ROUTES TRANSPORT GROUP ACCESSIBILITY PLAN

Legal Entity: Routes Transport International Inc.
Operating Name: Routes Transport Group
Legislation: Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Effective Date: November, 2026
Review Date: November, 2027

1. INTRODUCTION AND PURPOSE

Routes Transport International Inc., operating as Routes Transport Group, is committed to providing an accessible and inclusive environment for employees, customers, carriers, vendors, and other individuals who interact with our organization.

The purpose of this Accessibility Plan is to outline Routes Transport Group's commitment to identifying, preventing, and removing barriers that may affect individuals with disabilities. The plan establishes our approach to incorporating accessibility into our workplace, business practices, policies, procedures, communications, and service delivery.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its applicable accessibility standards, Routes Transport Group recognizes its responsibility to provide equal opportunities and accessible experiences for individuals with disabilities.

This plan identifies key areas of accessibility, outlines our commitments and initiatives, and provides a framework for reviewing and improving accessibility throughout our operations.

Routes Transport Group recognizes that accessibility is an ongoing responsibility that requires awareness, consideration, and continuous improvement. Through employee education, feedback, appropriate accommodations, and regular review of our practices, we will continue to identify opportunities to reduce barriers and support an inclusive environment.

This Accessibility Plan applies to our Ontario business operations and will be reviewed and updated as required to reflect changes in legislation, business practices, and identified accessibility needs.

2. ACCESSIBILITY STATEMENT – OUR COMMITMENT

Routes Transport International Inc., operating as Routes Transport Group, is committed to fostering an accessible, inclusive, and respectful environment for employees, customers, carriers, vendors, and all individuals who interact with our organization.

We recognize that individuals with disabilities may experience barriers that affect their ability to access information, services, employment opportunities, facilities, and participate fully in the workplace and community. We are committed to identifying, preventing, and removing these barriers wherever possible.

Our commitment to accessibility is guided by the principles of dignity, independence, integration, and equal opportunity. We believe that everyone should have the opportunity to participate fully and be treated with fairness, respect, and consideration.

Routes Transport Group is committed to:

- **Promoting Inclusion:** Fostering a workplace and business environment that respects individual differences and supports equal opportunities for all.
- **Identifying and Removing Barriers:** Continuously reviewing our policies, procedures, facilities, technology, and business practices to identify and address accessibility barriers.
- **Providing Accommodation:** Considering individual accessibility needs and providing reasonable accommodations to employees, customers, and others who interact with our organization.
- **Accessible Communication:** Making information and communication accessible by providing or arranging alternative formats and communication supports upon request.
- **Employee Awareness and Training:** Ensuring employees understand their responsibilities and the importance of accessibility, inclusion, and accommodating individuals with disabilities.

- **Continuous Improvement:** Welcoming feedback, reviewing our accessibility practices, and identifying opportunities to improve accessibility throughout our operations.

We recognize that creating an accessible environment is an ongoing responsibility that requires commitment, awareness, and participation across all levels of our organization.

Routes Transport Group will continue to work towards identifying, preventing, and removing barriers to accessibility while supporting an environment where everyone is treated with dignity, respect, and equal opportunity.

3. FEEDBACK

Routes Transport Group welcomes feedback regarding accessibility, including barriers experienced by employees, customers, carriers, vendors, and other individuals who interact with our organization.

Feedback regarding accessibility, this Accessibility Plan, or barriers encountered when dealing with Routes may be directed to our Human Resources Department using the following contact information:

By Mail
Human Resources – Laura Gladwish and Ryan Dearling
Routes Transport Group
2823 Bristol Circle, Unit 3
Oakville, ON L6H 6X5

By Email
hr@routestransport.com

Accessibility Contact
accessibility@routestransport.com

Routes Transport Group is committed to ensuring that its feedback processes are accessible to individuals with disabilities. Upon request, accessible formats and communication supports will be provided or arranged to accommodate individual accessibility needs.

Feedback received will be reviewed and considered when identifying accessibility barriers, evaluating existing practices, and determining opportunities for improvement.
Individuals who require an alternative format of this Accessibility Plan or communication support may contact accessibility@routestransport.com.

4. DEFINITIONS
The following definitions apply throughout this Accessibility Plan:

Disability
A disability may include a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment. Disabilities may be permanent, temporary, or episodic and may affect individuals differently depending on their circumstances and environment.

Barrier
Anything that may hinder the full and equal participation of persons with disabilities. Barriers may be physical, architectural, technological, or attitudinal, or may relate to information, communication, policies, or practices.

Accessibility
The identification, removal, and prevention of barriers to ensure that individuals with disabilities have equitable opportunities to access information, services, employment, facilities, and participate fully in society.

Accessible Formats
Formats that make information usable by individuals with disabilities. Examples may include large print, electronic documents, audio formats, braille, and other formats that accommodate individual accessibility needs.

Communication Supports
Supports that facilitate effective communication for individuals with disabilities. Examples may include sign language interpretation, captioning, plain language, or other appropriate communication methods.

Accommodation
Adjustments or arrangements made to address an individual's disability-related needs and remove barriers to participation, employment, or access to services.

5. CUSTOMER SERVICE

Routes Transport Group is committed to providing accessible customer service and ensuring that individuals with disabilities can access our services with dignity, independence, and respect.

We recognize that customers and other individuals may have different accessibility requirements and will make reasonable efforts to accommodate individual needs when providing services.

Areas of focus include:

- Training employees on accessible customer service and how to interact appropriately with individuals with different disabilities.
- Welcoming service animals and support persons in areas of our premises where the public or third parties are permitted, subject to applicable requirements.
- Providing reasonable assistance and alternative communication methods when required.
- Ensuring individuals are not prevented from accessing our services because of a disability.
- Providing notice of temporary disruptions to facilities or services when applicable, including information about the reason, anticipated duration, and available alternatives.
- Establishing a process for receiving and responding to accessibility-related feedback.
- Informing customers and the public that accessible formats and communication supports are available upon request.

Routes will consider individual accessibility needs and provide reasonable accommodations where required.

6. INFORMATION AND COMMUNICATIONS

Routes Transport Group recognizes the importance of ensuring that information and communications are accessible to employees, customers, carriers, vendors, and other stakeholders.

We will make reasonable efforts to provide information in accessible formats and offer appropriate communication support when requested.

6.1 Communications – Other Than Information and Communication Technologies (ICT)

This section addresses everyday written, verbal, and printed communications that are not primarily delivered through technology.

Areas of focus include:

- Providing company policies, procedures, forms, notices, and other written materials in accessible formats upon request.
- Offering alternative methods of communication where standard verbal or written communication may present a barrier.
- Considering accessibility requirements when conducting meetings, presentations, and employee training.
- Providing appropriate communication supports, such as large print, plain language, written instructions, or other formats as required.
- Ensuring employees and customers are aware that accessible formats and communication supports are available upon request.
- Consulting with individuals requesting accessible formats or communication supports to determine the most appropriate method of communication.

Routes will make reasonable efforts to provide requested accessible formats, and communication supports in a timely manner and at no additional cost beyond the regular cost of the original format.

6.2 Information and Communication Technologies (ICT)

Information and Communication Technologies include the software, websites, online portals, computer systems, and electronic tools used to create, store, access, and share information.

Routes Transport Group recognizes the importance of accessible technology in supporting employees, customers, and business operations.

Areas of focus include:

- Considering accessibility features when selecting or implementing new software, applications, and computer systems.
- Making reasonable efforts to ensure the company's public website and applicable online content meet applicable accessibility requirements.
- Considering accessibility when developing or updating customer-facing online portals, booking systems, and electronic services.
- Providing reasonable accommodations, assistive technologies, or alternative methods of accessing information and systems when required.
- Considering compatibility with assistive technologies, including screen readers, keyboard navigation, and screen magnification software.
- Reviewing technology-related accessibility concerns as they arise and address barriers where reasonably possible.

Routes will continue to assess opportunities to improve the accessibility of its technology and digital services.

7. EMPLOYMENT

Routes Transport Group is committed to providing an inclusive and accessible workplace where employees and prospective employees are treated with dignity, respect, and equal opportunity.

Accessibility will be considered throughout all stages of employment, including recruitment, hiring, onboarding, workplace accommodations, performance management, career development, and return to work.

Areas of focus include:

Recruitment and Hiring

- Ensuring job postings and recruitment materials notify applicants that accommodations are available throughout the recruitment and selection process.
- Providing reasonable accommodations during interviews, assessments, and other selection activities upon request.
- Informing successful applicants of the availability of workplace accommodations when making offers of employment.

Employee Onboarding and Awareness

- Informing new employees about applicable accessibility policies and available workplace accommodations.
- Providing employees with updated accessibility information when relevant policies or procedures change.
- Ensuring employees receive appropriate accessibility training.

Workplace Accommodation

- Working with employees to identify and implement appropriate workplace accommodations based on individual needs.
- Considering adjustments to workstations, equipment, job duties, schedules, communication methods, or working arrangements where appropriate.
- Providing accessible formats and communication support for workplace information upon request.

Emergency Response

- Developing individualized workplace emergency response information for employees who require assistance during an emergency.

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- Reviewing and updating emergency response arrangements when an employee's needs or circumstances change, subject to the employee's consent.

Performance Management and Career Development

- Considering accessibility needs when conducting performance reviews, providing feedback, delivering training, supporting career development, or redeploying employees.
- Ensuring employees with disabilities have equal opportunities to participate in training, advancement, and workplace development opportunities.

Return to Work

- Maintaining a return-to-work process for employees who have been absent due to disability-related circumstances and require accommodation.
- Working with employees to identify appropriate accommodations and support a successful return to work.

Routes Transport Group recognizes the importance of maintaining the confidentiality of employee accommodation information and will limit access to individuals who require the information for legitimate business purposes.

8. BUILT ENVIRONMENT / DESIGN OF PUBLIC SPACES

Routes Transport Group is committed to identifying and addressing physical barriers within its office and warehouse facilities to support accessibility for employees, customers, carriers, vendors, and visitors.

Routes will consider accessibility when making changes to its facilities, workspaces, and shared areas to help ensure individuals with disabilities can safely and independently access the premises and available services.

Areas of focus include:

- Maintaining clear and unobstructed access to building entrances, hallways, walkways, and common areas.

- Considering accessible parking and pathways to building entrances where applicable.
- Considering accessibility when renovating, modifying, or upgrading office and warehouse facilities.
- Providing reasonable workplace adjustments, including accessible workstations and equipment, where required.
- Considering accessibility in meeting rooms, reception areas, washrooms, and other shared spaces.
- Reviewing physical barriers as they are identified and taking reasonable steps to address accessibility concerns.
- Ensuring appropriate emergency response and evacuation arrangements are considered for individuals with disabilities.

Routes will continue to assess opportunities to improve accessibility throughout its facilities and address individual accommodation needs as they arise.

9. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Routes Transport Group recognizes the importance of considering accessibility when acquiring goods, services, equipment, technology, and facilities.

Although the AODA's specific procurement requirements apply to public-sector organizations rather than ordinary private-sector businesses such as Routes, the company will consider accessibility as part of its purchasing and operational decisions where reasonably practical.

Areas of consideration include:

- Considering ergonomic and accessible office equipment and workstations.
- Evaluating accessibility features when purchasing or implementing new software, technology, and communication systems.
- Considering accessibility when renovating or modifying office facilities.
- Reviewing accessibility considerations when engaging third-party service providers.
- Considering the accessibility needs of employees and customers when selecting products, equipment, and services.

Routes will continue to consider opportunities to improve accessibility through its purchasing and operational decisions.

10. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Routes Transport Group is committed to identifying, preventing, and removing barriers that may affect individuals with disabilities when accessing our services.

Routes will consider accessibility in the development and delivery of its customer-facing services, communication methods, and business processes.

Areas of focus include:

- Providing accessible formats and communication supports upon request.
- Considering accessibility when developing or updating online services, customer portals, forms, and website content.
- Accommodating individuals who require alternative communication methods or assistance when accessing our services.
- Ensuring employees understand their responsibilities when interacting with individuals with disabilities.
- Reviewing service delivery practices and addressing accessibility barriers as they are identified.

Routes will continue to assess opportunities to improve accessibility and make reasonable adjustments to its service delivery practices as required.

11. TRANSPORTATION

Routes Transport Group operates within the transportation and logistics industry, coordinating freight movement and working with a network of third-party carriers and service providers.

Although Routes does not provide public passenger transportation services, the company recognizes the importance of accessibility in its transportation-related business operations.

Routes will continue to consider accessibility needs when reviewing its service delivery practices, communicating with customers and business partners, and addressing barriers that may affect individuals with disabilities when accessing its services.

The company will consider reasonable accommodations and alternative communication methods where accessibility needs arise in connection with its transportation and logistics services.

12. CONSULTATION

Routes Transport Group recognizes the importance of consulting with individuals with disabilities to better understand accessibility barriers and identify opportunities for improvement.

The company will consider feedback from employees, customers, carriers, vendors, and other individuals who interact with Routes when reviewing its accessibility practices and identifying potential barriers.

Consultation and feedback may take place through:

- Employee feedback and discussions regarding workplace accessibility and accommodation needs.
- Feedback received through the Human Resources Department and designated accessibility contact.
- Customer and business partner feedback regarding accessibility barriers encountered when accessing Routes' services.
- Review of existing policies, procedures, and practices to identify potential accessibility improvements.
- Consultation with individuals with disabilities, where appropriate, when developing or reviewing accessibility initiatives.

Feedback received will be considered when identifying barriers, reviewing existing practices, and determining appropriate improvements.

Routes Transport Group recognizes that accessibility needs may vary from person to person and is committed to considering individual circumstances when addressing accessibility concerns.

13. CONCLUSION

Routes Transport Group is committed to creating and maintaining an accessible and inclusive environment for employees, customers, carriers, vendors, and all individuals who interact with our organization.

We recognize that identifying, preventing, and removing accessibility barriers is an ongoing process that requires awareness, commitment, and continuous improvement.

Through the implementation and review of this Accessibility Plan, Routes will continue to assess its policies, procedures, facilities, technology, and business practices to identify opportunities to improve accessibility and address barriers as they arise.

We remain committed to providing equal opportunities, respecting individual needs, and ensuring that accessibility is considered throughout our business operations.

Accessibility is a shared responsibility, and Routes Transport Group encourages employees and stakeholders to provide feedback and contribute to our ongoing efforts to create a more accessible and inclusive environment.

This plan will be reviewed and updated as required to reflect changes in accessibility requirements, business practices, and opportunities for improvement.

For additional information or to provide accessibility feedback, please contact:
Human Resources
Routes Transport Group
hr@routestransport.com
accessibility@routestransport.com