



CANADA ACCESSIBILITY PLAN

I. INTRODUCTION

This Accessibility Plan ("Plan") has been prepared and published by ABF Freight System Canada ULC and ABF Freight System (B.C.) ULC (collectively referred to herein as "Company" or "ABF") pursuant to the Accessible Canada Act (ACA). It applies only to ABF's workers and facilities in Canada.

II. GENERAL INQUIRIES

To provide feedback about our Plan, obtain a copy of our Plan in an alternate format, or obtain a description of our feedback process, you may contact us by mail at:

ABF Freight System Canada ULC and ABF Freight System (B.C.) ULC
Attention: Senior Manager, HR Coaching and Compliance
15 Strathearn Avenue
Brampton, ON L6T 4P1

Or electronically at:

Email: HRCompliance@arcb.com

Telephone: 1-877-930-4589

III. EXECUTIVE SUMMARY

ABF firmly believes in the principle and practice of accessibility and is committed to fostering accessibility in its employment and operations. This Plan was created to outline how ABF will identify, prevent, and remove barriers to accessibility. These endeavors are ongoing, and the Company will continue to engage in consultations and review its policies and other efforts in order to meet the accessibility standards for Canadian employees, applicants, and other individuals who interact us.

The Plan will be reviewed and updated at least once every three years.

IV. ACCESSIBILITY STATEMENT

ABF is committed to the objectives of the ACA. ABF will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration, and equality of opportunity. Providing an accessible and barrier-free environment is a shared effort, and as an organization, ABF is committed to working with internal and external parties to make accessibility for all a reality. In furtherance of these endeavors, ABF will continue to engage in the consultations and reviews of its policies, procedures, communications, environments, programs, and services as further described herein.

V. EMPLOYMENT

ABF is committed to ensuring that it is a diverse workplace inclusive of persons with disabilities. ABF has policies and procedures in place to provide accommodations for employees and job applicants with disabilities. ABF will continue its consultation efforts and will further review its policies and procedures to identify barriers to employment with ABF.

Actions	Timeline
Review of policies, procedures, and training efforts to identify barriers in employment	Ongoing
Identify mitigation strategies for the barriers identified through consultation efforts and reviews of policies, procedures, and training	Ongoing

VI. THE BUILT ENVIRONMENT

ABF's facilities are designed to support and operate its trucking transportation and logistics services. Our facilities in Canada consist primarily of space used for safely and efficiently storing, sorting, loading, and unloading freight and for parking, and allowing the ingress and egress of, commercial motor trucks. Other space consists of business office areas used by ABF employees to provide support and administration of facility operations and of lobby or "front desk" areas where our customers or the public may interact with us. ABF only permits the public to access the lobby or front desk portions of its facilities. ABF transports only cargo and does not transport passengers. ABF reviews the safety and accessibility of its facilities on an ongoing basis and will further consult with internal and external parties to identify and mitigate barriers to ABF's built environment.

Actions	Timeline
Review facilities for appropriate functionality such as stairs, ramps, automatic doors, signage, lighting, and auditory communication capabilities	Ongoing

VII. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

ABF uses several types of information technology resources to provide services to its customers and to operate its business including, but not limited to, websites, software, and electronic devices such as computers, phones, and telecommunications equipment. ABF is considerate of the usability and accessibility of the information technology resources it develops, purchases, and deploys. ABF will continue to review and assess usability and accessibility and, when appropriate, will adopt new technologies to promote these endeavors.

Actions	Timeline
Review information technology resources for accessibility and usability	Ongoing

Ensure that ABF's websites comply with accessibility standards such as the Web Content Accessibility Guidelines and/or other similar standards	Ongoing
Provide assistive technology to users as needed (e.g. screen-readers, text-to-speech software, larger device monitors and screens)	Ongoing

VIII. COMMUNICATION OTHER THAN ICT

ABF is committed to continually improving accessibility to, and removing barriers from, its non-ICT communications. Some examples of ABF's non-ICT communications include printed or non-digital advertisements, signage, posters, and other documents as well as in-person meetings and townhalls. ABF will further consult with internal and external parties to identify and mitigate barriers to its non-ICT communications.

Actions	Timeline
Identify non-ICT communications barriers and mitigation strategies	Ongoing

IX. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

ABF will procure goods, services, and facilities in a manner that aligns with its accessibility needs and the ACA.

Actions	Timeline
Review existing practices, policies, and procedures to ensure accessibility requirements are properly considered when procuring goods, services, and facilities	Ongoing

X. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

ABF is committed to inclusion and accessibility in our internal and external services and programs. ABF's external services and programs are primarily business-to-business in nature. Some examples of our internal services and programs include employee benefits, health and wellness offerings, and employee education and development programs. ABF will engage in further review and further consultation with internal and external parties to identify and mitigate barriers in our design and delivery of programs and services.

Actions	Timeline
Identify barriers and mitigation strategies pertaining to our delivery of programs and services to our customers, vendors, and employees	Ongoing

XI. TRANSPORTATION

ABF does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the ACA and the applicable regulations. This means that standards for Transportation are not in the scope of this Plan. However, ABF provides accommodations to employees travelling for business or training purposes. We are committed to reviewing our policies and communications related to travel and transportation, as needed, to ensure they are barrier-free.

XII. CONSULTATIONS

ABF conducts anonymous surveys to obtain employee feedback about their experience with accessibility in our Company. The information gathered through these surveys informs ABF's efforts to improve accessibility within the Company. ABF will continue to engage in consultations via surveys and will look to implement additional consultation methods in the next year.

XIII. GLOSSARY

“Barrier” – 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 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, in interaction with a barrier, hinders a person's full economic participation in society.