



ACCESSIBILITY PLAN

Introduction

Highlight Motor Freight Inc. (“**Highlight**” or the “**Company**”) has been named one of Canada’s Best Managed Companies and is an employer of choice.

We remain and are committed to meeting and surpassing our obligations under the *Accessible Canada Act* (the “**ACA**”) and its regulations. This Accessibility Plan will continue to shape our company in meeting our accessibility commitments and in offering an accessible work environment.

In developing this Accessibility Plan and in making decisions regarding persons with disabilities, we have considered the following principles:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of policies, programs, services and structures.

General

Highlight has designated our Head Of Human Resources, Sebastian Demedeiros, as the individual that will be responsible for receiving feedback on any barriers to accessibility, as well as this Accessibility Plan. Accessibility feedback can be submitted in the following ways:

Mail: Sebastian Demedeiros
Vice President, Human Resources
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

We will acknowledge receipt of feedback in the same means by which the feedback was received, and our progress reports will report on feedback that we have received.

Feedback may be submitted anonymously; however, we will not acknowledge receipt of feedback that has been submitted anonymously.

This Accessibility Plan will be posted on our website at www.highlightmotor.com and contain an email link to contact as well.

Consultations

Our Accessibility Plan has been shaped by consultations with persons with disabilities. This included:

- internal email to all staff, advising on our continued efforts to improve accessibility within the workplace;
- open forum discussions within a focus group committee environment; and
- employee surveys.

We will continue to conduct ongoing surveys, including persons with disabilities, and focus groups established as part of this Accessibility Plan, to maintain a diverse range of feedback and growth.

To ensure the successful implementation of our initiatives, Highlight's Recruitment and Human Resources Department has made its commitment to all forms of diversity

including accessibility through continued participation in the Federal Government's Employment Equity Annual Report and now this important initiative.

Employment

Accomplishments to Date

All positions posted on internal/external Recruitment Sites are free from any barriers to employment and accommodations are offered when requested.

Barriers

Our recruitment process could more clearly advise of accessibility options for candidates and employees.

Next Steps to Address Barriers

We will redevelop policies and procedures to be followed by HR and Recruitment departments during the posting of job advertisements and assessment processes. We will include verbiage on all job postings that attests to the Company's commitment to a barrier-free recruitment and selection process, and we will provide applicants with information on how to request accommodation.

The Built Environment

Accomplishments to Date

Highlight is a transportation, warehousing and logistics company. We transport goods and services (not people or passengers). Looking to the future, we are committed to ensuring that barriers to accessibility are considered when making decisions related to any properties. Our accomplishments include (but are not limited to):

- Addition of accessible parking
- Completion of accessible washroom stalls

Next Steps to Address Barriers

- Continue to conduct inventory of building through monthly inspections, identifying any further areas requiring modifications
- Research and investigate automated door opening
- Continued workspace configuration implementation

Information and Communication Technologies

Accomplishments to Date

Our website has been equipped with an “accessibility icon” to encourage:

- Readable Font
- Read all Text
- Turn On Click to Speech
- Font Scaling
- Highlight Titles
- Contrast adjust

Next Steps to Address Barriers

As technology continues to evolve, options aimed at ensuring accessibility will be reviewed and adopted through IT departments.

Communication (Other than Information and Communication Technologies)

Accomplishments to Date

We received feedback through company surveys and our website. We will utilize this feedback to improve access and services both internally and externally.

We plan to target additional consultations this year to persons with disabilities, to benefit from feedback on all our accessibility actions. This will ensure we can help identify barriers that have not previously been identified.

Barriers

We currently do not have a consistent and standardized process for providing alternate formats of communications.

Next Steps to Address Barriers

Review and develop procedures to standardize the process of providing communications in alternate formats upon request, in a timely manner (e.g. print, large print, electronic and audio format).

The Procurement of Goods, Services and Facilities

We will continue to review and refine our procurement policies to reinforce the requirement that accessibility must be considered when procuring goods and services for ourselves and suppliers that are offering services to us.

Barriers

Employees responsible for the procurement of goods and services can be better trained on how to effectively consider accessibility needs during the procurement process.

Next Steps to Address Barriers

Train employees who are responsible for procurement so that they have a better understanding of how to support accommodation requests.

The Design and Delivery of Programs and Services

Barriers

There is room to bolster and standardize our approach or framework for ensuring all programs, processes and services have taken accessibility into account.

Next Steps to Address Barriers

We shall continue to create and provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes, and procedures.

Transportation

Our buildings and terminals do abide by the respective Municipal Building Codes, which ensure we have the appropriate number of accessible parking spots at each building. For our drivers, as we upgrade fleets, we plan to prioritize the possibility of vehicles with automatic transmissions rather than manual transmissions. We also aim to continue to equip company fleet with enhanced fleet management systems that include enhanced safety features such as audible lane departure warnings, automated speed limit notifications, etc. Although we recognize that such features are more safety-centric in nature, we do feel that they will also have a mutual benefit on accessibility.

Glossary

“**Barrier**” means 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**” 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, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

Accessibility Plan Review

This Accessibility Plan will be reviewed and updated at least once every 36 months. The current Accessibility Plan will be reviewed, and updated as appropriate, no later than January 1, 2028.

Contact Information

This Accessibility Plan shall be posted on our website (www.highlightmotor.com) and be provided in an accessible format upon request. For any questions, concerns, or inquiries on this Accessibility Plan, please contact us at:

Phone: 905-761-1400 ext. 4527

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