



Progress Report on Accessibility for XTL (2024–2026) Second-Year Progress (2025)

1. Executive Summary

This report provides an overview of XTL's progress toward enhancing accessibility in line with our 2024–2026 Accessibility Plan. In 2025, our second year, we made improvements to physical accessibility, digital systems.

This report highlights key actions taken and outlines plans for the remaining years of the 2024 –2026 period.

2. Introduction

XTL is committed to ensuring accessibility for all Canadians, including individuals with disabilities. We strive to make our facilities and digital platforms inclusive and usable for all employees and customers.

Input and Feedback

XTL welcomes feedback on our Accessibility Plan from the public, employees and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use the contact method below. You can send your feedback by email, phone or mail using the contact information listed below. We will respond to all feedback in a timely manner.

If you need support while providing feedback, please let us know—we'll do our best to accommodate your needs. You can use the contact information below to request a copy of our feedback process or progress report in an alternate format, such as standard print, large print, or audio. We'll make every effort to provide the format you request.

Contact information:

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Feedback:

To date, we have not received any feedback from our employees or customers for improvement on our Accessibility Plan.



3. Accessibility Goals for 2025

- **Physical Accessibility:** Ensure that XTL's terminals, offices, and facilities are accessible to people with mobility challenges.
- **Digital Accessibility:** Work toward compliance with accessibility standards across all XTL digital platforms.

4. Areas in section 5 of the Accessible Canada Act (ACA) / Challenges and Barriers

1- Employment

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Barrier #1

Not all job postings mention our commitment to accessibility and inclusion.

Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.

Progress update:

We have been auditing our ads and have been adding text to all our job postings that mentions our commitment to accessibility and inclusion.

Benchmark current recruitment, selection and onboarding practices against leading accessibility practices in other trucking companies and different industries.

We have changed the language in our advertisements to be inclusive of race, national or ethnic origin, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, or disability.

Our recruitment team has undergone inclusivity training which helps the recruitment team identify and challenge bias regarding accessibility and inclusion.

2- Built Environment:

The "built environment" area ensures that workspaces and the work environment are accessible for all.

We recognize the importance of creating an inclusive and accessible built environment that allows all individuals to navigate our facilities without limitations.

To effectively overcome any barrier, we are taking steps to improve the accessibility of our locations, of which some meet the Accessibility criteria; such as:

- Accessible parking for individuals with disability
- Automatic doors
- Accessible washrooms
- Accessible elevator to upper level offices or ground floor accommodations



Barrier #2:

Recognizing the importance of creating fully inclusive spaces, we are committed to improving the accessibility of our existing and future buildings.

Progress update:

We have made notable improvements to accessibility at several terminals and facilities:

Airdrie, Alberta

- Widened front door to accommodate wheelchairs
- Accessible washroom with grab bars and raised toilet

Balzac, Alberta

- Front door being equipped with automatic-opening hardware
- Hallways and door frames accommodate wheelchairs
- All surfaces and showers are 0-degree entry (no steps)

Montreal, Quebec

- One designated disabled parking space
- Lowered sidewalk for accessible building entry
- Most operations located on a single floor for ease of access

Valleyfield, Quebec

- Two designated disabled parking spaces
- Automatic door opener installed at main entrance
- All surfaces and showers are 0-degree entry (no steps)

Vaudreuil, Quebec

- All entryways are 0-degree (step-free)
- Elevator available for floor access
- Washrooms are wheelchair accessible
- Doorways are wide; sinks are positioned at accessible height

Surrey, BC

- All entryways are 0-degree (step-free)
- 1 designated disabled parking space

Delta, BC

- All entryways are 0-degree (step-free)
- 1 designated disabled parking space

Toronto, Ontario

- We are currently assessing the possibility of installation of push-button door opener to improve accessibility for people with disabilities



3- Information and Communication Technologies (ICT)

Recognizing the importance of a skilled and responsive IT team, we are determined to overcome any barrier and develop our skills in accessibility technology.

Barrier #3:

Evaluation of the accessibility of the technologies we acquire.

Progress update:

Website Accessibility: Our website is currently over 50% compliant in both English and French. We are working toward hopefully achieving full compliance.

We recognize the importance of accessible technology and are committed to providing tools and software that meet the diverse needs of our users.

We are committed to evaluating the accessibility of the technologies we acquire to ensure they support all users, including individuals with disabilities.

4- Communication Other Than ICT

This area requires that organizations provide barrier free access for the public, clients and employees to all the communications that the Company produces for this audience.

Barrier #4:

XTL does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available.

Progress update:

XTL is committed to providing alternate formats when asked within time frames listed in the Accessible Canada Regulations:

- Print
- Large print
- Audio format

Additionally, XTL has trained managers on its accommodation policy and has made the policy and flowchart available to employees upon request.

5- Procurement of Goods, Services and Facilities

Our procurement policies will continue to be examined and developed to ensure that accessibility is taken into account when procuring services. Through the proactive inclusion of accessibility requirements in our procurement policies and guidelines, we are strengthening our commitment to creating an inclusive and accessible environment.



6- Design and Delivery of Programs and Services

Barrier #6:

We do not have a standard measure for evaluating the accessibility of our internal and external events and programs.

Progress update:

We have conducted discussions and training with some managers and the HR group responsible for internal and external events to ensure accessibility is considered during event planning.

We will continue to provide ongoing training on the Accessible Canada Act and the Accessible Canada Regulations for employees involved in the development of programs, processes, and procedures.

9. Conclusion

In conclusion, XTL has made progress in enhancing accessibility across its services and facilities in 2024-2025. While challenges remain, we remain committed to prioritizing accessibility and fostering an inclusive, barrier-free environment.

We will continue to update our services based on technological advancements and user feedback to ensure ongoing improvement.