

# Accessibility Progress Report

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

## 1. General

### 1.1 GLS Canada, Rosenau Transport and AltiMax Courier Introduction

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—particularly in our package sorting facilities—but we strive to reduce those barriers wherever possible.

### 1.2 Statement of Commitment

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.

We know that creating a barrier-free environment takes time, and we 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.

### 1.3 Feedback Process

GLS, Rosenau Transport and AltiMax Courier welcome feedback in any form and in a way that ensures individuals are comfortable speaking with us, including anonymous feedback about this Progress Report. We are committed to reviewing all feedback in good faith and taking meaningful steps to address any barriers identified through this process.

Accessibility issues may be directed to our Human Resources Department which may be contacted as follows:

**By email:**

- Human Resources: Teresa Macklem (teresa.macklem@gls-canada.com) & Jean-Philippe Hunter (jean-philippe.hunter@gls-canada.com)
- Quebec, Ontario and the Maritimes: canadaaccessibility@gls-canada.com
- Western Canada\*: compliance@rosenau.ca

**By mail:**

- GLS Logistics Systems Canada LTD, Rosenau Transport and AltiMax Courier  
10500 Ave Ryan,  
Dorval, Quebec  
H9P 2T7

GLS Canada, Rosenau Transport, and AltiMax Courier are committed to ensuring that our feedback processes remain accessible to individuals with disabilities. Upon request, we will provide or arrange for accessible formats and communication supports to facilitate both the feedback process and access to this plan.

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

## **1.4 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.

## **2. Areas Described under Section 5 of the ACA, Goals and Progress**

At the end of 2024, we started working towards our plan of making our organization more accessible and inclusive for everyone. With a short timeline from November to June, we have made some progress with the plan.

### **2.1 Employment**

We are committed to fostering an inclusive and accessible work environment where everyone, including individuals with disabilities, has equal opportunities to succeed. Our employment practices are designed to identify and remove barriers throughout the employee journey, from recruitment and onboarding to training, development, and advancement.

Key actions under this section include:

- Our job postings reflect our commitment to diversity and inclusion, welcoming applicants from all backgrounds, including women, Aboriginal peoples, visible minorities, ethnic minorities and individuals with disabilities.
- In late 2024, we added voice-over modules for our onboarding and training process. We will continue to review this process and add other features to meet the needs of all individuals.
- We've partnered with Indeed, a temporary staffing agency that offers multiple options to help individuals with disabilities access and apply for available opportunities.
- We provide accommodations during recruitment, interviews, and onboarding upon request.
- We are planning to establish an Accessibility Committee by the end of 2025, which will include key management representatives from various departments. The committee will meet regularly to continue to identify and discuss barriers, review progress, and support the development and implementation of accessibility initiatives across the organization.
- We remain committed to regularly reviewing our hiring practices to identify areas for improvement and to ensure accessibility continues to be embedded in our workplace culture.

## **2.2 Build Environment**

At GLS Canada, Rosenau Transport, and AltiMax, we are working collaboratively to improve accessibility within our sorting warehouses and office spaces for both employees and, where applicable, members of the public.

As of June 2025:

- We conducted assessments of all our buildings to identify accessibility barriers.
- We are currently consulting with engineers and architects to determine the full scope of work required at each building.
- Once this has been established, we will meet with our Finance team to review budget considerations and establish timelines for the necessary improvements.
- We will be developing a project plan to outline the scope of work and track progress.
- We have updated our Emergency Evacuation Plans to include people with disabilities. As well as ensure that the emergency evacuation information is posted on all of our Health and Safety bulletin boards.
- An accessibility survey has been distributed to all employees with an email address at GLS Canada, Rosenau Transport, and AltiMax Courier. Over the coming months, we will review the results and take appropriate actions that align with our accessibility goals and the requirements of the Accessible Canada Act.

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

Our IT team will work with an external vendor to assess our websites and ensure they comply with current accessibility standards and regulations by the end of the year 2025.

We are using Alt text for images and have added captions and subtitles to almost all videos. We will explore implementing alt text on our social media platforms, further supporting our commitment to accessibility for all users.

In April 2025, we upgraded our software applications to Microsoft 365, which offers enhanced accessibility features that support our commitment to inclusive and effective communication.

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

By the end of 2025, we will review our current procurement process to identify areas for improvement and ensure they align with our ongoing commitment to accessibility.

#### **2.5 Transportation**

GLS Canada, Rosenau Transport and AltiMax Courier do not provide transportation services for people, as our operations are focused solely on freight and packages. As such, there is no progress to report in this area.

### **3. Consultations**

While we have not yet formally consulted with persons with disabilities, we recognize the importance of engaging directly with those who are most impacted by accessibility barriers. Meaningful consultation is a key principle of the Accessible Canada Act and an essential part of shaping an inclusive and accessible workplace.

We are committed to incorporating the voices and lived experiences of persons with disabilities into our accessibility planning. As part of our next phase, we will:

- Explore opportunities to engage with external accessibility advisors, advocacy organizations, or community groups.
- Use insights gathered to inform our policies, prioritize improvements, and guide implementation of our Accessibility Plan.