



## Accessible Canada Act Progress Report June 2025

### I. General:

**Introduction:** CSX Transportation, Inc. (“CSXT”) has prepared this Progress Report to meet its obligations under the Accessible Canada Act (“ACA”) and the Accessible Canada Act Regulations (“ACR”) with respect to its Canadian operations. On May 7, 2025, CSXT published its Accessibility Plan and Feedback Process Description (“Accessibility Plan”) in accordance with the ACA.

**Purpose:** This Progress Report provides updates on the progress CSXT has made in implementing its Accessibility Plan since its publication on May 7, 2025.

#### **How to Provide Feedback:**

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  
500 Water St.  
Jacksonville, FL 32202

You can send your feedback by email, phone or mail using the contact information listed above.

#### **Feedback Process Description:**

For more information on how you can send your feedback, see our Feedback Process Description by clicking the following link to CSXT’s Accessibility Plan and Feedback Process Description:

[csx.com/index.cfm/library/files/working-at-csx/policies/aca-plan-canadian-accessibility-plan-and-feedback-process-description/](https://csx.com/index.cfm/library/files/working-at-csx/policies/aca-plan-canadian-accessibility-plan-and-feedback-process-description/)

#### **Requesting Alternate Formats:**

You can use the contact information listed below to ask us for a copy of our feedback process description, or our Progress Report in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to fifteen (15) days.

Requests for alternate formats may made by contacting:

**Pam Kessler**  
CSX Medical Services Department  
[Pam\\_Kessler@csx.com](mailto:Pam_Kessler@csx.com)  
Phone: 904-359-3621

**Contact Us:**

For additional information, you may contact CSXT using the information below:

**Corporate Headquarters**  
500 Water Street, 15th Floor  
Jacksonville, FL 32202  
904-359-3200

**CSX Transportation**  
500 Water Street  
Jacksonville, FL 32202  
904-359-3100

**Feedback:**

CSXT published its Accessibility Plan on May 7, 2025. Accordingly, CSXT has not had adequate opportunity to implement all aspects of its Accessibility Plan in a meaningful way, such that employees are able to provide feedback on the progress of the implementation of CSXT's Progress Report. However, CSXT prioritized the feedback and consultation process during the implementation of its Accessibility Plan earlier this year and continues to utilize that recent feedback as it begins to implement its Accessibility Plan.

In January 2025, CSXT asked its 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 the Accessibility Plan. In addition to the survey, at the end of March 2025, 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.

Employees and others are invited to provide feedback at any time through our feedback processes set out in this document, as well as in CSXT's Accessibility Plan document. CSXT will continue to keep lines of communication open, and well-publicized, so employees may provide feedback on the implementation of CSXT's Accessibility Plan for inclusion and consideration in CSXT's future accessibility plans and progress reports.

### **How Feedback is Considered:**

As CSXT did not receive negative feedback, CSXT has used the feedback provided both in the January 2025 survey, as well as the feedback received from Canadian managers in March 2025 to prioritize the setting and implementation of goals set forth in its Accessibility Plan. CSXT will continue to solicit and welcome feedback over the course of its current Accessibility Plan's effective period.

### **Consultations:**

In January 2025, CSXT asked its 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 CSXT's Accessibility Plan. 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.

Employees and others are invited to provide feedback at any time through our feedback processes set out in this document and CSXT's Accessibility Plan and Feedback Process Description. CSXT will continue to keep lines of communication open, and well-publicized, so employees may provide feedback on the implementation of CSXT's Accessibility Plan, and so CSXT can consult with disabled individuals and identify accessibility needs and areas for improvement.

## **II. Areas Described in Article 5 of the ACA**

### **Employment:**

#### **Goals:**

- 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.
- Encourage employees to self-identify, as allowed by law, 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.
- Promote our processes to request accommodation to make sure that employees and job applicants are aware of how to request accommodation.
- Provide Canadian managers and supervisors with appropriate training on what to do when an employee raises an accessibility need or request for accommodation.

- Review our accommodation processes and procedure and make sure they are appropriate.
- 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.
- Include in offer letters made to successful job candidates in Canada 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.

#### **Progress update:**

- CSXT has initiated the process of ensuring 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 and is working on incorporating updated language into Canadian job postings moving forward.
- CSXT has completed the revision process and is in the process of publishing its revised policy applicable to disabled individuals which addresses access and accommodations in the workplace.
- CSXT is in the process of reviewing its offer letters and drafting language for inclusion which provides notice of CSXT's 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 Built Environment:**

##### **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.

#### **Progress Update:**

- CSXT remains committed at all times to follow all planned inspection and maintenance schedule for building accessibility features across our network to identify and address gaps in a timely manner, as well ensuring that all new buildings that we may build, lease, or acquire in Canada comply at all times with the applicable Building Code. Additionally, CSXT will consider accessibility in any major renovations to our existing locations in Canada.
- CSXT is in the early stages of developing 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.

#### **Information & Communication Technologies:**

##### **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.

#### **Progress Update:**

- Multiple CSXT departments have met to plan discuss CSXT's approach to completing a comprehensive review of CSX's public website, the CSX Gateway, and Direct Access by June 2026.

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

### **Goals:**

- We will continue to work with the Medical Services Department to foster an accessible workplace.
- CSXT will continue to engage with its contractors regarding legal compliance as it procures various goods, services, and facilities.

### **Progress Update:**

- CSXT has reviewed contractual agreement language to ensure 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 and will continue to enforce such provisions.

## **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.

### **III. 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 CSXT's Accessibility Plan.