



ACCESSIBILITY PLAN PROGRESS REPORT

Table of Contents

General Overview3

Consultations3

Feedback.....3

Priority Areas.....4

 Employment4

 Built Environment.....5

 Information and Communication Technologies (ICT).....6

 Communication Other Than ICT6

 Procurement of Goods, Services and Facilities.....7

 Design and Delivery of Programs and Services7

 Transportation8

Conclusion8

General Overview

Harbour Link is committed to fostering an inclusive environment by continuously improving accessibility across our workplace. We strive to ensure that all aspects of our operations are accessible and welcoming to everyone.

We have designated our Human Resources Manager to manage inquiries on behalf of Harbour Link Container Services about our accessibility plans, progress reports, and feedback process.

We welcome feedback on our accessibility plan and progress reports from employees, customers, and the public. We are dedicated to carefully reviewing all feedback and taking proactive steps to address any barriers that individuals may face when interacting with our business.

Feedback may be sent anonymously or including one's name to the following contact methods:

- Phone: 604 940 5522
- Email: Justin.hundle@hlcsi.com
- Mail: 7420 Hopcott Rd Delta, BC V4G 1B1

We will confirm that your feedback has been received.

Consultations

In line with Harbour Link's commitment to creating an accessible workplace, the Accessibility Plan was developed through consultations with employees, including those with disabilities, as required by the ACA.

We gathered feedback through a companywide survey and by engaging with external organizations that support individuals with disabilities, such as the Alliance for Equality of Blind Canadians and the Canadian Association of the Deaf. During our consultations that took place in 2023, we asked questions regarding potential barriers for those with vision and hearing disabilities.

The focus areas of the consultations included improving accessibility to our building spaces, yards, and services. We received valuable input and suggestions on enhancing physical access to our facilities and making our programs more inclusive, which will guide our ongoing accessibility efforts.

We will continue to survey employees, including those with disabilities, and work with relevant groups to track our progress, ensuring we meet the goals set out in the Accessibility Plan

Feedback

At Harbour Link, we prioritize employee feedback to improve accessibility. We gather input through Pulse Surveys and regular HR conversations, which help us identify and address barriers. HR analyzes this feedback to identify trends, track progress, and ensure we're taking the right steps to eliminate challenges.

Our goal is to continuously improve and create an inclusive environment where every employee feels supported, regardless of ability.

In the past year, we have received the following feedback through our process, all of which have been accommodated:

- Providing sit-stand desks for improved circulation
- Purchasing ergonomic chairs and neck rests
- Improving office ventilation
- Clearer cross-department communication
- Cross-department training
- Accommodations based on mental health and substance abuse
- Shift accommodations for company drivers with medical documentation
- Accommodating learning disabilities by altering training (speed, visual and non-visual learning)
- Authorizing micro-breaks for an employee with cluster headaches
- Providing ergonomic mouse pads

All feedback received has been tracked and considered as we identify future actions for continuing to improve accessibility at Harbour Link.

Priority Areas

Employment

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.

Progress:

- Our job postings now explicitly encourage candidates with disabilities to apply, and we've ensured the application process is accessible by offering accommodations as needed.
- Individuals with disabilities have the option to apply both online and in person.
- Introduced a more accommodating interview process, allowing recruiters to choose the best format (in-person, virtual, or with additional support).
- Provided a direct line to the HR department for any assistance or accommodations needed.

Timeline: N/A

Status: Complete

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.

Progress:

- Exploring various accommodations, such as adjustable truck steps, modified seating, and assistive technology to improve the driving experience and make it more accessible.
- Installed adjustable steps and seatbelt adjustments when requested alongside medical documentation.

Timeline: N/A

Status: Ongoing

Built Environment

Barrier 3

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

Progress:

- The Main Office building already features a ramp, providing easier access for those with mobility needs.
- Yard staff are mobile and available to aid visitors or employees with disabilities as they enter the yard.
- Signage has been updated to better guide individuals with mobility challenges.

Timeline: N/A

Status: Complete

Barrier 4

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

Progress:

- Completed the update of our safety signage to include larger text, higher contrast colours, and clear, easily identifiable symbols. These signs have been installed in high-traffic areas, such as near entrances, exits and emergency equipment.

Timeline: N/A

Status: Complete

Information and Communication Technologies (ICT)

Barrier 5

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

Progress:

- We plan to review and implement a training program to help employees use these features effectively.
- We also plan to work with software providers to ensure future tools meet accessibility standards from the start, collaborating with our IT department to make sure all new tools are fully compatible with accessibility needs.

Timeline: 2026

Progress: Not Started

Barrier 6

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

Progress:

- We have implemented several accessible technologies to ensure all participants can fully engage in meetings.
- The phone systems and Microsoft Teams offer valuable features such as meeting recording and automatic transcription, allowing attendees to revisit content or follow along more easily.
- Zoom can be utilized for virtual meetings, which provides additional flexibility and accessibility options like closed captioning and screen reader compatibility.

Timeline: N/A

Status: Complete

Communication Other Than ICT

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.

Progress:

- Our communication methods include email, phone, in-person meetings, virtual meetings, memos, and verbal communication, all of which are utilized with accessibility in mind.

- We utilize Word documents and PDFs to allow for easier text adjustments, along with text-to-speech tools and larger text options.

Timeline: N/A

Progress: Completed

Procurement of Goods, Services and Facilities

Barrier 8

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

Progress:

- As part of our procurement process, we purchase ergonomic office furniture for employees.
- We consult with vendors when purchasing goods and equipment to consider all options and select those that are accessible for all.

Timeline: N/A

Process: Ongoing

Design and Delivery of Programs and Services

Barrier 9

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.

Progress:

- We use various communication methods such as email, phone, in-person meetings, virtual meetings via Teams and Zoom, memos, and verbal communication to ensure that everyone can participate fully.
- For meetings and interviews, we've implemented a ramp at our main office to provide easy access for individuals with mobility needs.
- We operate across four different site locations, and at each one, we remain committed to adapting our approach to accommodate different accessibility requirements.

Timeline: N/A

Progress: Complete

Transportation

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.

Progress:

- Introduced lower steps to make access to company trucks easier and safer.
- In some cases, we have worked closely with Occupational Therapists to gain a deeper understanding of the accessibility needs of truck drivers with disabilities and explore effective ways to accommodate those needs.

Timeline: N/A

Progress: Ongoing

Conclusion

Harbour Link is committed to accessibility and inclusion, aligned with the Accessible Canada Act (ACA). We aim to ensure all individuals, including those with disabilities, can fully engage in our workplace and services by identifying and addressing barriers.

This commitment guides our practices, and we will continue engaging with employees, customers, and advocacy groups to meet diverse needs. Moving forward, we will improve procurement, communication, and recruitment processes, while gathering feedback to address new barriers and enhance accessibility across all areas.