



# Accessibility Plan

## GLS Logistics Systems Canada LTD (Rosenau Transport and AltiMax Courier)

**Effective Date:** November 8, 2024

### **General**

#### **Accessibility Statement**

We know that creating a barrier-free environment takes time and are dedicated to ongoing identification, removal, and prevention of barriers.

GLS Logistics Systems Canada, LTD. (GLS Canada), Rosenau Transport and AltiMax Courier are committed to:

- Identifying and meeting the accessibility needs of persons with disabilities.
- Developing an inclusive, barrier-free environment that is guided by the principles of the ACA. This includes dignity, independence, integration and equal opportunity.

### **Feedback**

GLS Canada, Rosenau Transport and AltiMax Courier are committed to receiving feedback and responding to feedback about accessibility for persons with disabilities in Canada. Feedback regarding the accessibility issues may be directed to our Human Resources Department who may be contacted as follows:

#### **By mail**

Human Resources – Teresa Macklem & Maxine Davis  
GLS Logistics Systems Canada LTD, Rosenau Transport et AltiMax Courier  
10500 Ave Ryan,  
Dorval, Quebec H9P 2T7

#### **By email**

Quebec, Ontario and the Maritimes: [canadaaccessibility@glc-canada.com](mailto:canadaaccessibility@glc-canada.com)  
Western Canada\*: [compliance@rosenau.ca](mailto:compliance@rosenau.ca)

\*Contact:

- **Carl Cave**, Director of Risk and Compliance
- **Kandyce Umbach**, Director of Human Resources (West) and Payroll (Canada)



GLS Canada, Rosenau Transport and AltiMax Courier will continue to ensure that our processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging accessible formats and communications supports upon request.

To request an alternative format for this plan or feedback process, please contact: [canadaaccessibility@glS-canada.com](mailto:canadaaccessibility@glS-canada.com)

## **Definitions**

The following definitions apply throughout this plan:

### **Disability**

Any impairment—whether physical, mental, intellectual, cognitive, learning, communication, or sensory—that, when combined with a barrier, limits a person’s full and equal participation. Disabilities may be permanent, temporary or can evolve.

### **Barrier**

Anything that may hinder the full and equal participation of persons with disabilities. Barriers can be physical, technological, architectural, attitudinal, or related to information and communication, as well as policies or practices that create obstacles.

### **Accessibility**

The design of products, devices, services, environments, technologies, policies, and rules in a manner that ensures accessibility for everyone, including individuals with various disabilities.

## **Areas Described under Section 5 of the ACA**

### **Employment**

GLS Canada, Rosenau Transport and AltiMax Courier’s policies are intended to build an inclusive and accessible work environment that is free from discrimination and harassment. This includes every aspect of employment: recruitment/onboarding, career development, promotion and departure.

#### **Recruitment and Hiring:**

Over the next three years, GLS Canada, Rosenau Transport and AltiMax Courier will review its current recruitment and hiring practices and will:

- Begin developing a strategy for recruiting people with disabilities.
- Review the application and selection processes to ensure reasonable accommodations are available and accessible at every stage of recruitment and hiring.
- Clarify the roles and responsibilities of relevant GLS Canada staff in the recruitment and hiring of individuals with disabilities.



- Assess the language used in job postings and application procedures to ensure readability, inclusivity and representativity of individuals with disabilities.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.
- Interview Accommodation – review our current practices to provide accommodations for interviews. Include a statement on job postings indicating our company’s willingness to accommodate.
- We will review our return-to-work policy for people on leave, including long-term disability.
- Education management on the return-to-work policy for people with disabilities to improve their understanding of what their roles and responsibilities are in the process and how to navigate that process.

## **Built Environment**

GLS Canada, Rosenau Transport, and AltiMax Courier collectively operate 54 buildings across Canada. These facilities include parcel sorting and cross-dock operations where freight is sorted, staged, and shipped to our customers. In Western Canada, some locations also feature flat deck yards. Additionally, we maintain office spaces for our administrative and executive teams.

We recognize that certain accessibility barriers are inherent in warehouse environments, such as our package sorting facilities, but we strive to reduce those barriers wherever possible.

In its existing premises, GLS Canada, Rosenau Transport and AltiMax Courier are committed to identifying, removing or remediating, and avoiding barriers to access for persons with disabilities, including working with landlords and property owners/managers.

Without limiting the generality of the foregoing, moving forward, here are some initiatives that we will be taking:

- In 2025, GLS Canada, Rosenau Transport and AltiMax Courier will revise their emergency evacuation plans to include instructions and directions about evacuating people with disabilities from our buildings.
- Over the next 3 years, we will assess all buildings to identify accessibility barriers and improvements that will need to be made. We will make small changes to these facilities as they are discovered, and we will create a plan to address larger and more costly renovations.

## **Information and Communication Technologies (ICT)**

GLS Canada, Rosenau Transport and AltiMax Courier maintain public websites where employees and customers can learn more about us, learn how to ship and track a package. Over the next three years, we will work with our IT team to update our websites to improve accessibility in our information communication technologies where feasible.

Upon request, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, including employees, in a timely manner that takes into account each person’s accessibility needs due to disability and (if applicable) at



a cost that is no more than the regular cost charged to other persons. We will consult with the person making the request for an accessible format or communication support when determining its suitability.

## **Communications (other than ITC)**

At GLS Canada, Rosenau Transport and AltiMax Courier, we communicate in many ways, including through our social media channels, through the phone (our customer care centre), in person when customers come to pick up or send out parcels or when our drivers interact with customers at their doors.

We will ensure that our communications are accessible to a wide range of people. In 2025, we will create and adopt a standard for social media posts. This standard will include various accessibility features that we want to maintain when posting on social media (including alt text for pictures and use of captions for videos).

## **The Procurement of Goods, Services, and Facilities**

At GLS Canada, Rosenau Transport and AltiMax Courier, we procure many different types of goods, services, lease locations and vehicles as well as consumables like fuel (diesel, gas).

To help us improve the accessibility of our procurement process we are making the following commitment:

- In 2025, we will create guidelines for how accessibility should be considered during the procurement process. This guidance will include information about when accessibility should or should not be considered (depending on what is being purchased) and how decisions about accessibility should be made.

## **Transportation**

At GLS Canada, Rosenau Transport and AltiMax Courier, we do not provide any passenger transportation services. This means that standards for transportation are not in the scope of this plan.

## **Consultation**

In line with GLS Canada, Rosenau Transport, and AltiMax Courier's commitment to fostering an inclusive workplace, we will be consulting with our employees. In 2024, we will distribute an accessibility survey to all employees. Based on the results, we will develop action plans that align with our commitment to identify, reduce, and eliminate barriers.