

The Accessible Canada Act

New Way Trucking Ltd.'s Accessibility Plan



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General

Executive Summary:

With a national network of terminals, New Way Trucking Ltd. is one of Canada's large and trusted carriers. New Way Trucking Ltd. promotes a culture of diversity and inclusion that provides the highest quality of service and enables full participation of its employees, clients and stakeholders in the delivery of its activities and its mandate. The purpose of the Accessibility Plan under the Accessible Canada Act is to benefit all persons, especially persons with disabilities by the identification and removal of barriers, and the prevention of new barriers, in the identified priority areas.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal, and prevention of barriers. New Way Trucking Ltd. will build on our current efforts through the development of our Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility needs and commitments and in building an accessibility-confident culture in the years to come.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with employees who identify as having a disability via employee surveys, round table discussions and 1-1 interviews. In addition, external organizations that serve people with disabilities were consulted in the development of this plan.

New Way Trucking Ltd. is committed to meeting the accessibility needs of people with disabilities as per the Accessible Canada Act that requires us to take the following steps:

1. Prepare and Publish our Accessibility Plan by June 1, 2026. The Accessibility Plan will focus on identifying, removing and preventing any barriers in the priority areas of employment, the built environment, information and communication technologies (ICT), communication, the procurement of goods, services and facilities, the design and delivery of programs and services and transportation. Accessibility Plans are to be updated and/or reviewed every three (3) years or as specified in regulation.
2. Set up a Feedback Process. New Way Trucking Ltd. will implement a way to receive and deal with feedback about their accessibility and any potential barriers people may face in the organization.
3. Prepare and Publish Progress Reports: In 2027 and onwards, New Way Trucking Ltd. will make regular progress reports that detail the actions the organizations need to take to implement their accessibility plans. The reports will focus on any feedback received and how the organization took the feedback into consideration. If applicable, New Way Trucking Ltd. will consult people with disabilities when preparing reports.

Your Input and Feedback Mechanism

New Way Trucking Ltd. welcomes feedback on our Accessibility Plan from our employees, the public and our customers. This feedback is valuable to us as it helps us to identify any barriers towards accessibility and build towards our commitment to diversity, equity and inclusion.

Our Human Resources Department is designated to receive accessibility feedback and will coordinate with internal subject matter experts that are responsible for each of the priority areas to meet new obligations described under the Accessible Canada Act as required.

Please reach out to Human Resources at one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback, please let us know and we will do our best to accommodate your needs.

Contact Name: Allister Mann

Email: employeefeedback@newwaytrucking.com

Telephone Number: (403) 590-4393

Mailing Address: Accessibility Feedback – Human Resources, New Way Trucking Ltd. 7725 48 ST SE,
CALGARY AB T2C 2V3

Acknowledgment of receipt will be provided to the employee in the same manner that the feedback was received. Feedback may be provided anonymously, in which case acknowledgment of receipt will not be issued. This plan will be updated given any new developments that come into place and/or any feedback that is taken into consideration. If you have an inquiry or feedback, please use one of the contact methods above. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs

Accessibility Statement:

New Way Trucking Ltd. is committed to adhering to the objectives and requirements outlined in the Accessible Canada Act (ACA). We are determined in meeting the accessibility needs of persons with disabilities in a timely manner, through the implementation of the requirements of the ACA and its applicable regulations. If you require accommodation under the ACA at any point in the application process or in your employment duration, please let your local Human Resources Representative know.

Reporting On Our Plan

As required by the Accessible Canada Act, New Way Trucking Ltd. will submit a status report every year that highlights our progress towards our commitments. We will review and update our Accessibility Plan every three (3) years. Progress Reports and any updates to our Accessibility Plan will be updated based on any appropriate feedback received or with any consultation with persons with disabilities. Addressing Sections Identified in the Accessible Canada Act

Employment:

The employment section ensures that accommodations are available to candidates and employees upon request and accessibility is embedded into the company’s policies, processes and practices. New Way Trucking Ltd. has created a culture of accessibility where respect and inclusion is integrated in all aspects of the workplace and all employees are empowered to achieve their full potential. We will continue to implement accessible practices to eliminate and prevent barriers to the recruitment, retention and promotion of persons with disabilities:

Barriers	Steps/Actions	Responsibility	Timeline
Gather and review workforce data to gain insight into persons with disabilities	If required, create and conduct a self-identification survey for all employees	HR	Dec 15 – Jan 15 2026
Improve awareness opportunities for candidates to request reasonable accommodations during the recruitment process.	Educate candidates and employees about the availability of accommodations for applicants with disabilities in recruitment and selection processes	HR	Jan 2026 - ongoing
Promote mechanisms for employees with disabilities to share experiences and/or raise their concern	Post ACA plan at Head Office and promote feedback mechanism via Truck Right	HR	Jan 2026 – ongoing
Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities.	Enhance the careers section of our website to increase visibility to Canadians with disabilities of the various jobs available in the trucking sector, highlighting our commitment to their inclusion in our workforce. <ul style="list-style-type: none"> Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process. 	HR	Jan2026 - Ongoing

The Built Environment:

The built environment section ensures that workspaces and the work environment are accessible for all employees. New Way Trucking Ltd. will establish a safe environment that is free of physical barriers, to improve the working conditions for all and any employees of various abilities.

Barriers	Steps/Actions	Responsibility	Timeline
Evacuation Plans	Document and review evacuation plans with employees with disabilities	Safety	ongoing
Investigation of H&S issues/incidents	Ensure that an accessibility lens is integrated in the investigation of any identified H&S incidents and/or workplace issues	Safety	ongoing
Spaces within the office, maintenance shop and truck yard may limit the mobility of employees and visitors with disabilities	<ul style="list-style-type: none"> *Conduct built environment audit to assess all physical barriers that may be present and require correction. *Identify mobility barriers in all building locations that can only be accessed by stairs and develop plan to correct or find alternate space in building that can accommodate a permanent or temporary restriction. *Add illumination signage in less lit areas to support those with visual impairments to identify important safety signage. *Ownership will provision a budget for modifications required to address accessibility deficiencies. 	Safety / HR	November 2026

Information and Communication Technologies (ICT):

The information and communication technologies section refers to the various technological tools that are used to send, store, create, share and/or exchange information. New Way Trucking Ltd. has provided the accessible technology to ensure that all employees have access to the tools and platform that are required to perform their work. We will work to continue ensuring that we have met all web accessibility requirements for those with disabilities:

Barriers	Steps/Actions	Responsibility	Timeline
New technologies/platforms	Acquire any new technologies and platforms with accessibility in mind	IT	Jan 2026 - ongoing
Technology review	Review all technology used in common conference, learning and meeting spaces to ensure it meets a high level of accessibility and respects all legal and policy requirements	IT	Jan 2026 - ongoing

Participation in Collaboration Platforms	Participate in groups through the Government of Canada’s collaboration platforms to identify best practices and shared lessons learned on complying with ICT’s accessibility requirements	IT	Feb – May 2026
Training	Train IT department on accessibility knowledge and learning how to adapt services/interactions with persons with disabilities.	IT	Feb – Mar 2026

Communication, other than ICT:

The communications section ensures that organizations provide barrier free access for the public, clients and employees for all of the communications that the Company produces. New Way Trucking Ltd. has provided its communication in various formats for people who require them. Some examples of communication products include signs, forms, bills and receipts that are not technologically based. New Way Trucking Ltd. will work to ensure the accessibility of key documents, internally and externally, for those who request them in an alternative format

Barriers	Steps/Actions	Responsibility	Timeline
Ensure that alternative formats for all documents and communications are accessible for all employees if requested/needed	Establish a consistent process to ensure that alternate formats are being met for accessibility (print, large print, audio captioned format and an electronic format that aligned with adaptive technology)	HR	May 2026

The Procurement of Goods, Services and Facilities:

The Procurement of Goods, Services and Facilities section ensures that accessibility is considered at the beginning of the buying process at all levels in the organization.

Barriers	Steps/Actions	Responsibility	Timeline
Review of procurement procedures and practices	Establish an Accessibility Checklist and integrate it into our procurement expectations, and each of the goods and services that we purchase.	Maintenance/Operations	Jan – Mar 2026

The Design and Delivery of Programs and Services:

The Design and Delivery section ensures that the Company's internal and external programs and services include accessibility considerations from the very start.

Barriers	Steps/Actions	Responsibility	Timeline
Review of existing programs, processes and services	Review any feedback on the programs, processes, policies and services in place.	HR	Apr – May 2026
Accessibility Checklist	Implement an Accessibility Checklist to ensure accessibility considerations remain intact when introducing new programs, policies and services.	HR	Mar - May 2026
Required Training	Provide training to the HR team on the Accessible Canada Act and Accessible Canada Regulations	HR	Feb – Apr 2026

Transportation:

Given that this section refers to the transportation of people and not goods and services, New Way Trucking Ltd. does not coordinate a transportation system as defined in the Accessible Canada Act. This indicates that the standards for transportation are not in the scope of this plan.

Methodology Consultations:

New Way Trucking Ltd.'s Accessibility plan aims to provide guidelines on how we have and will continue to eliminate any barriers and adapt to the changing demographics of our workforce. We have consulted with our employees, including those with disabilities and any working groups that have been developed as part of this Accessibility Plan. We have gather feedback and input through employee surveys, roundtable discussions and 1:1 meetings with employees with disabilities, to provide the opportunity to share any ideas and or feedback. Additionally, we will remain open on improving accessibility to the Company's building space, yards, and implementing our programs, policies and services.

Appendix:

Definitions

Accessibility

“The degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making things more usable and practical for everyone, including older people and families with small children.”

Barrier:

The Accessible Canada Act defines a barrier as “anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is a result of a policy or 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:

The Accessible Canada Act defines a disability as “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, in interaction with a barrier, hinders a person’s full and equal participation in society.