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# ACCESSIBILITY PLAN

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Contents

GENERAL ..... 2

    Executive Summary..... 2

    Your Input and Feedback ..... 2

    Statement of Commitment ..... 3

    Reporting Our Plan..... 3

    Employment..... 3

    Built Environment ..... 3

    Information and Communication Technologies (ICT)..... 4

    Communication Other Than ICT..... 4

    Procurement of Goods, Services and Facilities ..... 5

    Design and Delivery of Programs and Services ..... 5

    Transportation..... 5

CONSULTATIONS..... 5

DEFINITIONS..... 6

# GENERAL

## Executive Summary

Harbour Link Container Services Inc. is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Harbour Link will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with employees who identify as having a disability via employee surveys, roundtable discussions and 1-1 interviews. In addition, external organizations that serve people with disabilities were consulted in the development of this plan.

A summary of initial opportunities include:

- Improving the attraction of persons with disabilities to jobs in our company and the trucking sector.
- Expanding the range and options for accommodation, especially for drivers.
- Being better prepared to provide information in accessible formats when requested.
- Improving the knowledge of our IT team and leveraging the capabilities of accessibility features in current and future IT equipment, programs and systems.
- Initiating processes where there is a more thorough review and a “through an accessibility lens” approach to the assessment of facilities, procurement procedures, company programs, new initiatives and on-going services.

## Your Input and Feedback

Harbour Link welcomes feedback on our Accessibility Plan from the public, employees and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

Contact: Human Resources

Mailing Address: 7420 Hopcott Road Delta, BC V4G 1B6

Telephone: 604-940-5522

## Statement of Commitment

At Harbour Link we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

## Reporting Our Plan

As required by the Accessible Canada Act, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities.

## Employment

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

### *Barrier #1:*

Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities.

### *Barrier #2:*

There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities interested in becoming truck drivers.

## Built Environment

The "built environment" area ensures that workspaces and the work environment are accessible for all.

### *Barrier #3:*

Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities.

*Barrier #4:*

Safety signage in our buildings and truck yard is not accessible for people with low vision.

## Information and Communication Technologies (ICT)

- Management and finance will determine and implement an accommodation budget to allow for assistive equipment such as lifts, steps, enhanced audio, illumination improvements etc. “Information and communication technologies” are various technological tools used to send, store, create, share or exchange information.

*Barrier #5:*

Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way.

*Barrier #6:*

The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

## Communication Other Than ICT

This area requires that organizations provide barrier free access for the public, clients and employees to all the communications that the Company produces for this audience.

*Barrier #7:*

The Company does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available and provided in a timely manner.

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## Procurement of Goods, Services and Facilities

The “procuring (buying) goods, services and facilities” area ensures that accessibility is considered at the beginning of the buying process.

### *Barrier #8:*

Harbour Link’s procurement procedures and practices do not take into consideration accessibility requirements.

## Design and Delivery of Programs and Services

When designing and delivering the Company’s internal and external programs and services, accessibility considerations must be part of the process right from the very start.

### *Barrier #9:*

Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

## Transportation

This area of focus in the Accessible Canada Act covers the transport of people and goods. Vehicles that are used by organizations and regulated by the federal government must take into consideration barriers to operation and provide accommodation to the employee operating the vehicles as needed.

### *Barrier #10:*

Entering a transport truck and other warehouse vehicles often poses a problem for drivers over time due to the repetition and height of the steps. For people with motor related disabilities, requiring them to get into a cab can prohibit them for doing their job.

## CONSULTATIONS

To align with Harbour Link’s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered feedback and input from our team members and external organizations in several ways:

- Companywide survey
- Engaging with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to the Company’s building space and yards and our programs and services. Organizations we consulted include:
  - Alliance for Equality of Blind Canadians
  - Canadian Association of the Deaf

We will continue to survey employees, including those with disabilities and any working groups that have been developed as part of this Accessibility Plan, to measure progress and ensure that we realize the changes we’ve set out to achieve.

## DEFINITIONS

### *Accessibility:*

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by all.

### *Barrier:*

The Accessible Canada Act defines a barrier as “anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

### *Disability:*

The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”