



Seaboard
TRANSPORT GROUP OF COMPANIES

Accessibility Progress Report

2024

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Contact Information & Feedback

If you have questions about accessibility in our workplace, wish to provide feedback or are experiencing a barrier to accessibility, please contact us using the information below. Feedback from the public, stakeholders and our employees is invaluable in supporting our efforts to maintain a barrier-free workplace. All feedback will remain confidential and may be submitted anonymously.

Mail

Attention: Human Resources Team
Seaboard Transport
721 Wilkinson Avenue
Dartmouth, NS B3B 0H4

Email

HR@seaboard.acl.ca

Phone

902-468-4447

Alternate Formats

Seaboard Transport will offer the following alternative formats of our Accessibility Plan and/or Progress Report upon request:

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

Requests for alternative formats may be submitted by mail, email, phone, or in person.

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.

In 2023, we embarked on the publication of our Accessibility Plan, outlining the journey towards a safe, inclusive workplace for a diverse workforce, specifically for persons with accessibility needs.

By consulting with stakeholders and accessibility experts, Seaboard created its plan 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.

This progress report will provide an update on commitments made in our Accessibility Plan and identify further actions to be taken opposite those commitments.

Year 1 Progress Report

Accessibility areas, as described in Section 5 of the Accessible Canada Act (ACA)

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.

Completed Actions

- Seaboard has included language in job postings that provides information about alternative application of employment methods where the standard procedure is inaccessible.
- With the launch of our new public website, Seaboard has included a statement to our careers landing page that encourages people with disabilities to apply for open positions.
- Seaboard’s onboarding process was revised to provide the option for new hires to identify and make requests for accommodation in the workplace, thereby ensuring Seaboard is prepared for their start and ensuring the success of the new candidate in their new role.
- In October 2023, all employees, including managers, were invited to participate in an educational session hosted by ReachAbility Nova Scotia. This session covered topics related to disabilities in the workplace and methods to support employees with disabilities. Additional online courses have been made available through our online learning platform, covering topics such as “How to Recognize and Overcome Bias”, “Cultivating Diversity, Inclusion & Belonging”, “Diversity Basics”, “Diversity Equity and Inclusion Workbook”, “Uncovering the Hidden Prejudice” and more.
- Seaboard incorporated meeting accessibility practices and provided training to meeting organizers on the accessibility features available in our virtual meeting platform. In our corporate Town Halls, meeting attendees are informed on how to enable captions and chat comments / questions are read out loud.

Ongoing Actions

- It was found that there were opportunities for expansion and improvement upon existing policies, practices and trainings related to Diversity, Equity & Inclusion (DEI) initiatives to include disability-specific content. *The review of all existing DEI materials and practices began in 2024 and is ongoing. Seaboard is committed to developing additional course materials, including DEI training in annual manager professional development mechanisms, and for our online learning platform.*
- It was found that there were opportunities for Seaboard to conduct regular reviews of its employment workplaces to identify and remove barriers to employment for persons with disabilities. *Workplace inspections are conducted regularly by the OHS committee to identify workplace hazards. These inspections now include consideration of barriers for persons with disabilities and ongoing review of workplace barriers is conducted in conjunction with employee feedback mechanisms and the OHS Workplace Committee.*

The built environment: Seaboard's workspace

Seaboard is committed to making its workspaces more accessible for all employees and owner operators.

Seaboard's Accessibility Plan identified goals related to the enhancement of accessibility of workspaces. These involved the monitoring and evaluation of **new** office spaces and consultations with experts to ensure these workspaces are accessible. It is important to note in 2023 and, to date in 2024, there were no renovations nor plans for new workspaces across our network.

Completed Actions

- Employees are provided opportunities to provide feedback on their existing workspaces through corporate Town Hall meetings, employee experience surveys, OHS Committee and training sessions.

Information & Communication Technology (ICT)

In our Accessibility Plan, we identified that the current IT protocols are not always accommodating to persons with disabilities in the workplace. We identified accessibility goals, aimed at enhancing the accessibility of ICT in the workplace. Our progress toward the achievement of these goals is noted below:

Completed Actions

- Training was provided to Seaboard employees during a Town Hall meeting and subsequently in our DEI Speaker Series session that explained the accessibility options in common office platforms, such as making items larger on screens, activating Reader on MS Word, activating captions on MS Teams, etc.)
- Technology that exists in common areas, such as meeting rooms and training centres was reviewed to ensure it meets accessibility requirements.

Actions in Progress

- It was identified that there was an opportunity to provide training to IT employees to increase knowledge and awareness related to accessibility and the adaptation of services to improve the organization's interaction with persons with disabilities. *This training is currently being developed.*
- It was identified that there was an opportunity to develop accessibility guidance checklists and documents for employees who are responsible for building or procuring information technology. *The development of such checklists is being considered as part of the accessibility and adaptation training that is currently under development.*

Communications, other than ICT

Seaboard Transport remains committed to ensuring that information shared with employees is done so in a manner that is accessible for all, including for persons with disabilities. In our Accessibility Plan, we identified several accessibility goals related to communications. Our progress toward the achievement of these goals is noted below:

Completed Actions

- All new documents published on Seaboard’s public website are available in accessible formats upon request, meeting the requirements of the Act.
- A review was conducted to determine whether any existing documents required updates and/or modifications to comply with the Act. *No documents were identified in this review nor through employee feedback and consultation.*

Actions in Progress

- It was noted that there was an opportunity to include resources on Seaboard’s intranet that provide guidance on accessibility of documents and communication. *The development of these resources are in progress as the company intranet system is being upgraded.*

Procurement of Goods, Services and Facilities

Seaboard is committed to ensuring accessibility standards are upheld in our procurement processes to reduce barriers for persons with disabilities. During the publication of our Accessibility Plan it was identified that the current procurement procedures and practices generally do not take accessibility requirements into account. As such, accessibility goals were identified that would ensure accessibility requirements are considered in the procurement process.

Planned Actions

- It was noted that there is an opportunity to update procurement procedures to include accessibility checks when buying goods and services. *This action is planned for 2024.*
- It was noted that there is an opportunity include accessibility considerations in standard procurement templates, for example requests for proposal (RFP) documents, for the purpose of informing potential vendors the requirement to adhere to requirements set out under the Accessible Canada Act. *The revision of procurement templates and documents is planned for 2024.*

Transportation

Seaboard Transport Group of Companies does not coordinate a transportation system, nor a fleet of transportation vehicles as defined in the Accessible Canada Act. Standards for transportation were not included in the scope of Seaboard’s Accessibility Plan and, as such, there is no update provided on this part of the Act.

Consultations

Seaboard’s Accessibility Plan was developed in consultation with employees, including those with disabilities. Seaboard gathered feedback and input in the following ways:

- Company-wide accessibility survey, completed in November 2023
- Engagement with external organizations through the establishment of a partnership with ReachAbility NS.

Seaboard will continue to survey employees, including those with disabilities, to measure our progress on our Accessibility Plan Actions and ensure that Seaboard realizes the changes it has set out to achieve.

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.

Since the publication of the first Accessibility Plan in June 2023, the Group of Companies' DEI Committee includes workplace accessibility matters as part of its framework and mandate. As noted throughout this progress report, many actions were undertaken and completed in 2023 and 2024 that have contributed to the goal of becoming a more accessible workplace. We continue to work diligently to complete further action on the commitments outlined in our Plan and to identify new initiatives in consultation with our stakeholders and employees.

With this progress report, Seaboard Transport Group of Companies renews its commitment to being a workplace that is inclusive for all employees.