

ACCESSIBILITY PLAN 2026-2029

GENERAL INFORMATION

1. Commitment

Groupe Guilbault Ltd is committed to continuing to build a culture of inclusion and accessibility. Not only is this part of our corporate culture, but ensuring access for everyone is essential to our continued growth and competitiveness as an employer in the trucking industry. We will contribute to a barrier-free Canada for all by maintaining an accessibility framework that ensures employees and the public we serve have the best possible experience with our services, products, and facilities.

We recognize that creating a barrier-free environment takes time, and we are committed to identifying, removing, and preventing barriers on an ongoing basis. Groupe Guilbault Ltd will build on the efforts already made since the development of our initial accessibility plan, as required under the Accessible Canada Act. The 2026–2029 Accessibility Plan will guide our organization in achieving our accessibility commitments and fostering a culture of trust regarding accessibility.

To achieve this, it is important to recognize and understand the different accessibility needs. This plan was developed based on feedback gathered from members of our staff, as well as consultations with external resources and organizations specializing in accessibility and inclusion. Although few employees identified themselves as living with a disability or as members of a designated group, Groupe Guilbault Ltd remains committed to maintaining an accessible, respectful, and inclusive work environment for everyone.

At Groupe Guilbault Ltd, we are committed to ensuring that our organization and the services we provide are accessible to everyone, including persons with disabilities. All Canadians must be able to benefit from our services equitably, and our employees must be able to carry out their work in a barrier-free environment.

1.1 About Groupe Guilbault

In 1929, Paul Guilbault, a young visionary from Grondines, founded the company at just 22 years old. With his first Rugby truck, Paul transported milk from local farmers



from Portneuf to Québec City and carried various goods to Saint-Casimir and Grondines on the return trip. Guilbault Transport has since evolved into a specialist in road freight transportation, managing over 600,000 shipments annually and traveling 40 million kilometers each year throughout the province of Québec. The company is proud of its delivery success rate of over 98%. At Guilbault, customer goods mobility is at the heart of the mission, and the company strives to build lasting partnerships to improve supply chains and business performance.

1.2 Feedback

We welcome your feedback regarding our plan and accessibility within the Company. You may submit your feedback using the following contact information:

- Position title: Vice President of Human Resources
- Email address: fthivierge@groupeguilbault.com
- Telephone: 418-681-5272 ext. 2295
- Mailing address: 8000 Armand-Viau Street, Suite 300, Québec, QC G2C 2E2

1.3 Progress Reports

In accordance with the Accessible Canada Act, our organization is committed to publishing an annual progress report assessing our accessibility achievements. In addition, we will review and update our accessibility plan every three years. These progress reports and updates to our plan will be developed in consultation with persons with disabilities.

1.4 Definitions

Accessibility:

Refers to the intentional and thoughtful consideration of persons with disabilities when products, services, and facilities are designed or modified, so they can be used and enjoyed by people of all abilities.

Barrier:

The Accessible Canada Act defines a barrier as: “Anything — including anything physical, architectural, informational, communicational, attitudinal, technological, or resulting from a policy or practice — that hinders the full and equal participation in

society of persons with physical, intellectual, cognitive, mental, or sensory impairments, learning or communication disabilities, or functional limitations.”

Disability:

The Accessible Canada Act defines disability as: “Any impairment, including physical, intellectual, cognitive, mental, or sensory impairments, learning or communication disabilities, or functional limitations, whether permanent, temporary, or episodic in nature, evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

2. Employment

At Groupe Guilbault, accessibility must be ensured at every stage of employment within the company. We encourage individuals from underrepresented designated groups to apply for our various positions.

We recognize the importance of increasing the self-identification rate of active employees living with disabilities. Since our first accessibility plan, we have updated the self-identification form and promoted it to new employees during onboarding.

We also aim to improve our recruitment practices to encourage the hiring of persons with disabilities. To this end, we have added wording to all job postings encouraging individuals from designated groups to apply. We have also raised awareness among recruitment staff regarding unconscious biases that may influence the selection process.

Actions to be taken:

- Enhance the self-identification process by implementing an annual voluntary campaign that clearly communicates the confidentiality of collected information and the usefulness of the initiative.
- Establish performance indicators to monitor our progress in employment accessibility, particularly regarding self-identification rates and annual trends.
- Review interview guides to ensure questions are inclusive, appropriate, and free from bias.

3. Built Environment

We operate several facilities throughout the province of Québec, including terminals, warehouses, and office buildings. We maintain and repair facilities as needed, and all construction and renovation work for new terminals complies with building code requirements. We have recently built new terminals in Chicoutimi and Rimouski and

are currently constructing one in Gatineau. The person responsible for accessibility was consulted and involved in these projects to ensure the new buildings are compliant and accessible.

Actions to be taken:

- Complete an assessment of all our business locations to identify accessibility barriers.
- Review and update emergency evacuation plans to ensure they integrate accessibility considerations. Updated procedures will include instructions for persons with disabilities in emergency situations.
- Standardize signage across all sites using universal pictograms.

4. Information and Communication Technologies (ICT)

We are a large company using a variety of technologies and systems. Some are standard off-the-shelf products, while others have been customized or developed internally. We have a strong technology team that allows us to stay current with changes and continuously improve. We ensure that our website complies with Government of Canada web accessibility standards, both in content and presentation.

Actions to be taken:

- Continue ensuring that all new systems we develop or acquire meet accessibility standards.
- Stay informed about new communication technologies and consider them when developing or acquiring software.
- Promote accessibility features available in technologies used during in-person and hybrid meetings.
- Ensure the company website continues to meet accessibility requirements.

5. Communications Other Than ICT

The communications field recognizes that each person gives, receives, and understands information differently. Organizations must consider these differences and provide communications in accessible formats for those who need them.

Actions to be taken:

- Develop an internal accessible communications guide.

- Standardize accessible formats such as large print and accessible PDFs, and establish standard response times for distributing adapted formats.

6. Procurement of Goods, Services, and Facilities

We continuously adapt our practices to make our services as inclusive as possible for persons with disabilities. Accessibility considerations must therefore be integrated into all decisions and operations. We take accessibility into account from the beginning of all procurement processes to reduce potential barriers.

Action to be taken:

- Integrate accessibility considerations into purchases such as office furniture.

7. Design and Delivery of Programs and Services

Groupe Guilbault's services mainly involve freight transportation. Our clients are primarily businesses. Persons with disabilities working for our clients may interact with us through our website or directly with customer service or sales staff. We have never received complaints regarding the accessibility of our programs and services.

Action to be taken:

- Continue ensuring accessibility is considered in the creation of programs and services.
- Evaluate whether our communication channels are adequate, diverse, and accessible to all individuals who may need to contact our organization.
- Annually review the internal accessibility policy to ensure it remains compliant and responsive to needs.

8. Transportation

Groupe Guilbault transports goods, not people. The Accessible Canada Act applies to passenger transportation; therefore, our actions do not apply to this sector.

9. Consultation

To continue fulfilling Groupe Guilbault's commitment to providing an accessible and inclusive work environment for all, we developed our accessibility plan while considering employee comments and feedback.

As part of this process, we gathered observations and recommendations from team members and external organizations through various means.

Although few employees identified themselves as members of a designated group, we remain committed to maintaining open and respectful dialogue with all staff to better understand accessibility needs and identify improvements to our practices and work environment.

We also consult external organizations supporting persons with disabilities to better understand accessibility needs and obtain recommendations on improving accessibility in buildings, truck yards, programs, and company services. Organizations consulted include:

- Alliance for Equality of Blind Canadians
- Canadian Association of the Deaf
- Health Canada – Persons with Disabilities Network

FEEDBACK PROCEDURE

Groupe Guilbault encourages you to share your observations regarding accessibility barriers encountered during your interactions with the company or concerning the implementation of its accessibility plan.

The Accessible Canada Act defines a barrier as: “Anything — including anything physical, architectural, informational, communicational, attitudinal, technological, or resulting from a policy or practice — that hinders the full and equal participation in society of persons with disabilities.”

Person responsible for the feedback process

We welcome your feedback on our plan and accessibility within the company. You can submit your commentaries to:

- Francis Thivierge, vice-president Human Resources
Email address: fthivierge@groupeguilbault.com;
Phone: 418 681-5272, extension 2295;
Postal address: 8000 Armand-Viau St., suite 300, Quebec (QC) G2C 2E2

How to submit your feedback?

You have several ways to provide your comments to Groupe Guilbault, including by mail, phone, email, survey, on social networks, via our official complaints procedure or by going to one of our terminals.

Postal address: 8000 Armand-Viau St., suite 300, Quebec (QC) G2C 2E2

Phone: 1 888-880-3801, extension 2295

Email: rh@groupeguilbault.com

Facebook:

Write us a private message

<https://www.facebook.com/transport.guilbault>

Instagram :

Write us a private message

https://www.instagram.com/transport_guilbault/

LinkedIn:

<https://www.linkedin.com/company/2943776/admin/feed/posts/>

Write us a private message

Feedback-handling procedure

Your feedback will be considered to continuously improve our accessibility efforts. It may be addressed immediately or incorporated into the development of future accessibility plans. Details regarding the feedback we receive and how it is considered will be included in our progress reports published between accessibility plan versions.

Individuals sharing observations may provide personal information and contact details, but this is not mandatory. If you prefer to submit observations anonymously, the online form is the best method. This way, we will not see your contact information, such as your phone number or email address.

References

- EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA. Summary of the Accessible Canada Act. <https://www.canada.ca/en/employment-socialdevelopment/programs/accessible-canada/act-summary.html>;
- EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA. Guidance on accessibility plans. <https://www.canada.ca/en/employment-socialdevelopment/programs/accessible-canada-regulationsguidance/accessibility-plans.html>;
- EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA. Guidance on the Accessible Canada Regulations: Sample Accessibility Plan Template. https://www.canada.ca/content/dam/esdcedsc/documents/programs/accessible-canada/accessible-canadaregulations-guidance/GuidanceOnACR-Template_ENG.pdf;
- TRUCKING HR CANADA. Liste de vérification – s’assurer de sa conformité en tant qu’employeur. April 2023. <https://truckinghr.com/wpcontent/uploads/2023/06/AODARegChecklistF.4-1.pdf>.