



ACCESSIBILITY PLAN CANADA PROGRESS REPORT

INTRODUCTION – ACCESSIBILITY PROGRESS REPORT

The Accessible Canada Act (ACA) requires that federally regulated Companies prepare and publish their accessibility plans. The plan for TFI International and its applicable subsidiaries was prepared and posted on May 31, 2023. The ACA also requires that annual progress reports are prepared and posted, this progress report was prepared for TFI International and its applicable subsidiaries, as outlined below.

The applicable subsidiaries referred to in this document include: Clarke Transport Inc., Cavalier Transportation Services Inc., 6586856 Canada Inc. (Loomis Express), Canpar Express Inc., TST-CF Express, TST Expedited Services, TST Solutions L.P. (Stream Logistics), Transport 2 L.P., Laidlaw Carriers Bulk Gp Inc., TFI Transport 1 Inc. (JCG), TFI Transport 3. L.P. (JAF), TFI Transport 4 Inc. (Kingsway Bulk), Contrans Tank Group Gp Inc., Laidlaw Carriers Van Gp Inc., 613734 Saskatchewan Ltd. (Westfreight Systems), Information Communication Services (ICS) Inc., Normandin Transit Inc., Contrans Flatbed Group, Laser Transport Inc., Fleetway Transport Inc., Gorski Bulk Transport Inc., Toronto Tank Lines Inc., Contrans Vrac Inc., Laidlaw Carrier Bulk, Laidlaw Carrier Van, Tombro Trucking Limited, Gunter Transportation Ltd., Ulch Transport Limited, Hercules Forwarding ULC (Hercules Canada), 14291581 Canada Inc. (V. Boutin Express Inc), TFI Transport 11 Inc. (Papineau International, Couture, & Besner [formerly TFI Transport 6]), Normandin Transit Inc., Driving Force Decks Int'l Ltd., Harv Wilkening Transport Ltd. (Edge & HWT), Kindersley Transport Ltd., Sharp Trucking Services Ltd., T-Lane Transportation Inc., 4186397 Canada Inc. (Winalta & TF Truckload & Logistics), TForce Logistics Canada, TForce Freight Canada, Tri-Line Carriers LP, Vedder Transport Ltd., Big Freight Systems, TFI Transport 16 L.P. (Golden International), Kelsey-Trail Trucking Ltd., Les Services JAG Inc., and Keystone Western Inc.

GENERAL

Any feedback on our accessibility plan, progress report, barriers encountered when dealing with our organization or the implementation of the accessibility plan can be mailed to:

TFI International
Attention: Vice President Human Resources
8801 Trans-Canada Highway, Suite 500
Saint-Laurent, QC H4S 1Z6

Or electronically to:
Email: ContactUs@tfiintl.com
Fax: 514 337-4200

Or through our website at:
www.tfiintl.com/en/contact and choosing “Accessibility” through the drop-down menu.

To request a copy of our accessibility plan, progress report, or to request to have any of the above in



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an alternate format, please contact us by the methods listed above.

EMPLOYMENT

In our Accessibility Plan we identified three key actions to be taken with respect to employment:

- Barrier identification,
- Identify mitigation strategies,
- Provide training to the HR staff on accessibility.

Our progress in these areas is summarised below:

Action	Steps	Responsibility	Anticipated Timeline	Status	Revised Timeline
Barrier Identification	Review hiring policies and procedures	HR Directors	June 2023	Complete	N/A
Identify mitigation strategies	Review and modify employment policies and	HR Directors	December 2023	Complete	N/A

	procedures through the lens of the ACA				
Provide training to HR staff on accessibility.	Source and schedule training for HR regarding accessibility, and/or the ACA.	HR Directors	December 2023	In-Progress	February 2025

THE BUILT ENVIRONMENT

In our Accessibility Plan we identified two key actions to be taken with respect to the built environment:

- Research and review automated door openers,
- Desk Configurations

Our progress in these areas is summarised below:

Action	Steps	Responsibility	Anticipated Timeline	Status	Revised Timeline
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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	In-progress	N/A
Desk Configurations	For employees with limited mobility (i.e., issues with stairs), consider providing main floor office space or work from home arrangements		Ongoing	In-progress	N/A

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

In our Accessibility Plan we identified three key actions to be taken with respect to ICT:

- Ensure that applications purchased are accessible and usable,
- Provide users with assistive technologies as and when required,
- Review Company websites to ensure compliance with Global Accessibility Standards

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Our progress in these areas is summarised below:

Action	Steps	Responsibility	Anticipate d Timeline	Status	Revised Timeline
Ensure that applications purchased are accessible and usable	Leverage accessibility and usability standards for development activities	Vice President, Information Technology	Ongoing	In-progress	N/A
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	In-progress	N/A
Review Company websites to ensure compliance with Global Accessibility Standards	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	In-progress	N/A

COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

In our Accessibility Plan we stated our intention to target our consultations towards persons with disabilities. We have made progress with this initiative by asking our HR Business Partners to solicit feedback from this designated group during annual Employment Equity meetings with their respective divisions.

Throughout the year we continued our practice of making our annual report available online and in printed copy, as well as continuing to ensure that our shareholder calls are audible and transcribed.



**ACCESSIBILITY PLAN CANADA
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PROCUREMENT OF GOODS, SERVICES, AND FACILITIES**

In our Accessibility Plan we identified one key action to be taken with respect to the procurement of goods, services, and facilities:

- Accessibility training provided to those responsible for procurement to increase awareness of accessibility standards and potential barriers in the procurement process.

Our progress in this area is summarised below:

Action	Steps	Responsibility	Anticipate d Timeline	Status	Revised 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	In-progress	December 2024

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

As we mentioned earlier in this report, we continue to review our website to ensure compliance with Global Accessibility Standards and ensure that any users are provided with assistive technologies when required. Our review of these measures is ongoing and currently in-progress.

Whenever training is conducted either in-house, or through an external resource, care is taken to ensure that any participants are given ample notice of the training to request accommodation ahead of time. Further, the company ensures that any training programs delivered in-house are done using a hybrid model of in-person and via Teams, where the audio can be recorded and transcribed. Presenters also make hard copies of any notes put on screen and share digitally so they can be utilized by screen magnifiers and/or readers as necessary.

TRANSPORTATION

In our Accessibility Plan we identified an action item to be ensuring that fleet vehicles would be equipped with enhanced safety features, such as audible lane departure warnings, automated speed limit notifications and automatic transmissions. Since 2023 we have made progress in being able to update our fleets with this equipment. All company owned vehicles used for linehaul now include the enhanced safety features described, and all new vehicles purchased to replace older models are equipped with automatic transmission. We are currently working on modernizing our package and courier fleet and working with our owner operators to install the enhanced safety devices within their own vehicles.



ACCESSIBILITY PLAN CANADA PROGRESS REPORT

TRAINING

In our Accessibility Plan, we stated that we would be developing an internal training program to staff that would cover topics such as communicating with persons with disabilities, and the identification of barriers to accessibility. Our plan was to have this training developed within 2023/2024 and rolled out within 2024/2025. This program is still in the process of being developed, but we believe that the timelines identified in the Accessibility Plan are still on track.

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 continue to consider as the year progresses.

Our HR Directors have been researching and consulting with appropriate training providers, associations, and legal networks to source the most worthwhile training programs for the initiatives outlined earlier in this report.

Throughout the year we have also consulted with employees on a case-by-case basis whenever a permanent or temporary accommodation has been requested. Every accommodation request is treated uniquely, with input from the employee as to what they need to be successful in their role.

FEEDBACK

Feedback was received through several sources, but most commonly as direct feedback from an employee to their manager. This feedback is summarized below.

Equipment Modification – Noise:

In late 2023, an employee approached their supervisor to advise that they had recently received a cochlear implant and the noise of the machinery in the warehouse was prohibiting them from being able to successfully complete their workday without distress. By working with the employee to determine how the machinery impacted their cochlear implant, the Company was able to source comfortable personal protective equipment (PPE) which reduced the noise levels to an extent that made them able to continue working without discomfort.

Workplace Modification – Office Space:

Throughout 2023 and 2024 several employees reported difficulties with their desk/office space setups. Some of these employees had pre-existing medical conditions that needed to be taken into consideration, whereas others did not have any existing medical conditions, but were experiencing discomfort. The Company hired an external ergonomic assessment specialist to conduct a review of not only the setups for those who expressed discomfort, but for all employees in the department.



ACCESSIBILITY PLAN CANADA PROGRESS REPORT

Based on the feedback of some, the Company was able to properly adjust the working conditions to be more comfortable and favourable by all.

Temporary Modified Work:

Throughout 2023 and 2024 TFI and its subsidiaries continued to offer temporary modified work to any employee who was injured while at work. During each of these discussions, feedback was sought from the employee, the union (when applicable), and the applicable workers compensation board. Feedback received from these sources was used and considered not just for the initial claim, but considered for all future, related claims as well.



ACCESSIBILITY PLAN CANADA PROGRESS REPORT #2

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CONSULTATIONS

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