



# Accessibility Progress Report (June 2026)

Highlight Motor Freight Inc.

## 1. General

This Accessibility Progress Report has been prepared in accordance with the requirements of the **Accessible Canada Act (ACA)** and the **Accessible Canada Regulations (ACR)**. It outlines the progress made by Highlight Motor Freight Inc. (“Highlight” or the “Company”) in implementing its Accessibility Plan and in identifying, removing, and preventing barriers to accessibility.

Highlight Motor Freight Inc remains committed to upholding the principles of dignity, equal opportunity, barrier-free access, autonomy, inclusive design, and meaningful participation for persons with disabilities.

### Designated Contact Person

Sebastian Demedeiros

Vice President, Human Resources & Chief Privacy Officer

### Feedback Mechanisms

Feedback regarding accessibility and this report may be submitted through the following channels:

- Email: [accessibility@highlightmotor.com](mailto:accessibility@highlightmotor.com)
- Telephone: 905-761-1400 ext. 4527
- Mail: 391 Creditstone Road, Concord, ON L4K 1N8

Feedback may be submitted anonymously. Where contact information is provided, Highlight will acknowledge receipt in the same manner in which the feedback was received.

## 2. Feedback

During the reporting period, Highlight collected feedback through internal surveys, employee consultations, focus groups, and external website submissions.

### Summary of Feedback Themes

- Insufficient clarity regarding accommodation availability during recruitment processes
- Absence of a standardized process for providing communications in alternate formats
- Need for enhanced awareness and training related to accessibility in procurement and program development



### **Consideration of Feedback**

Highlight has reviewed and considered all feedback received and has incorporated it into ongoing and planned accessibility initiatives, as outlined in this report.

## **3. Employment**

### **Progress Made**

- Revised job postings to include clear statements regarding the availability of accommodations
- Implemented guidance for candidates on how to request accommodations during recruitment and selection processes
- Increased internal awareness among Human Resources personnel regarding inclusive hiring practices

### **Barriers Identified**

- Inconsistent application of updated recruitment and accommodation practices across departments



## **Measures to Be Taken**

- Implement a standardized, organization-wide recruitment and accommodation protocol
- Provide formal training to hiring managers on accessible and inclusive recruitment practices

## **4. Built Environment**

### **Progress Made**

- Continued inspections to identify and assess physical accessibility barriers
- Maintained accessible parking spaces and washroom facilities
- Conducted preliminary assessments regarding the installation of automated door systems

### **Barriers Identified**

- Limited implementation of automated accessibility features
- Certain workspace configurations require further modification

### **Measures to Be Taken**

- Pilot automated door solutions in selected facilities
- Continue phased improvements to workplace layout and accessibility

## **5. Information and Communication Technologies (ICT)**

### **Progress Made**

- Maintained accessibility features on the Company website, including text resizing, contrast adjustment, and text-to-speech functionality
- Initiated internal review of emerging technologies to enhance accessibility

### **Barriers Identified**

- Lack of formal evaluation against recognized accessibility standards (e.g., WCAG)



### **Measures to Be Taken**

- Conduct a formal accessibility audit of digital platforms and systems
- Develop and implement an ICT accessibility enhancement plan

## **6. Communication (Other Than ICT)**

### **Progress Made**

- Initiated development of procedures to support the provision of accessible communication formats
- Increased organizational awareness of communication-related accessibility needs

### **Barriers Identified**

- Absence of a fully implemented, standardized process for alternate formats

### **Measures to Be Taken**

- Finalize and implement a formal policy for the provision of alternate communication formats (e.g., large print, electronic, audio)
- Train employees on timely and effective responses to accommodation requests

## **7. Procurement of Goods, Services, and Facilities**

### **Progress Made**

- Began review of procurement policies to incorporate accessibility considerations

### **Barriers Identified**

- Limited employee knowledge and training regarding accessible procurement practices

### **Measures to Be Taken**

- Develop and deliver mandatory training on accessibility considerations in procurement for affected departments
- Update procurement policies and documentation to include accessibility criteria



## 8. Design and Delivery of Programs and Services

### Progress Made

- Identified the need for a standardized framework to integrate accessibility into program and service design
- Initiated planning for training aligned with ACA and ACR requirements

### Barriers Identified

- Lack of a formalized accessibility framework

### Measures to Be Taken

- Develop and implement an accessibility framework and checklist for program and service design
- Provide targeted training to employees responsible for program development

## 9. Transportation

### Progress Made

- Maintained compliance with applicable municipal accessibility requirements for facilities
- We considered accessibility factors in fleet upgrades, including the potential transition to automatic transmission vehicles and have now fully transitioned
- Continued use of safety-enhancing technologies within fleet operations

### Barriers Identified

- Accessibility considerations in fleet procurement are not yet formalized

### Measures to Be Taken

- Establish formal guidelines to integrate accessibility considerations into fleet procurement and upgrade decisions



## 10. Consultations

Highlight has continued to consult with employees, including persons with disabilities, through surveys and internal engagement initiatives.

### Future Commitments

- Enhance consultation processes to ensure broader and more structured participation of persons with disabilities
- Incorporate consultation outcomes into ongoing accessibility planning and reporting

## 11. Conclusion

Highlight Motor Freight Inc. has made meaningful progress toward the commitments outlined in its Accessibility Plan, particularly in recruitment practices, accessibility awareness, fleet upgrades and initial policy development.

The Company recognizes that additional work is required to formalize processes, implement training, and ensure consistent application of accessibility measures across all areas of the organization.

Highlight remains committed to continuous improvement and to fulfilling its obligations under the Accessible Canada Act and the Accessible Canada Regulations.