### **EMPLOYMENT**

June 2024



**ACCESSIBILITY PLAN CANADA  
PROGRESS REPORT**

In our Accessibility Plan we identified three key actions to be taken with respect to employment:

- Barrier identification,
- Identify mitigation strategies,
- Provide training to the HR staff on accessibility.

Our progress in these areas is summarised below:

<b>Action</b>	<b>Steps</b>	<b>Responsibility</b>	<b>Anticipated Timeline</b>	<b>Status</b>	<b>Revised Timeline</b>
Barrier Identification	Review hiring policies and procedures	HR Directors	June 2023	Complete	N/A
Identify mitigation strategies	Review and modify employment policies and	HR Directors	December 2023	Complete	N/A
	procedures through the lens of the ACA				
Provide training to HR staff on accessibility.	Source and schedule training for HR regarding accessibility, and/or the ACA.	HR Directors	December 2023	In-Progress	February 2025

**THE BUILT ENVIRONMENT**

In our Accessibility Plan we identified two key actions to be taken with respect to the built environment:

- Research and review automated door openers,
- Desk Configurations

Our progress in these areas is summarised below:

<b>Action</b>	<b>Steps</b>	<b>Responsibility</b>	<b>Anticipated Timeline</b>	<b>Status</b>	<b>Revised Timeline</b>
Research and review automated door openers.	Conduct an inventory of buildings that are missing this functionality and research the feasibility of adding it.	Vice President, Real Estate	Ongoing	In-progress	N/A





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PROGRESS REPORT**

Desk Configurations	For employees with limited mobility (i.e., issues with stairs), consider providing main floor office space or work from home arrangements		Ongoing	In-progress	N/A
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**INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)**

In our Accessibility Plan we identified three key actions to be taken with respect to ICT:

- Ensure that applications purchased are accessible and usable,
- Provide users with assistive technologies as and when required,
- Review Company websites to ensure compliance with Global Accessibility Standards



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Our progress in these areas is summarised below:

<b>Action</b>	<b>Steps</b>	<b>Responsibility</b>	<b>Anticipate d Timeline</b>	<b>Status</b>	<b>Revised Timeline</b>
Ensure that applications purchased are accessible and usable	Leverage accessibility and usability standards for development activities	Vice President, Information Technology	Ongoing	In-progress	N/A
Provide users with assistive technologies as and when required	When a need for assistive technology is identified (e.g., text-to-speech, dictation, closed captioning, ASL interpreter) research must be conducted and steps taken to source the required technology.	Vice President, Information Technology	Ongoing	In-progress	N/A
Review Company websites to ensure compliance with Global Accessibility Standards	Conduct an audit of the current website to access its current level of accessibility and implement accessibility considerations during the design and development stages of our new website.	Vice President, Marketing & Communication	Ongoing	In-progress	N/A

**COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES**

In our Accessibility Plan we stated our intention to target our consultations towards persons with disabilities. We have made progress with this initiative by asking our HR Business Partners to solicit feedback from this designated group during annual Employment Equity meetings with their respective divisions.

Throughout the year we continued our practice of making our annual report available online and in printed copy, as well as continuing to ensure that our shareholder calls are audible and transcribed.



**ACCESSIBILITY PLAN CANADA  
PROGRESS REPORT**

**PROCUREMENT OF GOODS, SERVICES, AND FACILITIES**

In our Accessibility Plan we identified one key action to be taken with respect to the procurement of goods, services, and facilities:

- Accessibility training provided to those responsible for procurement to increase awareness of accessibility standards and potential barriers in the procurement process.

Our progress in this area is summarised below:

<b>Action</b>	<b>Steps</b>	<b>Responsibility</b>	<b>Anticipate d Timeline</b>	<b>Status</b>	<b>Revised Timeline</b>
Accessibility training provided to those responsible for procurement to increase awareness of accessibility standards and potential barriers in the procurement process.	Training	HR Directors	December 2023	In-progress	December 2024

**THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

As we mentioned earlier in this report, we continue to review our website to ensure compliance with Global Accessibility Standards and ensure that any users are provided with assistive technologies when required. Our review of these measures is ongoing and currently in-progress.

Whenever training is conducted either in-house, or through an external resource, care is taken to ensure that any participants are given ample notice of the training to request accommodation ahead of time. Further, the company ensures that any training programs delivered in-house are done using a hybrid model of in-person and via Teams, where the audio can be recorded and transcribed. Presenters also make hard copies of any notes put on screen and share digitally so they can be utilized by screen magnifiers and/or readers as necessary.

**TRANSPORTATION**

In our Accessibility Plan we identified an action item to be ensuring that fleet vehicles would be equipped with enhanced safety features, such as audible lane departure warnings, automated speed limit notifications and automatic transmissions. Since 2023 we have made progress in being able to update our fleets with this equipment. All company owned vehicles used for linehaul now include the enhanced safety features described, and all new vehicles purchased to replace older models are equipped with automatic transmission. We are currently working on modernizing our package and courier fleet and working with our owner operators to install the enhanced safety devices within their own vehicles.



## ACCESSIBILITY PLAN CANADA PROGRESS REPORT

### **TRAINING**

In our Accessibility Plan, we stated that we would be developing an internal training program to staff that would cover topics such as communicating with persons with disabilities, and the identification of barriers to accessibility. Our plan was to have this training developed within 2023/2024 and rolled out within 2024/2025. This program is still in the process of being developed, but we believe that the timelines identified in the Accessibility Plan are still on track.

### **CONSULTATIONS**

Surveys are conducted with employees to outline their experience in accessing our organization. We also surveyed external parties on perceived barriers. This information has informed us on initiatives we will continue to consider as the year progresses.

Our HR Directors have been researching and consulting with appropriate training providers, associations, and legal networks to source the most worthwhile training programs for the initiatives outlined earlier in this report.

Throughout the year we have also consulted with employees on a case-by-case basis whenever a permanent or temporary accommodation has been requested. Every accommodation request is treated uniquely, with input from the employee as to what they need to be successful in their role.

### **FEEDBACK**

Feedback was received through several sources, but most commonly as direct feedback from an employee to their manager. This feedback is summarized below.

#### **Equipment Modification – Noise:**

In late 2023, an employee approached their supervisor to advise that they had recently received a cochlear implant and the noise of the machinery in the warehouse was prohibiting them from being able to successfully complete their workday without distress. By working with the employee to determine how the machinery impacted their cochlear implant, the Company was able to source comfortable personal protective equipment (PPE) which reduced the noise levels to an extent that made them able to continue working without discomfort.

#### **Workplace Modification – Office Space:**

Throughout 2023 and 2024 several employees reported difficulties with their desk/office space setups. Some of these employees had pre-existing medical conditions that needed to be taken into consideration, whereas others did not have any existing medical conditions, but were experiencing discomfort. The Company hired an external ergonomic assessment specialist to conduct a review of not only the setups for those who expressed discomfort, but for all employees in the department.



**ACCESSIBILITY PLAN CANADA  
PROGRESS REPORT**

Based on the feedback of some, the Company was able to properly adjust the working conditions to be more comfortable and favourable by all.

**Temporary Modified Work:**

Throughout 2023 and 2024 TFI and its subsidiaries continued to offer temporary modified work to any employee who was injured while at work. During each of these discussions, feedback was sought from the employee, the union (when applicable), and the applicable workers compensation board. Feedback received from these sources was used and considered not just for the initial claim, but considered for all future, related claims as well.