



ACCESSIBILITY PLAN (UPDATED VERSION 2026)

Highlight Motor Freight Inc.

Introduction

Highlight Motor Freight Inc. (“Highlight” or the “Company”) is proud to be recognized as one of Canada’s Best Managed Companies and an employer of choice. We are committed to fostering an inclusive, barrier-free environment for all employees, clients, and stakeholders.

In alignment with the **Accessible Canada Act (ACA)** and its regulations, this Accessibility Plan outlines our ongoing efforts to identify, remove, and prevent barriers to accessibility. This plan reflects our commitment to continuous improvement and accountability in accessibility practices across all areas of our organization.

In developing this plan, Highlight is guided by the following principles:

- All persons must be treated with dignity and respect.
- All persons must have equitable opportunities to achieve their full potential.
- All persons must have barrier-free access to participation in employment and services.
- All persons must have autonomy and meaningful choices, with support as needed.
- Accessibility efforts must consider diverse and intersecting identities and experiences.
- Persons with disabilities must be actively involved in shaping accessibility initiatives.

General Information & Feedback Process

Highlight has designated the **Vice President, Human Resources & Chief Privacy Officer** as the individual responsible for receiving feedback related to accessibility barriers and this plan.

Contact Information:

- **Mail:**
Sebastian Demedeiros
Vice President, Human Resources & Chief Privacy Officer
Highlight Motor Freight Inc.
391 Creditstone Road
Concord, ON L4K 1N8
- **Phone:** 905-761-1400 ext. 4527
- **Fax:** 905-761-1461
- **Email:** accessibility@highlightmotor.com

Feedback may be submitted in accessible formats and anonymously.

We will acknowledge receipt of feedback (except anonymous submissions) and incorporate findings into progress reports.



This Accessibility Plan is publicly available on our website and can be provided in alternate formats upon request.

Consultations

This plan has been formed through consultations with employees, including persons with disabilities, via:

- Company-wide communications
- Focus groups and open forums
- Anonymous employee surveys

We will continue to engage employees and external stakeholders annually to ensure our accessibility efforts remain relevant and effective.

Priority Areas Under the Accessible Canada Act

1. Employment

Progress to Date:

- Inclusive job postings and accommodation support during recruitment
- Continued Participation in federal Gov't Employment Equity reporting

Barriers Identified:

- Limited visibility of accommodation options during hiring processes

Actions & Commitments (2026–2028):

- Standardize accessible recruitment language across all postings (by Q3 2026)
- Implement mandatory accessibility training for hiring managers (by Q4 2026)
- Improve on accommodation request process for candidates and employees
- Track and report accommodation requests and outcomes annually

2. Built Environment

Progress to Date:

- Additional Accessible parking spaces added
- Accessible washroom facilities improved and updated



Barriers Identified:

- Limited automation and inconsistent accessibility features across sites

Actions & Commitments:

- Conduct quarterly accessibility audits of all facilities
- Install automated door systems where feasible (pilot by 2027)
- Develop accessibility design standards for future site development
- Ensure all new leases or construction projects meet enhanced accessibility criteria

3. Information and Communication Technologies (ICT)

Progress to Date:

- Website accessibility tools implemented (font scaling, contrast, text-to-speech)

Barriers Identified:

- Inconsistent accessibility across internal systems and digital tools

Actions & Commitments:

- Align website with WCAG 2.1 Level AA standards (by 2027)
- Audit internal systems for accessibility compliance
- Incorporate accessibility requirements into all future IT procurement
- Provide employees with accessible digital tools and assistive technologies

4. Communications (Non-ICT)

Progress to Date:

- Feedback collected through surveys and website channels

Barriers Identified:

- Lack of standardized alternate format processes

Actions & Commitments:

- Develop and implement an alternate format policy (by Q3 2026)
- Ensure availability of materials in large print, audio, and digital accessible formats
- Train staff on accessible communication practices
- Establish service standards for response timelines



5. Procurement of Goods, Services, and Facilities

Barriers Identified:

- Limited awareness of accessibility considerations in procurement processes

Actions & Commitments:

- Integrate accessibility criteria into procurement policies (by 2026)
- Provide training to procurement staff on accessible purchasing
- Require vendors to demonstrate accessibility compliance where applicable
- Include accessibility evaluation in supplier selection processes

6. Design and Delivery of Programs and Services

Barriers Identified:

- Lack of a consistent accessibility framework

Actions & Commitments:

- Develop an accessibility checklist for program and service design
- Provide ACA training to all relevant employees
- Incorporate accessibility considerations into all new initiatives
- Evaluate programs annually for accessibility improvements

7. Transportation

Progress to Date:

- Compliance with municipal accessibility standards
- Implementation of safety-enhancing technologies in fleet

Actions & Commitments:

- Prioritize automatic transmission vehicles where operationally feasible
- Continue adopting technologies that enhance safety and accessibility
- Explore ergonomic and accessible vehicle design options for drivers
- Consult drivers with disabilities on fleet improvements

Glossary

Barrier: Any obstacle—physical, technological, attitudinal, or systemic—that limits participation.



Disability: Any physical, mental, intellectual, cognitive, learning, communication, or sensory impairment—permanent, temporary, or episodic—that interacts with barriers.

Monitoring and Reporting

- Progress reports will be published annually
- Accessibility Plan will be reviewed and updated every three (3) years
- Next full review: **No later than January 1, 2027**

We will track progress using measurable indicators, including:

- Number of accommodation requests fulfilled
- Completion of accessibility training
- Facility audit results
- Employee feedback trends

Contact Information

For questions or to request this plan in an alternate format:

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Highlight Motor Freight Inc. remains committed to building an inclusive, accessible, and barrier-free workplace for all.