



## **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](mailto: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.

<b>Actions</b>	<b>Timeline</b>
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.

<b>Actions</b>	<b>Timeline</b>
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.

<b>Actions</b>	<b>Timeline</b>
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.



## **CANADA ACCESSIBILITY PLAN PROGRESS REPORT – MAY 31, 2025**

### **I. INTRODUCTION AND EXECUTIVE SUMMARY**

Pursuant to the Accessible Canada Act (“ACA”), ABF Freight System Canada ULC and ABF Freight System (B.C.) ULC (collectively referred to herein as “Company” or “ABF”) published their Accessibility Plan in June 2024 (“Plan”). As required by the ACA, this annual progress report has been prepared for ABF. It applies only to ABF’s workers and facilities in Canada.

### **II. GENERAL INQUIRIES**

To provide feedback about our Accessibility Plan or Progress Report, to obtain a copy of them in an alternate format, or to 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  
15 Strathearn Avenue  
Brampton, ON L6T 4P1

Or electronically and via telephone at:  
Email: [HRCompliance@arcb.com](mailto:HRCompliance@arcb.com)  
Telephone: 1-877-930-4589

### **III. EMPLOYMENT**

We identified the following action items in our Accessibility Plan related to employment. In the past year, we have conducted anonymous employee surveys related to accessibility and have reviewed several of our policies related to employment. These are ongoing action items that we are committed to engaging in both now and in the future with consideration given to any feedback we receive.

<b>Actions</b>	<b>Timeline</b>
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

### **IV. THE BUILT ENVIRONMENT**

We identified the following action items in our Accessibility Plan related to the built environment. As described in our Plan, we review the safety and accessibility of our facilities on an ongoing basis with consideration given to any related feedback we receive.

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

## **V. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)**

We identified the following action items in our Accessibility Plan related to Information and Communication Technologies (ICT). These are items that we will continue to engage in on an ongoing basis, and we will continue to assess usability and accessibility in the ICT we develop, purchase, and deploy.

<b>Actions</b>	<b>Timeline</b>
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

## **VI. COMMUNICATION OTHER THAN ICT**

We identified the following action items in our Accessibility Plan related to communication other than ICT. To date, we have not received any feedback indicating any barriers related to our non-ICT communications or how such communications could be improved.

<b>Actions</b>	<b>Timeline</b>
Identify non-ICT communications barriers and mitigation strategies	Ongoing

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

We identified the following action items in our Accessibility Plan related to our procurement of goods, services, and facilities. These are ongoing action items that we will continue to engage in both now and in the future with consideration given to any related feedback we receive.

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

## **VIII. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

We identified the following action items in our Accessibility Plan related to the design and delivery of our programs and services. These are ongoing action items that we will continue to engage in both now and in the future with consideration given to any related feedback we receive.

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

## **IX. TRANSPORTATION**

As described in our Plan, we do 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 our Plan or this Progress Report. However, we will continue to provide accommodations to employees traveling for business or training purposes and will continue to review our policies and communications related to travel and transportation, as needed, to ensure they are barrier-free.

## **X. CONSULTATIONS**

We conduct anonymous employee surveys to obtain their feedback regarding accessibility within our Company. We will continue to conduct these surveys and will consider implementing additional consultation methods in the next year.

## **XI. FEEDBACK**

We received feedback primarily through the anonymous employee surveys we conducted. One survey respondent recommended that the Company provide additional workforce training related to disabilities in the workplace and consider how employee insurance, health, and wellness benefits could be improved. The Company's consideration of this feedback is in progress.