



ACCESSIBILITY PLAN

2023

SAFE. RELIABLE. PROFESSIONAL.

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1. Plain Language Summary of the Plan

This is the plain language version of the Seaboard Transport Group of Companies' Accessibility Plan. You can read the full version of the Accessibility Plan starting on page 4.

The Accessible Canada Act (ACA) is a law to make Canada accessible. Under the ACA, federally regulated employers are required to develop and adopt a plan that outlines how they will be more accessible. As a Federally regulated employer, Seaboard is required to have an Accessibility Plan. Furthermore, aligned with the goals set forth in its Strategic Plan, Seaboard is committed to creating value for people by offering a safe, inclusive workplace for a diverse workforce. The implementation of an Accessibility Plan will identify how Seaboard can achieve this goal for persons with accessibility needs.

Seaboard's plan was created in consultation with stakeholders and accessibility experts. Specifically, the plan was created by:

- Surveying Seaboard's current workforce about workplace accessibility;
- Collecting feedback from a group of persons with disabilities;
- Consulting an external organization that specialises in making workplaces accessible;
- Examining the workplace and reviewing existing known barriers;
- Documenting a list of new barriers that were identified; and
- Developing plans to remove and/or reduce barriers.

Seaboard intends to become more accessible by:

- Collecting feedback about accessibility;
- Providing clear information to stakeholders about the feedback process;
- Assigning responsibility for workplace accessibility to a dedicated group;
- Accepting alternative application methods for employment;
- Encouraging people with disabilities to work for Seaboard by referencing accessibility in its Employment Equity Statement;
- Establishing a clear process for employment applicants to request accommodation;
- Increasing awareness among employees about accessibility features in virtual meeting platforms;
- Educating employee trainers on how to facilitate accessible meetings (i.e. providing instruction on accessibility options, etc.);
- Providing training to human resources teams on accessibility;
- Updating diversity, equity, and inclusion training to include training on disabilities;
- Encouraging new employees to identify accessibility needs prior to their first day of work;
- Ensuring new employees who require accessibility accommodation have accessible work tools in place by their first day of work;
- Introducing web accessibility training for employees in IT;
- Ensuring documentation required for employees are available in alternate formats upon request; and
- Ensuring frequently used documents are available in accessible formats.

Seaboard welcomes feedback on this plan. If you require this plan in an alternate format, such as braille or audio, please contact HR@seaboard.acl.ca.

FULL VERSION OF THE ACCESSIBILITY PLAN

2. Background Information

2.1 About Seaboard Transport Group of Companies

Seaboard Transport Group of Companies is a privately held organization comprised of numerous transport brands across Canada and the United States. With over 1,500 employees and contractors, Seaboard is committed to providing quality service to its customers across North America. Seaboard has remained committed to its core values – Safe. Reliable. Professional. – since its incorporation in 1964.

At Seaboard, the hard-working team of professional employees and owner operators are the foundation of its success and, as such, Seaboard has committed to creating a safe and inclusive workplace for a diverse workforce.

Seaboard specializes in the transportation of bulk liquid and dry commodities and its workforce is comprised of professional truck drivers and product handlers, fleet maintenance technicians, operations dispatchers, IT professionals, finance professionals and many other office support positions. Seaboard deploys specialized equipment and industry-leading technology throughout its business operations to facilitate continuous improvement and innovate for safer and more sustainable business processes.

2.2 Statement of Commitment

Seaboard is prioritizing efforts to advance accessibility for its employees. Seaboard commits to engaging with persons with disabilities to better understand their experiences and meet their needs.

At Seaboard, all employees and owner operators have a right to do their job in a place and manner that is free of barriers. This accessibility plan represents Seaboard's commitment to identifying barriers in the workplace and taking meaningful action to remove them.

2.3 Contact Information & Feedback Process

Seaboard welcomes feedback from the public, stakeholders, and employees. Feedback about the Accessibility Plan or the feedback process itself will be useful in helping Seaboard to identify and work to remove accessibility barriers.

Feedback, questions, and requests for accommodation can be directed to the Human Resources Team through email, mail, telephone, video conference or in person. Contact information is provided below.

Mail

Attention: Human Resources Team
Seaboard Transport
721 Wilkinson Avenue,
Dartmouth, NS B3B 0H4
Email: HR@seaboard.acl.ca
Phone: 902-468-4447

All feedback received will remain confidential.

Seaboard will offer the following alternative formats of this plan upon request:

- Print
- Large print
- Braille
- Audio (a recording of someone reading the text out loud)
- Electronic formats that are compatible with adaptive technology

Requests may be submitted by mail, email, or phone.

2.4 Definitions

The following terms are important terms in the ACA and are used frequently throughout the contents of this plan. They are defined here in plain language. Full ACA definitions may be found at the link below:

<https://www.canada.ca/en/employment-social-development/programs/accessiblepeople-disabilities/act-summary.html#h2.02>

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

3. Accessibility in the Workplace

3.1 Employment

Seaboard is committed to ensuring that employment candidates, current employees, and owner operators with disabilities and/or who experience barriers are fully supported throughout the entire employment life cycle. This experience begins with the recruitment and hiring processes. Seaboard has identified accessibility goals that will enhance the recruitment and hiring process for people with disabilities or who require accommodation. These are outlined below.

Accessibility Goals in the Recruitment and Hiring Process

- Beginning in 2023, Seaboard will include language in job postings that provides information about alternative application methods for employment where the standard procedure is inaccessible.
- Beginning in 2023, a statement will be added to the Careers landing page that encourages people with disabilities to apply for positions.
- By the end of 2023, all current managers will have disability and workplace accommodations training offerings.
- By the end of 2023, Seaboard will ensure that meeting organizers are trained and are knowledgeable about ways to make meeting platforms more accessible. For example, making sure that they know how to enable captions, to read comments in the chat out loud, and allow participants the option to join with camera off.
- Beginning in 2024, Seaboard will regularly review its employment workplaces to identify and begin to remove barriers to employment for people with disabilities.
- In 2024, Seaboard will review current policies, practices, and trainings related to Diversity, Equity, and Inclusion (DEI) initiatives, and identify opportunities for expansion and improvement on disability-specific content.
- In 2023, Seaboard will revise the employee onboarding process to include a directive that employees identify their known access needs prior to their start date to ensure that Seaboard can fulfill its duty to accommodate.

3.2 Seaboard's Workspace

Seaboard operates 15 terminals across Canada and in the US. Facilities in its network range in date of construction and building layout. Some facilities include maintenance garage facilities. A general list of accessibility features at Seaboard facilities is provided below. Site-specific accessibility features are available upon request.

- Dedicated parking spaces for persons with disabilities;
- Sidewalk / walkway ramps ;
- Elevators; and
- Accessible toilets

Seaboard is committed to making its workspaces more accessible for all employees and owner operators. As such, accessibility goals have been identified that will enhance the accessibility of workspaces. These are outlined below.

Accessibility Goals for Our Workspaces

- Throughout 2023, Seaboard will monitor and evaluate the use of new office spaces and consult with experts on how to make workspace more accessible. Seaboard will create a feedback mechanism for employees to offer their perspectives on how the new space is functioning.
- In 2024, Seaboard will continue to consult with employees with disabilities on ways to improve accessibility of the built environment.
- Seaboard's Diversity, Equity and Inclusion DEI committee will consider accessibility in the built environment in all DEI-related discussions and meetings.
- Seaboard will be mindful of accessibility when constructing new facilities.

3.3 Information and Communication Technologies (ICT)

Information and Communication Technologies are various technological tools used to send, store, create, share, or exchange information. The current Seaboard IT protocols are not always accommodating to people with disabilities in the workplace. Accessibility goals have been identified that will enhance the accessibility of ICT within our workplace. They are outlined below.

Accessibility Goals for ICT

- By the end of 2024, Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.
- Develop and promote guidance and training documents for persons with disabilities (e.g., making items larger on a screen, activating reader on MS Word, activating closed captioning on MS Teams, etc.).
- Develop accessibility guidance checklists and documents for employees that are building or procuring information technology.
- Review the technology used in common conference, learning and meeting spaces to ensure that it meets a high level of accessibility and respects all legal and policy requirements.

3.4 Communications, other than ICT

The way that information is shared can impact whether it is accessible. All people who work for and interact with Seaboard need to be able to understand information that is shared with them. This means that documents need to be easy to understand and meet the needs of people with disabilities. Social media, including photos and videos, must have accessible features such as ALT-text (a short, written description of an image), closed captions, and described video. The following goals will help make sure that people who work for or use Seaboard's services can access the information they need.

Accessibility Goals for Communications

- Starting in 2023, new documents distributed for communications will be available in accessible formats if published on Seaboard's public website.
- Starting in 2023, Seaboard will review documents already published, and will update those that are determined to be high priority to ensure they are in accessible and/or in alternate formats.
- By 2024, Seaboard will include a section on its intranet site offering tips and stating requirements for accessible documents.

3.5 The Design and Delivery of Programs and Services

When designing and delivering Seaboard's internal and external programs and services, accessibility considerations must be part of the process right from the very start. Currently, Seaboard does not have a standard approach for ensuring all programs, processes and services have taken accessibility into account. Accessibility goals have been identified that will help to enhance accessibility of programs and services for all employees and owner operators.

Accessibility Goals for the Delivery of Programs and Services

- Leverage the mandatory requirement to consult with persons with disabilities by providing regular opportunities for all employees to review and provide feedback on all programs, processes,

policies, and services. They will have opportunity to review current programs and services and then will provide input prior to the development of future programs and services.

- Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs, and services.
- Create an Accessibility Checklist to help ensure key accessibility considerations are considered.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes, and procedures.

3.6 The Procurement of Goods, Services and Facilities

When accessibility is considered at the start of any process, barriers are reduced. Accessibility standards in procurement processes ensure that goods, services, and facilities are ready to use by anyone who needs them. Seaboard's current procurement procedures and practices do not take into consideration accessibility requirements. Accessibility goals have been identified that will ensure accessibility requirements are considered in the procurement process.

Accessibility Goals for the Procurement of Goods, Services and Facilities

- Update the procurement procedures to include accessibility checks when buying goods and services.
- Include accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services and confirms that they will abide by the requirements of the Accessible Canada Act.

3.7 Transportation

Seaboard does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act. This means that standards for transportation are not in the scope of this plan.

4. Consultations

To align with Seaboard's commitment to make its workplace environment accessible to all, an Accessibility Plan has been developed in consultation with employees, including those with disabilities.

Seaboard gathered feedback and input from 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 Seaboard's building space and yards and Seaboard's programs and services. The organization consulted with by Seaboard was reachAbility.

Seaboard 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 Seaboard realize the changes it set out to achieve.

A survey for employees with disabilities was developed and e-mailed to all employees to provide feedback about their experiences working for Seaboard. While employees with disabilities were the primary focus,

Seaboard also realize that the input of individuals who may not have a disability but are close to a person with a disability may provide valuable insight. People who answered the survey noted:

- Stigma and lack of knowledge within Seaboard, specifically in management and leadership roles
- Frustration about accessibility in applications such as Microsoft Teams
- Seaboard’s facilities posed barriers for some employees with disabilities.

These concerns have been considered as part of the development of this plan and solutions have been proposed and are included in the accessibility goals that are listed throughout this plan.

5. Conclusion

Seaboard recognizes its responsibility to include people with disabilities in all aspects of the organization. Seaboard is committed to listening to people with disabilities as work is completed towards the goal of becoming more accessible. Seaboard is committed to making accessibility an ongoing priority. This plan represents a part of that commitment. This plan is also Seaboard’s guide to removing or reducing barriers over the next 3 years.

Accessibility plans will be published every three years with annual progress reports to track implementation. Both the plan and the progress reports are serial publications and requirements. Seaboard recognizes the goal of achieving full accessibility is a process. This plan is a step towards that goal.