



ACCESSIBILITY PLAN CANADA

INTRODUCTION – ACCESSIBILITY PLAN

The Accessible Canada Act (ACA) requires that federally regulated Companies prepare and publish their accessibility plans. This plan was prepared for TFI International and its applicable subsidiaries with the intent to review and update it annually.

GENERAL ENQUIRIES

Any feedback on our accessibility plan can be mailed to:

TFI International

Attention: Vice President Human Resources

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Saint-Laurent, QC H4S 1Z6

Or electronically to:

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EXECUTIVE SUMMARY

Accessibility is important to TFI International and through our corporate values, we foster an environment to strive to improve access to our Company. Our corporate values aim to reinforce these behaviours by encouraging dedication, resilience, and adaptability in our dealings. We have consulted with both employee and non-employees who have declared a disability to help us better understand and learn how to remove barriers to accessibility. This work is ongoing and will continue for several years. Additionally, we aim to expand consultations on a number of internal policies and procedures as well as communication tools, to ensure we meet the necessary standards of accessibility for all Canadians, our employees, applicants, and any individual who has reason to interact with our organization and its subsidiaries.

ACCESSIBILITY STATEMENT

Currently, consultations have taken place with our employees and external parties to ensure we are giving proper consideration regarding barriers to accessibility in our organization. Several important tools have been developed to improve accessibility including email applications, virtual interviews, recording of meetings using closed-captioning and a goal to provide all written communication using plain and concise language to encourage understanding for everyone. We are a bilingual Company and make sure to provide our materials in both official languages. We continue to strive to reduce barriers and understand this can be done best with an open mind and improved consultation processes.



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EMPLOYMENT

Further consultation will be required to identify barriers to employment within our organization. In the next year, we will be expanding our consultations with persons with disabilities to further consider accessibility barriers to employment. Most recently, we have provided recruitment training to our managers to increase their understanding regarding their legal obligations with respect to protected groups in the recruitment process. Our HR Business Partners work directly with hiring managers to ensure processes meet the highest standards. This said, we realize that the application process may be cumbersome to some and that opportunities to improve our evaluation tools should be explored further.

Action	Steps	Responsibility	Anticipated Timeline
Barrier identification	Review hiring policies and procedures	HR Directors	June 2023
Identify mitigation strategies	Review and modify employment policies and procedures through the lens of the ACA	HR Directors	October 2023
Provide training to HR staff on accessibility	Source and schedule training for HR with regarding accessibility, and/or the ACA.	HR Directors	December 2023

THE BUILT ENVIRONMENT

TFI and its subsidiaries are in the trucking transportation and logistics sector. We transport goods and services rather than passengers and have large warehouse spaces and moving equipment often located in industrial parks on the outskirts of most major cities. Our multitude of buildings and offices are designed and developed to efficiently run in a safety sensitive environment. While some of our facilities are owed by TFI, a majority are leased through third parties. Moving forward, we are committed to ensuring that barriers to accessibility are considered when making decisions related to our properties. In general, our professional office buildings have better accessibility than our transportation and logistics terminals, and we are committed to assessing these gaps to the extent possible moving forward. At this time, we have identified the following barriers to the build environment, and plan to further consult with outside parties on ways to mitigate them.

Action	Steps	Responsibility	Anticipated Timeline
Research and review automated door openers	Conduct an inventory of buildings that are missing this functionality and research the feasibility of adding it.	Vice President, Real Estate	Ongoing
Desk configurations	For employees with limited mobility (i.e., issues with stairs), consider providing main floor office space or work from home arrangements		Ongoing



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INFORMATION AND COMMUNICATION TECHNOLOGIES

The IT Department is responsible for our IT related services. Software purchased is reviewed to assess accessibility and usability. Beyond development activities, efforts will be made, on a case-by-case basis, to ensure that information technology resources are accessible and can be used by individuals with a wide range of abilities. As technology evolves, options aimed at ensuring accessibility will be reviewed and adopted.

Action	Steps	Responsibility	Timeline
Ensure that applications purchased are accessible and usable	Leverage accessibility and usability standards for development activities	Vice President, Information Technology	Ongoing
Provide users with assistive technologies as and when required	When a need for assistive technology is identified (e.g., text-to-speech, dictation, closed captioning, ASL interpreter) research must be conducted and steps taken to source the required technology.	Vice President, Information Technology	Ongoing
Review Company Websites to ensure compliance with Global Accessibility Standard	Conduct an audit of the current website to access its current level of accessibility and implement accessibility considerations during the design and development stages of our new website.	Vice President, Marketing & Communication	Ongoing

COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

We received feedback through surveys and our website. We intend to use this feedback to improve access and services. Our annual report is available online and in printed copy. In addition, our shareholder calls are audible and transcribed.

We plan to target our 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.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

The results of our survey conveyed that we should embed accessibility requirements within the procurement process by identifying at the procurement request stage, a prospective vendor's commitments, and assurances with respect to accessibility. The Vice President, Real Estate is responsible for reviewing the accessibility assessments and working to eliminate those barriers.



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Action	Steps	Responsibility	Timeline
Accessibility training provided to those responsible for Procurement to increase awareness of accessibility standards and potential barriers in the procurement process	Training	HR Directors	December 2023

TRANSPORTATION

Many of our buildings and terminals are located in industrial parks or on the outskirts of City limits. This can create barriers as a result of lack of public transportation available. For those who use a paid service or public transportation to access our facilities, it can create a higher cost due to the location. Our buildings and terminals do abide by the respective Municipal Building Codes, which ensure there are the appropriate number of accessible parking spots at each building. For our driving employees, as we upgrade fleets, we plan to prioritize the purchase of vehicles with automatic transmissions rather than manuals. We also aim 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.

CONSULTATIONS

Surveys are conducted with employees to outline their experience in accessing our organization. We also surveyed external parties on perceived barriers. This information has informed us on initiatives we will be considering as the year progresses.

While consultations have been key for us to improve our accessibility, we will continue to find new ways to consult in the coming year to ensure better outcomes for persons with disabilities in accessing our organization.

TRAINING

Training in diversity and unconscious bias has been provided to managers and staff, and we will also look to create a specific organizational training plan dedicated to accessibility. This will be provided internally to staff and will cover topics such as communicating with persons with disabilities, as well as the identification of barriers to accessibility. We will develop this training in 2023/2024 and roll it out in 2024/2025.



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DEFINITIONS FROM THE ACT

Barrier

“means 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

“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.”