



Canadian Accessibility Plan

General Inquiries

Contact: Human Resources

Phone: (514) 367-0000 ext. 720

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Director of Human Resources: Claude Gizelo (President)

Director of Compliance: Richard Daigneault

The Accessible Canada Act (ACA) requires federally regulated businesses to prepare and publish their accessibility plans. This plan was prepared for 2701545 Canada Inc. and its applicable subsidiaries (Prince Logistics Services and Princess Van Line & Administration Inc.) with the goal of reviewing and updating it annually.

Employment

We plan to establish a central point of contact for all accessibility-related questions and requests.

We plan to include a statement in our employment policy stating that accommodations for employees with disabilities are available throughout the hiring process.

We plan to encourage more employees with disabilities to inform management of any accommodations that can be made to improve our workplace.

We plan to provide awareness training to all managers, supervisors, and employees on the accessibility barriers faced by people with disabilities.

We plan to update our internal web content to include information on accessibility and support for employees with disabilities.

The Building Environment

We plan to review and assess barriers that may hinder current employees with disabilities and employees with disabilities we may hire in the future.

These barriers may include:

- Hallways and doorways may not be wide enough to accommodate wheelchair users.

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- Elevator doors may not allow sufficient time for individuals with mobility impairments to enter and exit.
- There may not be enough automatic or push-button doors in our main pathways.
- Door handles may not be easily turned by an individual with limited mobility or strength.
- A fire safety policy and plan may not be in place for the evacuation of individuals with disabilities.
- Exit instructions may not be printed in large print or posted in an accessible and visible location.
- Accessible parking spaces may not be clearly marked with the International Symbol of Accessibility.
- Fire alarms may not have visual and audible signals.
- Restrooms may not have accessible entrances and features, such as motion-sensing sinks and soap dispensers.
- Restrooms are not wheelchair accessible.

Information and Communications Technology

We plan to ensure that our information and communications technology is accessible. We will ask our IT department to review and verify the following:

- Are we using headings correctly to organize our content structure?
- Are we giving our links unique and descriptive names?
- Are we designing our forms for accessibility?
- Are we ensuring that all content is logically keyboard-only?
- Are we using fonts that screen readers, and other assistive devices can read correctly?
- Where possible, are we limiting the use of images, tables, or other visual representations of information?
- Do we ensure that images, tables, or other visual representations of information include alternative text (alt text) or captions explaining their content and meaning?

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- Do we ensure strong colour contrast between text and background on your web pages and electronic documents, such as black text on a white background?
- Do we test, evaluate, and comply with digital content accessibility standards?
- Do we conduct user testing with people with disabilities?

Communications, other than Information and Communications Technology

We plan to ensure that our information and communications, other than Information and Communications Technology, are accessible.

We will review and verify the following:

- Should we require all employee communications, documents, information materials, and presentations to be written in plain language? Do we ensure that all documents or presentations containing images or graphics have alternative text to describe them?
- Do we develop examples of good practice in plain language communication?
- Do we avoid preparing documents that use low-contrast colours?

Procurement of Goods, Services, and Facilities

We develop requirements to ensure that accessibility considerations are included from the outset in all procurement processes.

Customer Service

We communicate with people with disabilities in ways that consider their disability.

We will provide training to staff who communicate with customers on how to interact and communicate with people with various types of disabilities. We offer communication with customers in person, by email, in writing, or in any other alternative format requested by the customer.

We ensure that customers can use their personal assistive devices while on our premises.



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Transportation

Our fleet does not currently have any accessibility-related modifications. In cases where an employee requires accessibility features to drive a fleet vehicle, appropriate accommodations will be made.

Consultations

As part of preparing this accessibility plan, we will be reaching out to people with and without disabilities within our company to gather their feedback, as well as to external organizations in several ways.

Company-wide communication via email requesting feedback to help identify, remove, and prevent barriers within 2701545 Canada Inc. (Prince Logistic Services and Princess Van Lines & Administrations Inc.) will be used to help us become barrier-free. Collaborate with external organizations that support people with disabilities to understand and seek recommendations to improve accessibility within the company's organization as needed.

Feedback

We accept comments by mail, phone, or email.

Position of the person receiving feedback (same as the general inquiries section above).

Comments will be acknowledged in the same way they are sent to us.

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Update schedule and progress tracking

Employment

Action	Steps	Responsibility	Expected deadline
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Review of existing company procedures	As part of our annual review of our procedures, we will look at them through the prism of the Accessible Canada Act (ACA).	Compliance Director	June 2026
Identify obstacles	Review hiring policies and procedures.	Compliance Director	June 2026
Identify mitigation strategies	Review and amend employment policies and procedures through the lens of the LCA.	Compliance Director	June 2026
Train HR staff on accessibility	Research and schedule training for HR regarding accessibility and/or LCA.	Compliance Director	October 2025 June 2026

Plan

Action	Steps	Responsibility	Expected deadline
As part of preparing this accessibility plan, we will be contacting people with disabilities and others within our company to gather feedback.	Contact our employees by letter and email with a survey. Take stock of our employees' comments, analyze them through the prism of the Canadian Accessibility Act. The comments and needs expressed.	Compliance Director	June 2026
Research and examine automatic door opening systems.	Draw up an inventory of buildings lacking this functionality and study the possibility of adding it.	President	June 2026

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Office Configurations	For employees with limited mobility (e.g. difficulty climbing stairs), consider providing ground-floor offices or allowing them to work from home.	President	June 2026
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Information and Communication Technologies

Action	Steps	Responsibility	Due
Ensure that purchased applications are accessible and usable.	Leveraging accessibility and usability standards for development activities.	Director of Information Technology	June 2026
Provide users with assistive technologies based on their needs.	When a need for assistive technology is identified (e.g., text-to-speech, dictation, captioning, ASL interpreter), research should be conducted and steps taken to procure the necessary technology.	Director of Information Technology	June 2026
Review company websites to ensure they comply with the global accessibility standard.	Conduct an audit of the current website to determine its current level of accessibility and implement accessibility considerations during the design and development phases of our new website.	Director of Information Technology	June 2026

Acquisition of goods, services and facilities

Action	Steps	Responsibility	Due
We are developing requirements so that accessibility considerations are included from the outset in all	Current	President	June 2026

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procurement processes.			
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