



WTLP Accessibility Plan (2024-2026)

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Westshore Terminals Limited Partnership Accessibility Plan (2024-2026)

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Westshore Terminals Limited Partnership (WTLP) is a bulk loading facility located in Delta BC. We receive product by train, and load it onto vessels for transportation to various countries throughout the world.

Access to our facility is limited to persons performing work on the terminal. There is no public interface.

In creating this plan, we looked at the following areas with a view to identifying barriers and to see how we could make things more accessible. We looked at:

- Facilities
- Employment
- Technology
- Communications

We asked our employees and people with disabilities to identify barriers through a focus group and encouraged the group to identify solutions. We then thought about how we could remove these barriers and established goals as part of this accessibility plan.

In the next 2 years we will:

- Launch an awareness campaign to all employees on accessibility.
- Update our emergency notifications and evacuation plans with clear instructions for people with disabilities.
- Update our equity statement and include it in all external job postings.
- Review training material for accessibility compliance.
- Review our existing accommodation guidelines and processes for employees with disabilities and make improvements where we can.

Progress Report

We will publish a progress report annually to provide an update on our accessibility achievements and plans.

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General

Statement of Commitment

Diversity and inclusion are strongly held values at WTLP and while we recognize the nature of our industry can pose barriers for our employees we are dedicated to identifying and removing them whenever practicable.

We are also committed to doing this work in consultation with people who have disabilities. We recognize that people with disabilities are the experts when it comes to accessibility and so we will listen to their feedback as we move forward with the goals outlined in this plan.

To develop this plan, we proactively looked for accessibility barriers at our organization and made plans to remove the barriers that were discovered. We are also committed to making changes not outlined in this plan if new information about barriers becomes available.

Description of WTLP

WTLP is a publicly traded bulk loading facility in Delta B.C. Our terminal is located on Roberts Bank, and is not accessible by public transportation. The site consists of large stockpiles of product, rail loops, large bulk handling equipment, high voltage power, and various pieces of mobile heavy equipment. Most of our employees work in jobs that require some manual labour and the requirement to access equipment to either operate or service it. Access involves stairs and ladders, sometimes multiples of each. Simply put, it is an industrial site, and it would be extremely difficult to make it fully accessible for all people. There are some employees who work in the offices on site.

Contact Information & Feedback Process

We are open to feedback on this plan and accessibility. People can submit feedback anonymously, without giving their name or contact information. We will review the feedback and do our best to address the feedback.

The Director of Human Resources is responsible for collecting, keeping, and responding to the feedback we receive.

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You can contact us to give your feedback or request the report in an alternate format in the following ways:

- By email: accessibility@westshore.com
- By telephone: 604-946-3420
- By letter mail: 1 Roberts Bank Delta BC, V4M 4G5

We will respond to let you know that we received your feedback. We will not respond to feedback that is submitted anonymously (without providing a name or contact information). We will store a copy of all the feedback we receive, in a central location, for at least three years. We will report on the feedback we receive in our progress reports and may use the feedback to develop future accessibility plans.

A digital version of this plan that works with assistive technology is available right now on our website: www.westshore.com

We will respond to requests for other formats as soon as possible. For each alternative format, WTLP commits to providing them within a certain number of days:

- Print: available within 15 days of the initial request.
- Large print (Increased font size): available within 15 days of the initial request.
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers): available within 45 days of the initial request.
- Audio (a recording of someone reading the text out loud): available within 45 days of the initial request.

Definitions

The following definitions apply throughout this plan:

- **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.

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- **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.

Areas Described under Section 5 of the Accessible Canada Act (ACA)

Organization-wide Initiatives

To successfully achieve the goals that we have outlined in this plan, we recognize that our workforce needs a consistent understanding of these topics.

Goal(s)

- By June 2026, WTLP will launch an awareness campaign to all employees on accessibility.

Built Environment

Overview

We have a relatively new office building that is accessible, with ramps at the main entrance, but it was pointed out that although we have made provisions in the washrooms for accessibility, including designating one as disabled, the doors themselves become a barrier.

We also heard people with disabilities are not always considered or included in evacuation plans and emergency drills. We have identified a secure space in our updated plans and will review and update our plans further making sure everyone, especially employees with disabilities, will know what to do in an emergency.

Goal(s)

- By January 31, 2025, WTLP will review and update our emergency evacuation plans and share them with all employees. The updated procedures will include alternate means of providing notice of an emergency and instructions for what people should do in the event of an emergency.

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Employment

Overview

Where we control the candidate pool for hiring, we are specific in identifying ourselves as an equal opportunity employer. However, our employees asked how we are proactive in that objective, revealing an area within which we must get better.

Our accommodation process for both work and non-work injuries/illnesses are imbedded in our Collective Agreements, and numerous accommodations take place throughout a year. Our employees advised that information that a medical practitioner would need to determine fitness is not readily available.

Goal(s)

- By the end of 2024, we will establish a process to be actively inclusive in our hiring.
- By June 2025, we will provide employees with accommodation packages that include a physical demands analysis for the individual's job and information on our accommodation process they can take to a medical practitioner.

Information and Communication Technologies (ICT)

Overview

We have not placed an emphasis on accessibility when implementing technologies, but we will commit to considering accessibility in the future.

Our meeting rooms do not have technology that is of assistance to hearing impaired persons.

Goal(s)

- Starting immediately, we will consider accessibility whenever we implement new technology.
- We will immediately purchase a meeting technology that focuses on the person speaking and conduct meetings where required in an accessible format.

Communication, other than Information and Communication Technologies

We do not have a public interface, therefore there are no concerns in this regard.

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Procurement Overview

The vast majority of our spend is related to items that a human would not use---fuel, parts, hydro, municipal services (water etc....), which do not have related accessibility considerations.

For other purchases we need to develop a simple decision matrix to assist us in identifying when accessibility should be considered in procurement and when it doesn't have to be.

Goal(s)

- By June 2025, WTLP's leadership will learn about how accessibility should be considered in procurement.
- Once we have a good understanding of best practice related to accessible procurement, we will make changes to our procurement procedures and documentation to enact those best practices.

The Design and Delivery of Programs and Services

Overview

WTLP's services are related entirely to the export of product. Our customers are primarily other corporations that rarely visit our site. We are unaware of any issues with our programs and services.

Transportation

Overview

The ACA focuses on the transportation of people. We do not have any activities related to this.

Consultations

WTLP consulted with people with employees both with and without disabilities when making this plan and will continue to seek their input as we roll out our goals.

Conclusion

WTLP is committed to continue this process and will measure and report on its progress, and continue to work towards removal of barriers to accessibility.