



## ACCESSIBILITY PLAN 2024-2026

XTL Group of Companies is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture, we recognize that opening access to all will benefit our mission towards continued growth and competitiveness as an employer of choice in the trucking sector. We will contribute to a barrier-free environment by building an accessibility framework that will support employees and the public we serve and have the best experience possible with our services and facilities.

We know that creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal where able, and future prevention of barriers. XTL Group of Companies will build on our current efforts through the development of our initial Accessibility Plan as required under the *Accessible Canada Act*. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities.

### **A summary of initial opportunities includes:**

- Improving the attraction of persons with disabilities to jobs in our company and the trucking sector.
- Expanding the range and options for accommodation.
- Being better prepared to provide information in accessible formats when requested.

### **Input and Feedback**

XTL Group of Companies welcomes feedback on our Accessibility Plan from the public, employees and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use the contact method below. We will respond to all feedback in a timely manner.

If you require support while providing feedback let us know and we will do our best to accommodate your needs.

#### Contact information:

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### **Definition**

#### **Accessibility:**

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.



**Barrier:**

The *Accessible Canada Act* defines a barrier as “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:**

The *Accessible Canada Act* defines a disability as “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, interaction with a barrier, hinders a person’s full and equal participation in society.”

**Statement of Commitment**

At XTL Group of Companies, we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

**Reporting our Plan**

As required by the *Accessible Canada Act*, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years.

**Addressing areas identified in the Accessible Canada Act**

In accordance with the Accessible Canada Act, we have diligently identified some barriers within our organization that prevent accessibility in the 7 key areas described in Section 5 of the Accessible Canada Act (ACA). We believe in the importance of equal access and participation and are committed to taking proactive measures to remove these barriers and ensure an inclusive experience for all.

**1- Employment**

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

**Barrier #1:**

In order to support those who experience barriers, XTL Group of Companies has identified and is committed to the following action items:

- Enhance the careers section of our website to increase visibility to Canadians with disabilities of the various jobs available in the trucking sector, highlighting our commitment to their inclusion in our workforce.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.



- XTL Group of Companies has developed objective recruitment tools. To this end, all members of the human resources team receive training at all times in the proper use of the selection tools as well as in the legal and ethical issues related to the selection process. This is to eliminate barriers to employment
- Benchmark current recruitment, selection and onboarding practices against leading accessibility practices in other trucking companies and different industries.

## **2- Built Environment:**

The "built environment" area ensures that workspaces and the work environment are accessible for all.

We recognize the importance of creating an inclusive and accessible built environment that allows all individuals to navigate our facilities without limitations.

To effectively overcome any barrier, we are taking steps to improve the accessibility of our locations, of which some meet the Accessibility criteria; such as:

- Accessible parking for individuals with disability
- Automatic doors
- Accessible washrooms
- Accessible elevator to upper level offices or ground floor accommodations

### **Barrier #2:**

Recognizing the importance of creating fully inclusive spaces, we are committed to improving the accessibility of our existing and future buildings.

#### **Actions:**

- An audit of all facilities to identify barriers and areas for improvement where feasible
- Future builds / leases to include Accessibility criteria

## **3- Information and Communication Technologies (ICT)**

Recognizing the importance of a skilled and responsive IT team, we are determined to overcome any barrier and develop our skills in accessibility technology.

### **Barrier #3:**

Evaluation of the accessibility of the technologies we acquire.

#### **Actions:**

- Recognizing the importance of using technology to empower all individuals, we will strive to provide accessibility tools and software that support those in need
- We will continue to monitor and evaluate the accessibility of the technologies we acquire.



#### 4- Communication Other Than ICT

This area requires that organizations provide barrier free access for the public, clients and employees to all the communications that the Company produces for this audience.

**Barrier #4:**

XTL Group of Companies does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available.

**Actions:**

- Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request.
- When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the *Accessible Canada Regulations*:
  - print
  - large print
  - audio format

#### 5- Procurement of Goods, Services and Facilities

We have and will continue to accommodate work station and computer tools that support those with needs. We are committed to ensuring an audit on accessibility is performed on all future facilities and given due weight in our decision making.

Our procurement policies will continue to be examined and developed to ensure that accessibility is taken into account when procuring services. Through the proactive inclusion of accessibility requirements in our procurement policies and guidelines, we are strengthening our commitment to creating an inclusive and accessible environment.

#### 6- Design and Delivery of Programs and Services

Accessibility issues must be taken into account from the outset when designing and implementing internal and external programs and services.

**Barrier #5:**

We do not have a standard measure for evaluating the accessibility of our internal and external events and programs.

**Actions:**

Our aim is to provide a consistent framework for assessing the accessibility of our initiatives, ensuring that individuals of all abilities can fully participate in and benefit from our offerings.

- Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.



- Create an Accessibility Checklist to help ensure key accessibility considerations are considered.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures

## **7- Transportation**

We purchase vehicles with automatic transmissions rather than manual ones. Our trucks are equipped with the latest technology and, while we recognize that these features are more safety- focused, we believe that they will also bring benefits in terms of accessibility.

### **Consultation:**

To align with XTL Group of Companies' commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan and we will continue to monitor and improve it through consultation with our employees, including employees with disabilities.

We are committed to gather feedback and input from our team members and external organizations in several ways:

- Companywide survey.
- Focus groups and 1-1 interviews with employees with disabilities so they can share their feedback and ideas.
- Engaging with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to the Company's building space and yards and our programs and services, such as:
  - Alliance for Equality of Blind Canadians
  - Canadian Association of the Deaf
  - ABC Disability Consulting Group
  - Health Canada, Network for persons with disabilities

All in all, XTL Group of Companies will continue to survey employees, including those with disabilities and any working groups that have been developed as part of this Accessibility Plan, to measure progress and ensure that we realize the changes we've set out to achieve.