



columbiacontainers.com

“To be the most trustworthy, respected and effective grain solutions provider. We embrace local community values and are committed to our producers, end users and stakeholders alike”

Columbia Containers Ltd.

Accessibility Plan

[2024-2026]

Contents

OVERVIEW.....	2
About Columbia Containers.....	2
Requirements and Standards as per ACA	2
GENERAL.....	3
Accessibility Statement	3
Accessibility Committee	3
Feedback	3
PLAN OVERVIEW.....	4
Area 1: Employment	4
Area 2: Built Environment.....	5
Area 3: Information and Communication Technologies (ICT).....	6
Area 4: Communication, other than ICT	6
Area 5: Procurement of Goods, Services and Facilities.....	7
Area 6: Design and Delivery of Programs and Services.....	8
Area 7: Transportation.....	8
CONSULTATIONS	9
CONCLUSION	9

OVERVIEW

About Columbia Containers

Columbia Containers Ltd. (“CCL” or “the Company”) operates within the Port of Vancouver’s South Shore, and has long served as the logistical gateway for containerized international bulk grain shipments from the Western Coast of Canada.

With over 50 years of experience and refinements, we are proven leaders in the container transloading field. While our facilities, equipment, processes, and technologies have improved over time, the key to our longevity is rooted in our philosophy of the highest levels of customer service.

We take pride in the current level of accessibility within our office and look forward to unveiling our upcoming initiatives in the Accessibility Plan.

Requirements and Standards as per ACA

As a federally regulated company, CCL is governed by the *Accessible Canada Act* (“ACA”). The Accessible Canada Act is a Canadian federal legislation that aims to enhance accessibility and inclusion for persons with disabilities in Canada. It establishes standards for accessibility, promotes compliance, and ensures accountability through the implementation of regulations and enforcement mechanisms. The goal is to create a barrier-free Canada where all individuals, regardless of their abilities, can fully participate in society.

The Act requires that organizations:

- Prepare and publish an initial Accessibility Plan (“ACA Plan” or “Plan”).
- Set up feedback process.
- Prepare and publish reports on a regular basis.

The ACA Plan must be reviewed in its entirety and published every three years.

GENERAL

Accessibility Statement

The Company is committed to recognizing and resolving accessibility barriers that minimize the full participation of individuals with disabilities in our offices. We will continue to persist in engaging with the public, our staff, and experts in relevant fields to safeguard against the emergence of new barriers as we strive towards enhanced accessibility.

Accessibility Committee

Our current ACA Plan working group includes:

Dean Giles
General Manager
Columbia Containers Ltd.

Aanchal Mohan
HR Generalist
Columbia Containers Ltd.

Feedback

For more information, to provide feedback, or to request alternative formats of this Plan, please reach out to CCL through one of the below methods:

Telephone: (604) 254-9461

Email: HR@columbiacontainers.com

Online: columbiacontainers.com/contact/

Mail: Columbia Containers Ltd.
2319 Commissioner Street
Vancouver, BC, V5L 1A4

Alternative Formats

The ACA Plan may be available in the following formats upon request:

- Print
- Large Print
- Electronic
- Audio

A Braille copy may be requested by using one of the below methods:

- Phone: (604) 254-9461
- Email: HR@columbiacontainers.com
- Online: columbiacontainers.com/contact/

PLAN OVERVIEW

This Plan applies to CCL's office located in the Port of Vancouver's South Shore. It outlines how we plan to identify and remove barriers in the below areas:

1. Employment.
2. The built environment.
3. Information and Communication Technologies ("ICT").
4. Communication, other than ICT.
5. The procurement of goods, services, and facilities.
6. The design and delivery of programs and services.
7. Transportation.

Area 1: Employment

Accessibility Commitment

CCL values a diverse workforce and strives to establish an inclusive and accommodating environments for all our employees.

Current Level of Accessibility

CCL has taken a pro-active approach to creating a barrier-free environment and currently the following policies exist:

- A statement that encourages applicants to request accommodation(s) during the application process is built into each job posting and all forms of communications during the recruitment process.
- A comprehensive employee communication policy that educates all employees on the accessibility services available to them and on how to access those services.

Commitments

- 1) Introduce supplementary approaches to attract and recruit candidates, aiming to enhance employment opportunities and advancement for individuals with disabilities by:
 - Reviewing existing recruitment and accessibility policies to ensure that accessibility is fully integrated and have our accessibility statement clearly displayed in all job postings by December 2024.
 - Broadening our outreach efforts for candidates to encompass accessible job boards tailored to individuals with disabilities and work with community-based organizations to support this goal by December 2024.

- 2) Ensuring a secure, inclusive, and accessible workplace environment for employees with disabilities by:
 - Providing unconscious bias training to all department managers, executives, and human resources staff who need it via partnering with community organizations who work with people with lived-in experience with disabilities by December 2025.
 - Collecting feedback from employees regarding accessibility in the workplace by December 2025.
 - Reviewing all existing Human Resource systems and tools to identify any barriers to career advancement by December 2025.

Area 2: Built Environment

Accessibility Commitment

CCL is proud to already have an office building that is accessible on the ground floor and provides a barrier-free environment for everyone. It is worth noting that a lot of our jobs are labor-intensive roles with bona fide occupational requirements; and so, our accessibility efforts have been limited to our main office building.

Current Level of Accessibility

CCL has taken a pro-active approach to creating a barrier-free environment and currently the following policies exist:

- The main office is accessible via wheelchair; the front door has ramps and there is an accessible washroom on the main floor.
- All employees are provided with accommodation(s) whenever feasible, in accordance with the safety requirements of each job role.
- Any visitors coming to the office are encouraged to request accommodation(s) that might be required.

Commitments

Conduct an audit of the existing office space to ensure no upgrades are needed:

- Create a list of potential upgrades or upkeep of the common places in the office building by December 2025, including but not limited to lunchrooms, washrooms, and parking spaces.
- Collecting feedback from current employees when creating the above-mentioned list of potential upgrades.
- Establish a budget and approval process for the necessary upgrades by April 2026.

Area 3: Information and Communication Technologies (ICT)

Accessibility Commitment

CCL's main goal is to ensure that all employees possess the necessary tools and systems to fulfill their job responsibilities and pinpoint any existing obstacles within the digital realm. The Company will continue to monitor our online accessibility on an ongoing basis.

Current Level of Accessibility

CCL has taken a pro-active approach to ensure all employees have the necessary hardware and software needed to be able to carry out their job responsibilities. We rely on our external IT support specialist to help us accommodate any requests.

- All employees have the option to request adaptive technology, such as standing desks, screen magnification, screen reader, software for voice-to-text conversion, and similar provisions.
- All employees have access to IT support, to which they can request accommodation(s) when it comes to technology.

Commitments

Ensure that all employees have access to the tools and systems they need to perform their job duties by:

- Understanding employee's need for adaptive technologies and creating a budget based on the findings by December 2025.
- Consulting with professionals and current employees with lived experience of disabilities to adapt and adjust current policies by December 2025.
- Keep up with the best-case practices to adhere to *Web Content Accessibility Guidelines* standards as adaptive technology is always evolving.

Area 4: Communication, other than ICT

Accessibility Commitment

Effective communication is vital for the daily interactions between our staff and our clients. Our goal is to ensure smooth communication that meets accessibility standards and allows all stakeholders to understand each other without any barriers.

Current Level of Accessibility

CCL has always ensured to provide clear and concise communication that is well-understood by the intended audience. We will continue in our efforts to make our communication accessible to all stakeholders.

- All policies are written in simple and concise language so that all levels of employees can understand it.
- Employees are free to provide feedback and express any challenges they may face to their managers or Human Resources.

- All communication is displayed at several locations for maximum outreach.

Commitments

- 1) Create and integrate a communication protocol aimed at removing obstacles and guaranteeing inclusivity by:
 - Providing training to all managers and Human Resources staff on effective communication strategies with special emphasis on accessible communication by December 2025.
 - Collecting feedback from employees regarding our current level of accessibility by December 2025.
 - Creating actionable goals based on the finding of employee feedback to make our communication strategy more inclusive by December 2026.
- 2) By December 2026, ensure all policies may be available upon request in alternative formats such as:
 - Audio Formats
 - Accessible PDFs
 - Plain Text
 - Easy Read
 - Braille
 - Video (sign language, descriptive video, close captioning)

Area 5: Procurement of Goods, Services and Facilities

Accessibility Commitment

Columbia Containers values and supports an inclusive and barrier-free environment. Thus, we aspire to work with vendors who also have the same values, are owned, and managed by individuals with disabilities, and/or have set accessibility objectives.

Current Level of Accessibility

As of now, Columbia Containers has not actively chosen to prioritize accessibility in the procurement of goods, services, and facilities.

Commitments

Incorporate accessibility as a component in the procurement of goods, services, and facilities by:

- Conducting an audit of current vendors to address barriers that exist in the procurement process and delivery of those goods and services by December 2025.
- Establishing a formal process that takes accessibility into account when selecting vendors to procure goods, services, and facilities from by December 2026.

Area 6: Design and Delivery of Programs and Services

Accessibility Commitment

Columbia Containers is not a customer-facing business. Our goal is to always provide our customers with a barrier-free experience with us.

Current Level of Accessibility

As mentioned above, we are not involved in customer-facing business, and thus, in no stage of trading processes there is any requirement for our customers to be on-site. However, we do understand the importance of digital accessibility in today's world and will work towards creating a barrier free environment.

Commitments

Incorporate accessibility as a key component for customers or visitors if they chose to visit our offices by:

- Making all important accessibility information in multiple formats available upon request by December 2025.
- Ensuring all customer-facing roles have access to this information to be able to direct their customers to it promptly.
- Encouraging all visitors are encouraged to request accommodation that they might need.

Area 7: Transportation

Accessibility Commitment

CCL is a private commercial logistics provider and therefore we do not provide transportation to the general public. Our goal is to limit barriers and support our employees while they are on duty.

Current Level of Accessibility

To make our operations yard more accessible, the Company has taken the below steps:

- Signage in multiple languages displaying important information.
- Well-marked directions to ensure safety of trucks in the yard.

Commitments

Encourage employees who work in the yard to provide feedback on what accommodations they may need to do carry out their responsibilities in a safe manner by December 2024.

- Creating an actionable plan based on the findings of the feedback by December 2025.
- Provide managers and staff with any training that they might need.
- Accessible signage to be displayed as needed.

CONSULTATIONS

Summary

Understanding the lived experience of people with disabilities is a key factor in the development of our ACA Plan. CCL consulted with BC Centre for Abilities (“BC CFA”) on this Plan to ensure we have feedback from a community-based organization that actively works with people who have diverse abilities and a lived-in experience of disability.

Consultation Process

Step 1 – Emailed the final ACA Plan to consultants from BC CFA.

Step 2 – A conference meeting with BC CFA representation to discuss the Plan.

Step 3 – A follow-up conference meeting with BC FCA to discuss the finalization of the Plan.

Step 4 – Making changes to the ACA Plan as per advice received.

CONCLUSION

The Company is committed to this ACA Plan and its ongoing efforts and improvements in identifying, removing, and preventing barriers to accessibility in various priority areas. We will make continuous efforts in enhancing physical spaces, digital platforms, and communication methods to accommodate current and future stakeholders with diverse abilities and needs.