

**PRIMEMAX ENERGY INC.
2026-2028 ACCESSIBILITY PLAN**

GENERAL

Primemax Energy remains committed to fostering a culture of inclusivity and accessibility. This commitment is embedded in our company values and continues to be essential to our growth and competitiveness as an employer in the trucking sector. Building on the foundation established in our 2024–2026 Accessibility Plan, we are proud of the progress made and remain focused on expanding access for all.

We continue to contribute to a barrier-free Canada by strengthening and evolving our accessibility framework. Our goal is to ensure that employees, customers, and the public we serve have an inclusive and accessible experience with our services, products, and facilities.

We recognize that creating a barrier-free environment is an ongoing journey. Over the past planning period, we have taken meaningful steps to identify, remove, and prevent barriers. As we move into 2026–2028, Primemax Energy will build on these efforts by refining and advancing our Accessibility Plan in alignment with the Accessible Canada Act. This updated plan will guide our continued progress and support the development of a confident, inclusive, and accessible workplace.

Understanding and addressing accessibility gaps requires ongoing engagement. This plan continues to be informed by feedback from employees, including those who identify as having a disability, gathered through surveys and consultation. Their insights remain critical in shaping our priorities and actions as we move forward.

This accessibility plan is offered in any of the following formats upon request:

- Print
- Large Print
- Braille
- Audio
- Electronic

Primemax Energy welcomes feedback on our Accessibility Plan from employees, customers, and the public. Your input helps us improve accessibility and remove barriers.

If you have questions or feedback, please contact us using the options below. We will respond as soon as possible. If you need help sharing your feedback, let us know and we will do our best to support you.

Monika Sousa, Director of Human Resources
519-740-8209 ext. 224
accessibility@primemaxenergy.com
[Primemax Energy](#)

Mailing Address:
2558 Cedar Creek Road
Ayr, ON N0B 1E0

DEFINITIONS

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services, and facilities are built or modified so they can be used and enjoyed by all.

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 the result of a policy or a 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, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

ADDRESSING AREAS IDENTIFIED IN THE ACCESSIBLE CANADA ACT

In line with the Accessible Canada Act, we have identified barriers within our organization to accessibility across the seven key areas outlined in Section 5 of the Act. We are committed to removing these barriers and taking proactive steps to create an inclusive and accessible experience for everyone.

1. EMPLOYMENT

Barriers:

We've made progress in building a more inclusive workplace; however, people with disabilities remain underrepresented in our workforce.

We also have opportunities to strengthen awareness of accommodation support, accessibility resources, and inclusive hiring practices.

Actions:

- Review job postings to make sure they are inclusive, clear, and focus on essential requirements only.
- Promote job opportunities through channels that reach people with disabilities.
- Ensure the hiring process is accessible by offering different interview formats and accommodation supports through the hiring process.
- Clearly communicate that accommodations are available during recruitment and employment.
- Train managers on inclusive hiring practices and accessibility awareness.
- Increase awareness of accommodation support and how employees can request them.
- Share information about accessibility resources more regularly across the organization.
- Create a workplace culture where employees feel comfortable discussing accessibility needs.
- Track hiring and representation data, where possible, to identify gaps and measure progress.
- Seek feedback from employees, including those with disabilities, to improve practices.

2. Built Environment

Barrier:

Some areas within the office may restrict mobility for employees and visitors with disabilities, particularly at the building entry points.

Actions:

- Continue evaluating automatic door access opportunities at key entrances, and other commonly accessed areas.

3. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Barrier:

Internal expertise related to digital accessibility is limited, and the accessibility features within existing systems may not be fully understood or consistently used. This can create barriers for employees who rely on accessible digital tools or assistive technologies.

Actions:

- Provide accessibility-focused training for internal system owners and key users to build awareness of assistive technologies, inclusive design, and digital accessibility practices.
- Incorporate accessibility requirements into the procurement and evaluation of new technology solutions.
- Request and review accessibility documentation from vendors, where applicable, when assessing systems and software.
- Promote awareness and use of built-in accessibility features within existing workplace tools and platforms.
- Conduct periodic reviews of digital platforms and employee-facing systems, in collaboration with vendors, to identify and address accessibility gaps.

4. COMMUNICATION OTHER THAN ICT

Barrier:

Not all of our communications are consistently accessible. Some people may face barriers if they need information in different formats, simpler language, or communication methods that support different learning, cognitive, sensory, or language needs.

Actions:

- Use plain language in all communications to make information easier to understand.
- Make sure digital communications (emails, documents, websites) follow accessibility best practices.
- Offer accommodations for employees or customers who need different ways to receive information.
- Use clear formatting, headings, and simple layouts to improve readability.
- Review and update communication materials regularly to improve accessibility.
- Ask for feedback from employees and others to identify and address communication barriers.

5. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

We have not identified any accessibility barriers in our procurement practices at this time. We know, however, that the way we buy products and services can affect accessibility and either prevent or create barriers.

Actions:

- Keep accessibility in mind when buying goods, services, technology, and facilities.

- Think about accessibility when choosing tools, equipment, furniture, digital platforms, and training materials.
- Work with different teams including Human Resources, IT, and Operations when accessibility may affect purchasing decisions.

By considering accessibility early in the purchasing process, we aim to prevent barriers and support an inclusive workplace.

6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Barriers:

Currently, there is no standard approach for ensuring all programs, processes, and services have taken accessibility into account.

Action:

- Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs, and services.
- Create an Accessibility Checklist to help ensure key accessibility considerations are considered.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes, and procedures.

7. TRANSPORTATION

Barriers:

Entering a transport truck often poses a problem for drivers over time due to the repetition and height of the steps. For people with motor-related disabilities, requiring them to get into a cab can prohibit them from doing their job.

Action:

- Keep offering ergonomic truck modifications through the accommodation process, such as extended steps, folding steps, or other approved equipment when needed.
- Continue providing accommodation support for drivers based on individual needs and medical documentation, where applicable.
- Continue evaluating operational best practices that improve accessibility, safety, and inclusion for transportation employees.

CONSULTATIONS

To align with Primemax Energy's commitment to making our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

Direct Employee Feedback

Employees who have self-identified as having a disability were provided with opportunities to review accessibility-related materials and provide feedback, comments, and suggestions regarding organizational barriers and improvement opportunities.

This direct consultation helped ensure lived experiences were meaningfully reflected in the development of this plan.

Internal Cross-Functional Consultation

Human Resources collaborated with internal stakeholders across relevant departments to identify operational accessibility opportunities, existing supports, and practical initiatives for inclusion.

This included consultation regarding facilities, operations, training delivery, accommodations, employee wellness, communications, and workplace systems.