

Ryder Canada's Accessibility Multi-Year Plan and Policy

This 2026 – 2029 Accessibility Plan and Policy outlines the actions that Ryder Canada will implement to improve opportunities for persons with disabilities.

Statement of Commitment to Creating and Maintaining Accessibility and an Accessible Environment

Ryder Canada is committed to providing an accessible environment in which all individuals have equal access to Ryder's services and programs in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering an inclusive environment that is considerate and accommodating for all individuals, including people with disabilities. We will continue to prevent barriers by designing inclusive and supportive positive attitudes and preventing attitudes which devalue and limit the potential of persons with disabilities.

Ryder Canada supports the goals of the *Canada Accessibility Act* and will establish policies, practices and procedures which are consistent with the accessibility standards established under the Act, which includes, the built environment, information and communication technologies, procurement, design and delivery of programs and transportation.

In working towards its goals under this Statement, Ryder Canada is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to make full use of the services provided.

Definitions

Disability

In accordance with Human Rights legislation, a disability is defined as follows:

1. Any degree of physical disability, infirmity, malformation or disfiguration caused by bodily injury, birth defect or illness and includes but is not limited to:
 - Diabetes mellitus;
 - Epilepsy;
 - A brain injury;
 - Any degree of paralysis;
 - Amputation;
 - Lack of physical coordination;
 - Blindness or visual impediment;
 - Deafness or hearing impediment;
 - Muteness or speech impediment; or

- Physical reliance of a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- 2. A condition of mental impairment or a developmental disability;
- 3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- 4. A mental disorder.

Barrier

A barrier is anything that prevents a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers (e.g. a step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength)
- Architectural barriers (e.g. A hallway or door that is too narrow for a wheelchair or scooter)
- Information or communication barriers (e.g. a publication that is not available in large print)
- Attitudinal barriers (e.g. assuming people with a disability cannot perform a certain task when in fact they can or ignoring a customer in a wheelchair)
- Technological barriers (e.g. a website that is not accessible for people who require the use of screen readers)
- Barriers created by policies or practices (e.g. Not allowing animals on the premises, excluding or removing individuals who require the use of service animals)

Description

Ryder Canada is committed to reducing/eliminating barriers in its environment for staff, clients and customers with disabilities as well as providing services to these individuals in accordance with the requirements of all Human Rights legislation and other provincial legislation such as AODA. As legislation changes and develops, Ryder Canada will review, and change as necessary, its policies, practices and procedures to reflect any changes made in legislation.

To achieve this goal, Ryder Canada will endeavor to take the following steps:

1. Identification of Barriers
2. Removal of Identified Barriers
3. Prevention of Barriers
4. Increase Awareness of Accessibility Initiatives at all levels of the organization
5. Promotion of compliance policies and procedures with respect to accessibility to both staff and clients

Associated Policies

Customer Service Policy

Purpose

Ryder Canada's Accessibility Policy and Statement of Commitment to providing accessible customer service gives guidance to the delivery of services to people with disabilities, in compliance with requirements of federal legislation. This applies to all Ryder Canada's staff, volunteers, third party contractors who deal with the public on behalf of Ryder.

The Senior Management of Ryder Canada is committed to, and will work to improve access and opportunity for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of the services. They will foster an inclusive and accessible business environment for people of all needs and abilities. Should there be any unexpected accommodations that need to be made to allow an individual access to our environment; Ryder will make the necessary provisions to allow access.

Policy

Customer Service Philosophy

Ryder Canada's goal is to deliver exceptional customer service that meets and exceeds customer expectations. We endeavour to service our customers in a manner that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all customers, including those living with disabilities, the same opportunity to access our services.

Guiding Principles

The following guiding principles clarify expected attitudes and behaviours in daily work life with customers and each other:

- **Respect:** Each of us will demonstrate honesty, integrity and belief in people.
- **Ownership:** Each of us is accountable for creating an environment that contributes to the success of our customers and each other.
- **Collaboration:** Each of us has an important role in working together for a common purpose.
- **Continuous Improvement:** Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

Providing Goods and Services to People with Disabilities

Ryder Canada is committed to excellence in serving all customers including persons with disabilities by removing barriers to their full participation that might arise in the course of doing business as follows:

- **Communication:** We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- **Telephone Services:** We are committed to providing fully accessible telephone interface to our clients and potential clients. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly if required by the customer. We will offer to communicate with customers using email if telephone communication is not suitable to their communication needs or is not available.
- **Assistive Devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services and as such, clients are free to use their personal assistive devices in any location. Ryder offers other measures that may assist our clients while on site and we will ensure that our staff is familiar with the various assistive devices that may be used by clients including: wheelchair ramps and automatic doors. Assistive devices for access to specific services shall be kept in good working order and the public shall be informed of their availability.
- **Documentation:** All published documents can be available in hard copy, large print and email if requested.

Service Animals

Ryder Canada's staff, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing our services and facilities.

A guide dog is defined in Section One of the *Blind Persons' Rights Act*. To be considered a service animal under this Customer Service Policy, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

Support Persons

Where a person with a disability is accompanied by a support person, The Ryder staff, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with the access to goods or services. The support person can be a paid support worker, volunteer, a friend or a family member.

Training of Staff

Ryder Canada will provide training to all staff who deal with the public as well as those who are involved in the development of corporate policies, practices and procedures. Training will cover the following:

- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty accessing Ryder services.
- Those involved in policy development will receive additional training about providing services to the public or third parties.

Information and Communications Policy

Ryder Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Ryder Canada will take the following steps to make all new websites and content on those sites conform with WCAG (Web Content Accessibility Guidelines)

- Adherence to standards set out in the WCAG Accessibility Checklist; and
- Ongoing monitoring and testing through the use of automated and manual tools.

Ryder Canada will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

- Feedback processes are fulfilled by email and we will review the navigational experience for those with accessibility needs during 2026-2029.

Ryder Canada will take the following steps to ensure existing all publicly available information is made accessible upon request.

- Content owners will receive instructions on how to make their documents accessible by the deadline and any documents provided to the web team will be reviewed prior to uploading.

Ryder Canada will take the following steps to make all websites and content on those sites conform with WCAG.

Employment Policy

Ryder Canada is committed to fair and accessible employment practices. We will take the following steps to notify the public that, when requested, that Ryder will accommodate people with disabilities during the recruitment and assessment process and when people are hired:

- Include our commitment within job postings, on our Job Opportunities page at www.Ryder.com, when arranging an interview with qualified applicants, as well as in offer letters of employment.

Design of Public Space Policy

Ryder Canada will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, including:

- Sidewalks, ramps, stairs, curb ramps, etc.
- Accessible off street parking
- Service counters and waiting areas