



ACCESSIBILITY PLAN CANADA

INTRODUCTION – ACCESSIBILITY PLAN

The [Accessible Canada Act](#) (“ACA”) requires that federally regulated Companies prepare and publish their accessibility plans. The ACA also requires that these plans be updated every three (3) years. This plan was originally prepared and published for TFI International and its applicable subsidiaries on May 31, 2023. This plan is the revised and updated plan posted in 2026 in accordance with the ACA. This shall be reviewed annually with regular progress reports posted in accordance with the ACA.

The applicable subsidiaries referred to in this document are current as of the date of posting and 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, Fleetway Transport Inc., Gorski Bulk Transport Inc., Toronto Tank Lines Inc., Contrans Vrac Inc., Laidlaw Carrier Bulk, Laidlaw Carrier Van, 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., 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., and Les Services JAG Inc.

GENERAL ENQUIRIES

Any feedback on our accessibility plan can be mailed to: TFI International
Attention: Vice President Human Resources
5200 Maingate Drive, Mississauga, ON
L4W 1G5

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



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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 employees 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.

EMPLOYMENT

Recently, we had the HR Business Partners, who support TFI and its subsidiaries, undergo accessibility training so they could provide better support and information to the appropriate management teams with respect to recruitment and accommodation practices. We will continue to have consultations with internal and external stakeholders to identify barriers to employment within our organization.

In the previous three years, we had consultations with persons with disabilities to further consider accessibility barriers to employment and 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
Seek feedback on current practices	Send digital surveys to existing employees	HR Directors	June 2027

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



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and developed to efficiently run in a safety sensitive environment. While some of our facilities are owned 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 built 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	Applicable Management Staff	Ongoing

In 2025 the TFI human resources department created a training presentation on accessibility as it relates to equipment, facilities and services. The real estate team received this training and incorporated those fundamentals into the work they do when sourcing new buildings and equipment.

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

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Review Company Websites to ensure compliance with Global Accessibility Standard	Conduct an audit of the current website to assess its current level of accessibility and implement accessibility considerations during the design and development stages of our new website.	Vice President, Marketing & Communication	Ongoing
Ensure those involved with the development, maintenance and purchase of digital technologies are trained on Digital Accessibility Fundamentals	Create or source appropriate training on Digital Accessibility Fundamentals and ensure all appropriate staff are trained.	Vice President, Information Technology	December 2027
Review and update as needed all employee-facing websites comply with ICT standard	Audit employee-facing websites and update where required	Vice President, Information Technology	December 2028
Comply with all remaining Digital Technologies Accessibility Regulations	Review and update current processes as needed with ICT standard	Vice President, Information Technology	December 2028

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

Previous survey results 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.

In 2025 the TFI human resources department created a training presentation on accessibility as it relates to



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equipment, facilities and services. This training was provided to the real estate, IT and communications departments.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

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

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.

For employees who work in clerical positions, we continue to offer work from home options at least several days a week. This provides flexibility for employees to help balance transportation needs.

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 over the next three years.

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

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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 2026/2027 and roll it out in 2028/2029.

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.