



Accessibility Plan 2024 to 2027

Summary

This accessibility plan outlines the current, ongoing and planned actions of CSX Transportation Inc.'s Canadian Operations ("CSXT" or "the Company") as we strive to remove barriers and ensure equality of opportunity for people with disabilities, in compliance with the *Accessible Canada Act* (ACA).

We are a rail and intermodal business providing rail-based transportation services including traditional rail service and the transport of intermodal containers and trailers across Ontario and Quebec, and North America. We do not transport passengers.

Please note that the standards set out in this plan are based on applicable Canadian law and, though we remain committed to making our environment everywhere as accessible as feasible, this plan does not reflect actions or commitments under other laws, such as those of the United States.

This is a multi-year plan that identifies existing barriers, the Company's actions so far and the actions the Company will take to identify, remove and prevent barriers in the following focused areas:

- The Built Environment
- Employment
- Information and Communication Technologies
- The Procurement of Goods, Services and Facilities
- The Design and Delivery of Programs and Services
- Transportation

In creating this accessibility plan we asked our Canadian employees what barriers exist through a survey designed to identify and receive employee feedback on the accessibility of their workplace. We then used that feedback to consider how CSXT may remove barriers, and to strategize and set goals under this accessibility plan. Employees and others are also invited to provide feedback at any time through our feedback processes set out in this document. In addition to the survey, we consulted with Managerial employees to receive feedback on the accessibility of their workspaces based on their experiences and observations. Through the survey and consultation feedback process, CSXT received no complaints or concerns about the accessibility of its worksites and instrumentalities. Regardless, CSXT is a committed equal opportunity employer and will continue to strive to improve accessibility in the workplace where possible.

Over the next two years, we will endeavor to do the following with respect to our Canada operations:

- Improve training for managers on disability and accommodations.
- Make sure any new training material we use is as accessible as possible for people with disabilities.
- Make all new buildings and major renovations as accessible as possible.
- Update our emergency evacuation plans with clear instructions for people with disabilities.
- Update our equity statement and include it in all job postings.
- Evaluate the way we find and hire new employees, including our job postings, interview process, and offers, to ensure there are no barriers.

- Establish accommodation rules that will help all employees do their job.
- Make it easy and safe for employees to tell us they have a disability without fear of reprisal.
- Research and provide training to our employees on ways to make meetings more accessible.
- Research and deliver accessibility training to our Talent Acquisition team.
- Publish public-facing documents in accessible formats as much as possible.
- Ensure our content is accessible in a range of formats and that it is easy to request different formats.
- Conduct an assessment to ensure that our website and tools comply with the Web Content Accessibility Guidelines 2.1 (WCAG 2.1).
- Review our existing accommodation guidelines and processes for employees with disabilities and make improvements where we can.
- Consider accessibility when we purchase new technology.
- Learn more about how accessibility should be considered when buying goods, services, and facilities.
- Update our tools to be more accessible, where possible.

This accessibility plan will be posted in public areas of our physical locations in Canada and on our web site. Individuals can request a copy of this accessibility plan at any time in a format or with communication supports that meet the needs of the individual.

Feedback can be provided at any time and is welcomed. Feedback can be provided by contacting:

Matthew E. Charron
 Director, Employee Relations
 Matt_Charron@csx.com
 Phone: 904-359-1402

Statement of Commitment

CSXT is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. As a railway company, we understand that accessibility barriers can arise for both our customers and our employees, and are committed to identifying, preventing, and removing barriers to accessibility.

In order to meet this commitment, the Company complies with the *ACA*. We have created this multi-year accessibility plan for the purpose of continuing to meet our commitments under the *ACA*. As we continue to consult and respond to feedback, we are also committed to making changes not outlined in this accessibility plan if new information about barriers becomes available and to improve accessibility across all aspects of the business.

Feedback Description Process

We welcome and appreciate all forms of feedback about accessibility and this plan.

People can submit feedback anonymously, without giving their name or contact information.

Feedback can be delivered verbally (in person or by telephone) or in writing (and delivered in person or via regular mail, or fax) through the contact information listed above.

If a method of providing feedback is not suitable, the Company will provide additional alternate methods upon request and will ensure that the feedback process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Individuals can expect to hear back confirming receipt of the feedback except where the feedback is submitted anonymously (without providing a name or contact information). We keep a copy of all the feedback we receive for at least 7 years. We will report on the feedback we receive in our progress reports and will use the feedback to develop future accessibility plans.

Alternate Formats

Alternative formats of this plan and a description of our feedback process are available by request. If you require an alternative format, please contact:

Pam Kessler
CSX Medical Services Department
Pam_Kessler@csx.com
Phone: 904-359-3621

Upon request and in a timely manner, the Company will provide an accessible format and/or communication support to enable an individual with a disability to provide feedback, including feedback about the feedback process itself. Upon request and in a timely manner, the Company will arrange for its responses to feedback to be provided in an accessible format and/or with necessary communication supports.

For each alternative format, the Company commits to providing them within a certain number of days:

- Print: available within 15 days of the initial request.
- Large print (Increased font size): available within 15 days of the initial request.
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers): available within 45 days of the initial request.
- Audio (a recording of someone reading the text out loud): available within 45 days of the initial request.

Definitions

The following definitions apply throughout this plan:

- **Accessibility:** The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.
- **Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure
- **Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

2. Areas described in Article 5 of the ACA

Organization-wide Initiatives

As improving accessibility involves everyone, to successfully achieve the goals that we have outlined in this plan, we recognize the need to establish strategies to enable our employees to become familiar with the different disabilities and understand the importance of accessibility.

Goals

Over the next year, CSXT will develop a strategy to increase awareness amongst employees about accessibility and foster ongoing engagement and consultation with people with disabilities. Over the next two years, CSXT will undertake the development and delivery of accessibility awareness training for Canadian employees.

The Built Environment

At CSX, we have multiple facilities which can be very different from one another and pose different accessibility challenges. Our facilities include rail yards, stations, repair shops, depots, office buildings, ports, mixed use spaces and more. Some of our locations, like rail yards, have unique accessibility challenges, which we may not be able to fully address.

We will make sure that any employees who have requested assistance in the event of an emergency due to disability have in place an individualized emergency response plan.

We inspect, maintain and repair our facilities as needed, and will ensure that all new and renovated buildings meet the current and applicable Building Code(s). We will make sure that we take into account accessibility needs and barriers in all new construction or substantial renovation of our facilities in Canada. We will consult with persons with disabilities and third-party experts when planning a construction or substantial renovation project in Canada where possible.

Goals

- Implement, by December 2025, a process to notify current employees and all new hires in Canada that accessibility supports are available in an emergency/evacuation situations and work with employees who need support on an individual emergency response plan.
- Follow all planned inspection and maintenance schedule for building accessibility features across our network to identify and address gaps in a timely manner.
- Ensure that all new buildings that we may build, lease, or acquire in Canada comply at all times with the applicable Building Code.
- Consider accessibility in any major renovations to our existing locations in Canada.

Employment

The Company is committed to fair and accessible employment practices. This commitment applies at all stages of the employment relationship.

At CSX, the majority of our employees work in operations of our railways, in railyards, on trains or in train stations. Their main responsibility is to ensure that the trains, tracks, and railyards are safe and functioning properly. Because of this, the work performed is typically of a physical nature which may or may not be able to be made fully accessible. We are committed to thinking about how these roles can be made more accessible and inclusive. CSXT roles outside of operations, such as in offices are accessible with appropriate accommodations, and we are committed to providing those accommodations unless they create an undue hardship.

Goals

Beginning June 2025, CSXT will ensure that all new Canada-based job postings include a statement that CSXT supports the principles of accessibility and that accommodations are available to employees and job applicants, to the point of undue hardship and in accordance with applicable laws.

We will encourage employees to self-identify if they have accessibility and accommodation needs, by providing information about the collection and use of their information, our confidentiality protocols, and why we are seeking this information. We will encourage those who self-identify as having accessibility or accommodation needs to provide feedback.

We will also promote our processes to request accommodation to make sure that employees and job applicants are aware of how to request accommodation. By June 2026, we will ensure that our Canadian managers and supervisors have received appropriate training on what to do when an employee raises an accessibility need or request for accommodation.

By June 2026, we will review our accommodation processes and procedure and make sure they are appropriate.

We commit to undertake reviews of existing policies, to create new policies if required, and to revise document templates as required to promote accessibility and reduce barriers to employment. Specifically, and further to its objective of creating an inclusive workplace, the Company will take the following steps in respect of its recruitment processes in Canada:

- Beginning June 2025, and on an ongoing basis, the Company will ensure that job postings will specify that accommodation is available for applicants with disabilities during the recruitment and interview/assessment processes. This includes notifying employees, candidates, and the public that accommodation is available in recruitment, hiring and throughout the interview process, and provide accommodation as needed.
- If an applicant requests accommodation, the Company will consult with the applicant to determine the appropriate means of accommodation.
- By June 2025, and on an ongoing basis, the Company will include, in offer letters made to successful job candidates and/or other documentation provided upon hire, notice of its policies concerning accommodation of employees with disabilities as well as information on where and how to obtain copies of such policies, including in accessible formats. The Company will provide updated information to employee, as necessary, in the event of a change in the Company's accommodation policies and/or procedures.
- Canadian employees will also be trained as soon as reasonably practicable following hiring on the Company's accommodation policies, which includes information on accommodation in

employment, and the Company's commitment to fair and accessible employment practices. Employees will be retrained as required.

Accommodation Information

Upon request, the Company will ensure that any employee with a disability will receive information in a format that is accessible or that provides communication supports to the employee. Information for the purpose of this policy includes (a) information that is required for an employee to do the job for which they were hired and (b) any other information that is generally available to employees in the workplace.

Process and Commitment Regarding Individual Accommodation Plans

The Company maintains a process for developing individual accommodation plans and return-to-work plans for employees that have been absent from the workplace due to a disability. Specifically:

- The Company will ensure that an employee requesting accommodation can participate in the development of the individualized accommodation plan. CSXT maintains detailed policies outlining accommodation requests. However, generally, Employees will be able to participate in the development of the individualized accommodation plan by (a) advising the Company of the limitations brought about by the nature of their disability; (b) suggesting reasonable methods of accommodating those limitations; and (c) providing medical support for any accommodations requested.
- Employees will be able to participate in the development of the individual accommodation plan by completing an Employee Accommodation Request Form or contacting the CSX Medical Services Team. Please note that the Company may require an employee to provide medical support for accommodations requested and/or a meeting in person in order to canvass possible options for accommodation. Further, the Company may deny such requests where they present an undue hardship as provided for by applicable law.
- An employee's or candidate's privacy, as it relates to any personal information disclosed as a result of the need for an individualized accommodation plan, will be safeguarded to the greatest extent possible. The Company will ensure that only information that is reasonably necessary for the accommodation inquiry will be sought from the employee or job applicant. The Company will keep any information disclosed in management offices, with appropriate safeguards, and will not share that information (except as required to implement the individual accommodation plan, including with medical consultants retained by the Company) with any third party without the consent of the employee. Accommodation information that is no longer necessary will be securely destroyed.

Information and Communication Technologies

CSXT uses technology to communicate with our customers to understand their shipping needs, including what needs to be shipped, to where, and when. We use communication technologies like phone, email, online forms, online portals, customer management databases, online interactive forms, etc. We also use technology in our offices and to communicate with our employees, including e-mail, telephone, Microsoft Teams, the CSX Gateway, Direct Access and more.

Goals

By January 2026, we will complete an accessibility review of our online systems, including CSX's public website, the CSX Gateway, and Direct Access and develop a plan, by June 2026 to address any barriers that we identify in our review.

As part of this review, will ensure that all public aspects of our internet websites and web content conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). Except where meeting the requirement is not practicable, this commitment applies to all web content published on a website after June 2026, and all websites and web content, including web-based applications, that are within CSX's control.

Procurement of Goods, Services, and Facilities

Accessible procurement is essential to diversity, inclusion and belonging because it prevents barriers from being created. CSXT procures many goods and services from an ergonomic or medical perspective. In particular, employees may request items through Medical Services and those Departments that support Medical Services such as Ergonomics. Accommodation forms are reviewed by Medical Services and various tools and equipment are procured as necessary to provide a reasonable accommodation. We will continue to work with the Medical Services Department to foster an accessible workplace.

Additionally, CSXT requires that those who contract with CSXT for the procurement of certain goods, services, or facilities, comply with all local, state, and federal Laws, as applicable, and holds contractors responsible for ascertaining applicable laws and permitting requirements, as well as assessing and maintaining site conditions. CSXT will continue to engage with its contractors regarding legal compliance as it procures various goods, services, and facilities.

As CSXT does not transport passengers, our customers are primarily other businesses, and individuals with disabilities who work for our customers may interact with us directly or indirectly. We are not aware of any complaints about the accessibility of our programs and services by any of our customers but welcome feedback.

Design and Delivery of Programs and Services

We recognize the importance of consulting with people with disabilities in the preparation of our accessibility plans and this policy. To address our consultation requirements, we sent out a survey to our Canadian employees, asking employees who experience barriers and/or who have disabilities to share their experiences, and provide feedback on our workplace and policies. We also consulted with managers about any barriers that may have been raised on their teams, or informal accommodations which may have been made on an ad hoc or individual basis to address barriers. Our commitment to consultation and to incorporating diverse viewpoints, including those of people with disabilities, is ongoing.

Transportation

CSXT does not provide passenger transportation services and therefore we do not have any objectives related to this area.

Conclusion

At CSXT our goal is to be more accessible to our customers, vendors, and suppliers, and to our employees. We have taken steps to promote the inclusion of people with disabilities and identify our priorities over the next three years as we strive to become more accessible and to address and remove barriers to full

participation of individuals with disabilities. We will also prioritize accessibility so we can avoid creating new barriers in the future and will do so in consultation with people with disabilities. Over the next three years, we will, pursuant to the Accessible Canada Act, prioritize accessibility by fulfilling the goals outlined in this accessibility plan.