

GREYHOUND LINES, INC.
CANADIAN ACCESSIBILITY PLAN 2025

A. GENERAL

Accessibility Statement

Greyhound Lines, Inc. (the “**Company**” or “**Greyhound**”) is committed to accessibility, diversity, and inclusion, and is committed to serving people with disabilities in accordance with its obligations under the *Americans with Disabilities Act* (“**ADA**”). As part of Greyhound’s cross-border service offering between the United States and Canada, Greyhound is committed to:

- Ensuring equal access and participation for people with disabilities;
- Treating people with disabilities in a way that allows them to maintain their dignity and independence;
- Fulfilling the applicable requirements under applicable accessibility legislation in Canada (“**Accessibility Legislation**”).

The purpose of this Accessibility Plan (the “**Plan**”) is to set out principles that guide Greyhound on its path, in Canada, to accessibility for persons with disabilities in accordance with its ongoing compliance obligations under the ADA, and Accessibility Legislation.

Feedback and Contact Information

Greyhound has a designated ADA Compliance Specialist. Greyhound’s processes for receiving and responding to feedback regarding its Canadian operations are accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request. Inquiries will be addressed as soon as practicable after receipt. Feedback regarding accessibility issues can be made to Greyhound by sending an email to any of the following:

Greyhound Lines, Inc.
ATTN: Devon Gee, ADA Compliance
PO Box 660362-0362
Dallas, TX 75266-0362

Telephone Number: (214) 849 7841
Email Address: ada.support@greyhound.com

B. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Greyhound Digital Accessibility Statement

Our Policy & Commitment

At Greyhound, we are committed to accessibility, diversity, and inclusion. As part of that commitment, we are making efforts to ensure that Greyhound’s digital properties are accessible to all individuals, regardless of ability. In doing so, Greyhound has a goal to comply with applicable accessibility standards included in the W3C’s WCAG 2.2 guidelines.

We are working to ensure our websites and online services are accessible for all and are committed to following the W3C [Web Content Accessibility Guidelines](#) and [other applicable web accessibility laws](#).

To accomplish this, we have [partnered with Level Access](#) to leverage their digital accessibility platform and 25 years of experience to achieve and sustain conformity with accessibility standards. Their digital accessibility platform is used to evaluate our digital properties in accordance with best practices and is supported by a diverse team of accessibility professionals, including users with disabilities.

Through this partnership, Greyhound continues to develop our digital accessibility program and capabilities so that we are designing, developing, and testing our websites and online services for conformance to accessibility standards.

If its customers would like further information about Greyhound's accessibility efforts, have other accessibility questions or feedback, or encounter accessibility barriers on our digital properties, Greyhound invites them to contact: digitalaccessibility@flibxbus.com.

C. COMMUNICATION OTHER THAN ICT

Greyhound can provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability. Greyhound provides its customers with information on how to communicate on its website and through other means.

If customers are having trouble purchasing tickets electronically due to a disability, one of Greyhound's customer service representatives will be happy to help by phone at [1-800-752-4841](tel:1-800-752-4841) and waive the standard convenience fee after confirming that the customer's inability to book electronically is due to disability. Customers may also email Greyhound if they are having problems due to their disability: ADA.support@greyhound.com. Here are is an additional number that might also be useful: TTY/TDD: [1-800-345-3109](tel:1-800-345-3109).

If requested, Greyhound will consult with the person making the request for an accessible format or communication support when determining the suitability of an accessible format or communication support. Greyhound will continue to advise the public about the availability of accessible formats and communication supports with respect to its feedback processes through a notification on its website.

D. PROCUREMENT OF GOODS AND SERVICES

In addition to ongoing compliance with the ADA, Greyhound will ensure that its Canadian operations adhere to applicable obligations and requirements of Accessibility Legislation in relation to the procurements of goods, services and facilities, and will aim to source, for its Canadian operations, products and services designed to be accessible for those with disabilities.

E. TRANSPORTATION

Greyhound provides its customers with accessibility services and accommodations for passengers with disabilities in accordance with the ADA, and Applicable Legislation, and its offering is designed to provide equitable transportation services through designated priority

seating, boarding and disembarking assistance, wheelchair and mobility device accommodations, service animal policies, and medical equipment accommodations.

- **Priority Seating:** Greyhound designates the front two rows behind the driver as priority seating for elderly passengers and those with disabilities. This arrangement ensures passengers with mobility limitations have easier access to enter and exit the vehicle.
- **Service Animals:** Service animals are permitted onboard, and accepted service animals include notably guide dogs, signal dogs, seizure response dogs, psychiatric service dogs, sensory signal dogs, and other animals individually trained to assist persons with disabilities.
- **Medical Equipment:** Greyhound permits passengers to travel with portable oxygen and respirators and related medical equipment and related.

Greyhound is committed to doing everything it can to help its customers with disabilities or accommodation needs to have a comfortable journey when they ride with Greyhound. While some disabilities and needs may be obvious to Greyhound employees, others are not. Therefore, Greyhound's employees are available to provide assistance at every location where customers may need help, upon request, including from each driver if customers' trip involves multiple legs with different drivers.

F. BUSES AND BUILT ENVIRONMENT

The United States Department of Transport ("DOT") has typically imposed full accessibility requirements on new or remanufactured vehicles. Greyhound's ongoing compliance commitments with respect to the ADA are therefore reflected in providing customers with accessible equipment and buses. For example, Greyhound's services provide for the following:

- **Wheelchair and Mobility Device Accommodations:** All vehicles in Greyhound's fleet are equipped with wheelchair lift systems. Each vehicle is designed to accommodate two passengers traveling while seated in their wheelchairs or mobility scooters.
- **Passenger-Occupied Mobility Devices:** Greyhound can carry passenger-occupied mobility devices, according to the publicly available specifications.
- **Storage of Mobility Devices:** Devices not used for seating can be stored in baggage compartments, according to the publicly available specifications and options.

With respect to terminals and other built environment, Greyhound currently does not maintain public spaces in Canada. If the situation were to change in Canada, Greyhound will meet accessibility standards for public spaces and when modifying public spaces under its control.

Greyhound accesses public bus terminals in Montreal, Toronto and Vancouver, and these terminals are currently subject, in their own names, to compliance with Accessibility Legislation.

G. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Greyhound is committed to conducting and fostering an accessible, respectful and safe workspace for all employees in addition to ensuring that every employee, potential employee, volunteer, customer, vendor or other person in a business relationship with Greyhound is treated

with dignity and respect. If and where applicable, Greyhound will ensure that it adheres to the general obligations and specific requirements of applicable accessibility laws and regulations in relation to Greyhound's design and delivery of programs and services.

H. EMPLOYMENT / TRAINING

Further to its ongoing compliance with the ADA, and complementary requirements of the Accessibility Legislation, Greyhound provides training to employees on requirements of the accessibility laws, regulations and standards. The training that is provided takes into consideration and will be appropriate to the duties of the individuals receiving the training. Greyhound provides training on an ongoing basis with respect to changes made to accessibility legislation, regulation and standards. For example, Greyhound staff are trained to provide assistance to passengers with disabilities during boarding and disembarking processes, including physical assistance entering and exiting vehicles, baggage handling assistance for passengers with mobility limitations, aid with wheelchair and mobility scooter boarding via lift equipment, etc.

I. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

Greyhound is subject to the ADA. In Canada, Greyhound understands that it is subject to the following regulations enacted by the Canada Transportation Agency ("CTA") under 170(1) of the *Canada Transportation Act*:

- *Accessible Transportation for Persons with Disabilities Regulations ("ATPDR").*

J. CONSULTATIONS

As part of ongoing ADA compliance, Greyhound has performed audits to ensure there are no apparent barriers and to identify potential ones. To ensure Greyhound continues to protect accessibility rights of its customers, Greyhound monitors on an ongoing basis any complaints and comments provided to it and uses these exchanges as a basis to inform its policies, and any updates required. Greyhound's ADA Compliance Specialist, Devon Gee, exchanges with customers wishing to engage with Greyhound, and can be contacted by email ada.support@greyhound.com, phone 214 849 7841, or in writing to the following address:

Greyhound Lines, Inc.
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Greyhound's ADA Compliance Specialist is also responsible for initiating accessibility investigations, and informing clients of findings and if any corrective action was taken, in such events.

As part of designing its Canadian Plan, Greyhound noted that, in the last three (3) years, it had received no accessibility complaints on its cross-border routes between the United States and Canada.

K. ADMINISTRATION

This Plan will be reviewed and updated at least once every three (3) years. The Plan will be posted on Greyhound's Canadian website. Upon request, Greyhound will provide a copy of the Plan in an accessible format.

May 30, 2025:

/s/ James Bristow

James Bristow
General Counsel

/s/ Devon Gee

Devon Gee
ADA Compliance Specialist
