



Denny Bus Lines Ltd.

Accessibility Plan

2026 – 2029



Accessibility Plan – Denny Bus Lines Ltd.

The Accessible Canada Act

The Accessible Canada Act is a federal law that requires federally regulated organizations to identify, remove, and prevent barriers to accessibility. The Act supports the goal of creating a barrier-free Canada by 2040.

Denny Bus Lines Ltd. recognizes the importance of accessibility for employees, job applicants, customers, passengers, and members of the public. This Accessibility Plan outlines the steps we will continue to take from 2026 to 2029 to support accessibility across our organization.

Executive Summary

Denny Bus Lines Ltd. is committed to providing a safe, respectful, and inclusive environment for our employees, customers, passengers, and the communities we serve. Our company values of Safety, Service, and Integrity support our ongoing commitment to accessibility.

As a family-owned company with a long history in the school bus and motor coach industry, Denny's understands that accessibility is an ongoing process. We recognize that identifying, removing, and preventing barriers takes time and must be considered in a practical way that reflects the nature of our operations.

This Accessibility Plan builds on our previous plan and reflects our continued commitment to improving accessibility through reasonable, achievable actions. Over the 2026–2029 period, Denny's will focus on maintaining accessible practices, responding to feedback, reviewing existing processes, and making improvements where practical and appropriate.

Accessibility Statement

Denny Bus Lines Ltd. is committed to providing a barrier-free environment for employees, job applicants, customers, passengers, and members of the public.

We believe all individuals should be treated with dignity and respect. We will continue to support accessibility by considering individual needs, responding to accommodation requests, and reviewing opportunities to improve access to our services and workplace.

Accessibility Strategy

Denny's accessibility strategy is aligned with the key areas identified in the Accessible Canada Act. Our approach is to identify and address barriers in a practical, reasonable, and ongoing way. During the 2026–2029 period, Denny's will continue to:

- promote respectful and inclusive employment practices;
- maintain accessible communication options where possible;
- respond to accessibility-related feedback and accommodation requests;
- review workplace and service-related barriers as they are identified;
- consider accessibility when reviewing policies, procedures, services, and facilities;



- support the principle of “Nothing Without Us” by considering feedback from persons with disabilities.

Statement of Commitment

Denny Bus Lines Ltd. is committed to accessibility and inclusion. We will continue to review our practices and make reasonable efforts to identify, remove, and prevent barriers for persons with disabilities.

Our approach will focus on practical improvements, staff awareness, and responding to accessibility needs as they arise. We will continue to meet our reporting obligations and update this plan as required.

Your Input and Feedback

Denny Bus Lines Ltd. welcomes feedback on this Accessibility Plan and on accessibility at our organization. Feedback may be provided by employees, customers, passengers, job applicants, or members of the public.

Feedback helps us better understand accessibility barriers and identify practical opportunities for improvement. If support is required to provide feedback, Denny’s will make reasonable efforts to assist.

Feedback may be provided using the following contact information:

Contact: Controller / HR
Mailing Address: 5414 4th Line, Town of Erin, Acton, ON L7J 2L8
Email: kevans@dbl.ltd
Telephone: 519-833-9117
Website: www.dennysbuslines.com

All feedback received will be reviewed by Human Resources and, where appropriate, Denny’s General Manager. Feedback will be considered when preparing annual progress reports and future updates to this plan. Personal information will remain confidential in accordance with applicable privacy laws, unless consent is provided to share it.

Reporting on Our Plan

Denny Bus Lines Ltd. will prepare and publish annual progress reports describing the steps taken to implement this Accessibility Plan. We will also review and update the Accessibility Plan at least every three years, as required.

Progress reporting will focus on actions completed, feedback received, and any practical improvements made during the reporting year.



Areas Identified in the Accessible Canada Act

1. Employment

Denny's understands that accessible employment practices help support a respectful and inclusive workplace. We will continue to provide accommodation during recruitment, selection, onboarding, and employment where requested and where reasonable.

The following barriers may continue to exist:

- some applicants may not be aware that accommodations are available during the hiring process;
- managers and hiring staff may benefit from continued awareness of accessible recruitment and accommodation practices;
- some employees may not know how to request workplace accommodation or accessibility support.

Denny's will take the following practical actions:

- continue to include an accommodation statement in job postings;
- review job posting templates annually to ensure accessibility wording remains included;
- ensure hiring staff know how to respond to accommodation requests during recruitment;
- review onboarding materials to ensure staff know that accommodation requests can be made;
- respond to employee accommodation requests on an individual basis.

2. The Built Environment

Denny's recognizes that accessibility within offices, yards, parking areas, and other physical spaces is important for employees, visitors, and customers. As our facilities are operational transportation environments, accessibility improvements must be considered with safety, practicality, and available resources in mind.

- The following barriers may exist:
- some areas of the office, yard, or parking areas may be difficult to access for persons with mobility-related disabilities;
- signage or lighting may not always meet the needs of every person;
- accessibility needs may vary depending on the location and circumstances.

Denny's will take the following practical actions:

- review accessibility concerns when they are identified by employees, visitors, or customers;
- visually review key public and employee access areas at least once per year;
- consider improvements to signage, lighting, pathways, or entrances where practical;
- continue to address safety-related accessibility issues as part of regular facility maintenance.



3. Information and Communication Technologies

Denny's understands that accessible technology supports clear communication with employees, customers, and the public. Our website and commonly used technology tools are important parts of how people interact with our organization.

The following barriers may exist:

- employees and customers may use different technologies or accessibility tools;
- some documents or communications may not always be easy for all users to read;
- accessibility features in existing software may not always be known or used consistently.

Denny's will take the following practical actions:

- maintain awareness of accessibility when updating the company website;
- consider accessibility when creating or updating commonly used documents;
- use clear, readable formatting in general employee and customer communications where possible;
- remind employees of basic accessibility features available in common workplace software, such as zoom, larger text, captions, or screen-reading options where available;
- work with IT providers as needed when accessibility-related technology questions arise.

4. Communication Other Than Information and Communication Technologies

Denny's communicates with employees, customers, passengers, and the public in a variety of ways, including in person, by telephone, through printed materials, and through verbal instructions.

The following barriers may exist:

- not all individuals communicate in the same way;
- some people may require information in a different format;
- employees may need reminders about how to respond to requests for accessible communication.

Denny's will take the following practical actions:

- provide information in alternative formats upon request where reasonable and practical;
- respond to communication-related accessibility requests on a case-by-case basis;
- encourage employees to use clear, respectful, and plain language when communicating with customers, passengers, and co-workers;
- review communication-related feedback as part of annual progress reporting.

5. Procurement of Goods, Services, and Facilities

Denny's purchases goods, services, equipment, technology, and facility-related supports as needed for our operations. Accessibility can be considered as part of purchasing decisions where it is relevant, practical, and appropriate.



The following barriers may exist:

- accessibility may not always be considered when purchasing goods or services;
- some vendors or service providers may have limited accessibility options;
- operational, safety, and budget requirements may affect available purchasing choices.

Denny's will take the following practical actions:

- consider accessibility when purchasing goods, services, software, or equipment where relevant;
- ask vendors about accessibility features when appropriate;
- consider accessibility-related feedback when reviewing future purchasing needs;
- include accessibility as one consideration in procurement decisions, along with safety, cost, suitability, and operational requirements.

6. Design and Delivery of Programs and Services

Denny's provides transportation services to customers, students, passengers, and organizations. We recognize that accessibility should be considered in how services are planned, communicated, and delivered.

The following barriers may exist:

- passengers may have different accessibility needs when booking, boarding, riding, or disembarking;
- customers may not always know what accessibility-related information to provide when arranging transportation;
- service options may vary depending on vehicle type, availability, destination, and operational requirements.

Denny's will take the following practical actions:

- continue to respond to accessibility-related service requests on a case-by-case basis;
- provide clear information to customers when accessibility-related questions arise;
- consider accessibility needs during service planning where information is provided in advance;
- review customer or passenger accessibility feedback as part of annual progress reporting.

7. Transportation

Denny's takes the safe transportation of all passengers seriously. We recognize that accessibility needs may vary depending on the type of service, passenger requirements, vehicle availability, and operational circumstances.

The following potential barriers may exist:

- not all motor coaches are wheelchair accessible;
- some passengers may require assistance or additional time when boarding or disembarking;
- accessible transportation options may depend on vehicle type and availability.



Denny's will take the following practical actions:

- continue to consider accessibility-related transportation requests on a case-by-case basis;
- inform customers of available options where accessibility needs are identified in advance;
- continue to use available vehicle features, such as kneeling capabilities where available, to assist with boarding and disembarking;
- review requests for wheelchair-accessible transportation to help determine future service needs;
- consider subcontracting or other service options where practical and appropriate.

Consultation with Persons with Disabilities

Denny's recognizes the importance of considering the experiences of persons with disabilities. We will continue to seek feedback in practical ways from employees, customers, passengers, and others who interact with our organization.

Consultation may include:

- employee feedback;
- customer or passenger feedback;
- one-on-one discussions where appropriate;
- review of accessibility-related requests or concerns;
- feedback received through the contact methods listed in this plan.

During the 2026–2029 period, Denny's will continue to consider feedback from persons with disabilities when reviewing barriers and preparing annual progress reports.

Definitions

Accessibility - means that the needs of persons with disabilities are considered when products, services, facilities, communications, and workplaces are designed, used, or improved.

Barrier - is anything that hinders the full and equal participation of a person with a disability. Barriers may be physical, architectural, technological, attitudinal, communication-based, or the result of a policy or practice.

Disability - means any impairment or functional limitation that may be permanent, temporary, or episodic. Disabilities may be visible or invisible and may interact with barriers to limit a person's full and equal participation.

Date: June 01, 2026