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**GLOBAL CONTAINER TERMINALS**

# **2024 Progress Report**

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## GENERAL

### Summary

GCT has made steady progress toward most of the goals set in our Accessibility Plan. Our Accessibility Plan consisted of 11 goals with 39 associated actions, of these we have:

- Completed 4 action items
- Made progress on 12 action items
- Identified 3 goals as ongoing actions
- Have 20 pending action items

In our commitment to accessibility and providing a barrier-free work environment, 3 of the goals we set in 2023, have become established processes that will be ongoing business practices. Many of the goals that we have not started are dependent on the completion of the goals in progress.

### Accessibility Statement

GCT aims to operate our Head office, GCT Deltaport, and GCT Vanterm as a barrier-free, accessible environment for employees and customers.

We are committed to progressing as a more accessible workplace for all, where participation and opportunities are equally accessible and barrier-free, regardless of abilities.

### Accessibility Committee

The Accessibility Committee will be established as a sub-committee within a broader Diversity & Inclusion Committee. To facilitate the development of our Accessibility Plan, we have established a temporary working group. This group includes:

1. **Jennifer Kim**  
*Director, HR*
2. **Sasha Mirza**  
*Advisor, HR*
3. **Derek Razzell**  
*Director, Safety, Security & Environment*
4. **Jennifer Perih,**  
*Manager, Corporate Affairs*
5. **Denise Trent**  
*Interim Manager, Corporate Affairs*

## Feedback Process

GCT is committed to providing an open and transparent feedback process. For more information, to provide feedback, or to request alternative formats of this Plan, please contact GCT through one of the following methods:

- **Email:** [accessibilityfeedback@globalterminals.com](mailto:accessibilityfeedback@globalterminals.com)
- **Direct mail:**  
GCT Accessibility Feedback  
400 – 2925 Virtual Way  
Vancouver, BC, Canada V5M 4X5
- **Telephone:** 604 267 5355

## Alternative Formats

GCT's Accessibility Plan is available in the following formats:

- Print
- Large Print
- Electronic
- Audio

A Braille copy of GCT's Accessibility Plan may be requested by email at [accessibilityfeedback@globalterminals.com](mailto:accessibilityfeedback@globalterminals.com) or by phone at 604 267 5355.

## PRIORITY AREAS

### Area 1: Employment

#### Our Accessibility Goal

GCT aims to cultivate a work environment that embraces and supports diversity, equity, and inclusion in all aspects of our employment practices.

#### Actions

**Commitment 1:** GCT will implement additional candidate attraction and recruitment strategies that promote employment opportunities and growth for individuals with disabilities and other underrepresented groups by:

- 1.1 Expanding on the inclusive principles in our Workplace Harassment and Violence Prevention Policy and Anti-Discrimination Guidelines and promoting these policies and principles on the GCT careers page and job advertisements by December 2023.

**Status:** In Progress

**Action:** GCT is in the process of a large-scale policy review that includes the Workplace Harassment and Violence Prevention Policy and Anti-Discrimination Guidelines. As such additional parties have been included in the review process which has delayed publication. The review process and publication are due to be completed in 2024.

**Adjustments:** Due to the length and details of these policies, we will be creating a plain language summary to be included on our careers page and job advertisements.

- 1.2 Conducting an Accessibility Assessment of all systems involved in the candidate application process, including job ads and interview questions, by December 2023.

**Status:** Complete

**Action:** GCT worked with a 3<sup>rd</sup> party to conduct a full diversity, equity, and inclusion audit that focused primarily on the accessibility of our systems and processes. The audit includes a full information and process review as well as 9 stakeholder interviews with our HR team, external candidates, and internal candidates who went through our recruitment process.

The audit concluded that GCT's HR team aims to prioritize accessibility and inclusion in our recruitment process, acknowledging existing barriers and committing to address them transparently. We actively take measures to promote inclusivity, such as using gender-neutral language, providing advanced notice of interview arrangements with explicit instruction, and using accessible design in our job ads.

There is still room for improvement in our recruitment and selection process. Some of the recommendations that were provided following the audit include:

- Additional training for our HR team and hiring managers related to accessibility and inclusive recruitment practices
- Implement a formalized and structured candidate feedback process
- Revamp the Careers page to align with GCT's commitment to accessibility, diversity and inclusivity.

1.3 Expanding our candidate outreach program to include job boards geared towards underrepresented groups, including job boards that support people with disabilities and use universal design principles, by December 2023.

**Status:** In Progress

**Action:** As part of our Accessibility Assessment of the interview process, we identified that the job boards we are currently using (including LinkedIn, Indeed, Veterans Jobs, and the Tsawwassen First Nations) offer a variety of accessibility features and are commonly used by people with disabilities.

Our recruitment team has begun training to be able to post on the [Inclusive Employers Hiring Hub](#) to expand the reach of our job posting in the disability community. Additionally, we are starting to research additional opportunities to reach the disability community through various community groups and organizations that support people with disabilities to find employment.

1.4 Fostering continued relations with Tsawwassen First Nations, including a youth scholarship program and employment opportunities.

**Status:** Ongoing

**Actions:** GCT will continue to build strong relationships with the Tsawwassen First Nations (TFN) on an ongoing basis. Our HR and Communications team launched the revised version of our scholarship program on May 6, 2024. We are accepting applications until August 7, 2024.

Additionally, the GCT team will be attending the TFN job fair on May 9<sup>th</sup> to recruit for a new role due to start in 2024.

**Commitment 2:** Provide a safe, welcoming, and barrier-free environment for employees with disabilities by:

2.1 Creating a formal accommodation policy and process by June 2024 that promotes equitable access to physical workspaces, training opportunities, and career growth.

**Status:** In Progress

**Actions:** GCT is working with our industry Employer Association, the BC Maritime Employers Association (BCMEA) to establish an accommodation standard across the industry. The BCMEA has provided accommodation requests and policy templates, as well as guidance on how to administer the accommodation required. We are working on reviewing these resources and customizing them to our needs and are on track to have this completed by June 2024.

- 2.2 Ensuring managers are receiving training on mitigating unconscious bias and building empathy by making it a requirement for all managers starting in 2024.

**Status:** In Progress

**Actions:** Our training platforms, Litmos and Blue Ocean Brain both provide training related to unconscious bias, building empathy and other DEI-related topics. Both platforms have been made available to all employees and posted on the GCT Employee Intranet. Our HR team is in the process of identifying courses that will be required based on each employee's level of seniority, leadership capacity, and customer interactions. Once the list of required courses has been finalized, employees will be notified by email and required to complete the courses assigned to them within a specified timeframe.

- 2.3 Starting discussions in 2024 with the unions and employer associations to ensure accommodations are being met for union employees in a timely and effective manner that promotes equal access.

**Status:** Ongoing

**Actions:** This will be an ongoing action for GCT in collaboration with the Employers Association based on the accommodation requests that come in from the union employees. Since publishing our Accessibility Plan, we have not received any accommodation requests from the union employees to consider. We are committed to continuing to build systems that support both our union and non-union employees.

- 2.4 Incorporating information on accessibility into GCT's Emergency Response Plan by June 2026.

**Status:** Not started

**Commitment 3:** Ensure that all employee training and development opportunities are accessible for all GCT employees by:

- 3.1 Publishing the second draft of GCT's *Accessible Document Reference Sheet* by December 2023.

**Status:** Complete

**Actions:** GCT's new *Accessible Document Reference Sheet* has been completed. To further the impact of our commitment to employee training and development, we will be hosting a lunch and learn session in June 2024 for all employees to learn and become acquainted with the updated resource.

Additionally, we presented the *Accessible Document Reference Sheet* at our industry Diversity, Equity & Inclusion Committee meeting in May 2024. With this, GCT aims to support and lead in helping to remove barriers to access across the industry.

- 3.2 Consulting with people with disabilities to include accessible design and alternative training methods in the development of all new training programs starting in 2024.

**Status:** Not Started

**Actions:** The first e-learning program that we will be reviewing is GCT's Orientation e-Learning module. This project will kick off in 2024. During the development process, we will work to consult with people with disabilities and/or organizations that represent people with disabilities to review the content and delivery method.

- 3.3 Including close captioning on all E-learning materials and providing sign language interpretation for in-person training, when requested, by June 2026.

**Status:** Not Started

**Action:** This will be taken into consideration in connection with the above action.

**Commitment 4:** Launch an employee communication campaign starting in 2023 to inform them of new accessibility policies and services available to all employees. Communications will include awareness of disability definitions and common barriers to accessibility.

**Status:** Complete & Ongoing

**Actions:** As we work to achieve the commitments laid out in our Accessibility Plan, we are committed to maintaining an open line of communication with all our employees. Employees received an email communication informing them of the Plan and Feedback Process last year when it was first published. Additionally, we have created a Diversity, Equity, and Inclusion page on our Employee Intranet where all updates will be posted.

As new initiatives are rolled out, we will continue to communicate them to employees both by email and by posting on the Intranet site.

## Area 2: Built Environment

### Our Accessibility Goal

GCT wants to make sure that our employees and stakeholders can access our facilities without hindrance while ensuring high safety standards. To do so, we must prioritize feasible upgrades that improve accessibility by gaining a deeper understanding of the present capacity for change within our facilities and the roles performed.

### Actions



**Commitment 1:** Take meaningful steps to create a workplace environment that ensures all employees have safe and unobstructed access that is free from physical barriers by:

1.1 Consulting with a vendor with knowledge regarding accessible design to assess signage at terminal and office locations to develop a signage standard and plan to upgrade by December 2026.

**Status:** Not Started

1.2 Establishing a signage standard based on the consultation, including approved vendor(s), for signage across all three locations starting in 2026.

**Status:** Not Started

1.3 Determining feasibility, priority, and budget for the following accessibility features by 2026:

- Automatic doors into all office locations
- Ramps to all one-story prefabricated buildings at port locations
- Accessible entrances to the second level at our GCT Vanterm location
- Accessible upgrade to showers at our GCT Deltaport location

**Status:** Not Started

**Actions:** Based on the feedback we have received; we will be adding accessible parking and additional seating options in common areas to the above list of accessibility features.

1.4 Determining feasibility, priority, and budget for acquiring a transportation option that provides accessible travel services for employees, customers, external stakeholders, and community groups around our terminals by 2026.

**Status:** Not Started

**Commitment 2:** To increase the availability of accessible workplaces in our build environment by:

2.1 Identifying job types and locations across the terminals where automation and digitization can provide a more accessible work environment that limits the physical bona fide occupational requirements of work on the terminal by June 2026.

**Status:** In Progress

**Actions:** The GCT Operations team has started to identify areas where automation can improve accessibility across more job types. A great example is our new Rail Operating Centre (ROC) where employees can remotely control the cranes without having to climb multiple stories up a control tower. Additionally, all the desks in this space are ergonomically designed and offer sit-stand options for employees.

## Area 3: Information and Communication Technologies (ICT)

### Our Accessibility Goal

GCT seeks to ensure that all employees, including employees with disabilities, have access to enabling technologies and tools to support their full participation free from barriers to engagement and information transmission.

### Actions

**Commitment 1:** Deepen our understanding of barriers that exist in our ICT systems, ensure plans are in place to remove barriers where possible and enhance our standards of accessibility and enabling technologies and tools by:

- 1.1 Creating an Accessibility Assessment Matrix to understand the existing accessibility features of our commonly used systems by reaching out to the system providers for information about available features of what is available for each program starting in 2024.

**Status:** Complete

**Actions:** The BC Maritime Employers Association has provided an industry-wise Digital Accessibility Assessment tool which was developed based on the Web Content Accessibility Guide and reviewed by the team at the BC Centre for Ability. GCT will be using the Digital Accessibility Assessment tool to assess their ICT systems.

- 1.2 Using the Assessment Matrix to complete an audit of all ICT systems used by GCT to determine current levels of accessibility and identify areas for advancement starting our third quarter of 2025.

**Status:** Not Started

- 1.3 Establishing, where possible, a prioritized plan for accessibility features in alignment with ICT programs that are most commonly used across the business by 2026.

**Status:** Not Started

- 1.4 Turning on available accessibility functions and training the team on accessibility functions available on our most commonly used software by 2026.

**Status:** Not Started

- 1.5 Creating a feasibility report for the replacement or upgrade of systems identified as not meeting accessibility standards by June 2026.

**Status:** Not Started

## Area 4: Communication, other than ICT

### Our Accessibility Goal

GCT's goal is to make certain that our communication norms satisfy or surpass accessibility best practices and enable everyone at GCT, including persons with disabilities, to engage and participate fully in an inclusive work environment where they are empowered to succeed.

### Actions

**Commitment 1:** Identify barriers that prevent inclusive communication norms at GCT and address these opportunities to improve how information is communicated and employees are engaged by:

- 1.1 Developing a process for employees to request accommodations including access to screen readers in advance of training sessions, meetings, etc. by December 2023.

**Status:** In Progress

**Actions:** In collaboration with our HR team, the GCT Communications team is working to establish an accommodation request process. Please see Commitment 2.1 in the Employment section for additional information.

- 1.2 Establishing a best-practices guide for the development and dissemination of key communications to ensure accessibility (e.g., plain language, formatting, alt-text for images, etc.) by June 2024.

**Status:** In Progress

**Actions:** The GCT Communications team has started working on improving communication standards and brand guidelines to address barriers in communication. This includes reducing the use of acronyms and incorporating plain language. Furthermore, we have started alternating the format of our monthly newsletter. Alternating months are being done by video using tools and systems that incorporate closed captioning.

- 1.3 Using accommodation requests (both for the built environment and communications) to establish standard practices (e.g., large print versions of all printed training materials) by June 2026.

**Status:** Not Started

## Area 5: Procurement of Goods, Services, and Facilities

### Our Accessibility Goal

GCT endorses accessibility for all Canadians and understands that the procurement process is an important mechanism through which we can hold ourselves and our vendors accountable for establishing accessible practices. Where possible, GCT will be intentional about obtaining the services of vendors (1) owned and operated by people with disabilities or another minority group, (2) that provide goods and services with accessible design, and/or (3) have established accessibility goals to remove barriers for employees, customers, and other key stakeholders.

## Actions

**Commitment 1:** Ensure that GCT's Procurement Practices continue to promote best practices in procurement, including accessibility practices, to promote accessibility and provide a barrier-free experience for our vendors, regardless of ability, while offering accommodations as required by:

- 1.1 Starting in 2024, using our existing annual survey with vendors on their Environmental, Social, and Governance (ESG) practices to inquire about:
  - Accessibility within their relevant services, and
  - Any accommodations they may need to work with GCT.

**Status:** In Progress

**Actions:** GCT's Procurement team has begun work to revamp the ESG survey and is expected to launch the survey this year. . Questions related to accessibility, accommodations, and the removal of barriers will be included in the new survey that will go out to our vendors.

- 1.2 Including accessibility in our vendor matrix criteria, which is already underway, to create accountability for the procurement of goods, services, and facilities to ensure accessibility is being considered by June 2024.

**Status:** Complete

**Actions:** GCT's Procurement team had included a new question in the Request for Proposal (RFP) process that asks all federally regulated vendors to confirm that they are currently in compliance with the Accessible Canada Act.

**Additions:** To further GCT's role in promoting good accessibility governance with our vendors, we are looking into additional compliance and regulatory standards at the provincial and international levels to include in our RFP process.

- 1.3 Updating GCT's current purchasing principles related to ESG and DEI to include accessibility guidelines and requirements to be considered at the start of the procurement process by June 2026.

**Status:** Not Started

- 1.4 Providing training to those involved in procurement starting in 2026.

**Status:** In Progress

**Actions:** In collaboration with our HR team, the GCT Procurement team will receive unconscious bias and sensitivity training among other DEI-related topics. Please see Commitment 2.2 in the Employment section for additional information.

- 1.5 Researching best practices for establishing a standard to ensure vendor accountability for all ESG practices, including accessibility, by June 2026.

**Status:** Not Started

## Area 6: Design and Delivery of Programs and Services

### Our Accessibility Goal

GCT works with global shipping lines and supply chain partners to provide terminal operation services. This includes ship berthing and connections to and from the terminals to major freeways, national railways, and major international trade routes. Our goal is to provide customers and external stakeholders with barrier-free access to our services through the design and delivery of these services.

### Actions

**Commitment 1:** Identify opportunities to advance accessibility in the design and delivery of GCT's programs and services by:

- 1.1 Conducting a preliminary assessment of all customer and public-facing systems and services to determine current levels of accessibility to all systems and identify areas for improvement by June 2024.

**Status:** In Progress

**Actions:** GCT's customers primarily engage with the business through the company website, ICT systems, by phone, and occasionally, in person. As such, this process will now be included as part of the ICT assessment we are conducting in 2025. Please see Commitment 1.1 and 1.2 in Information and Communication Technology for additional information.

In addition to the assessment of our systems, we have completed a full revision of our external-facing website. This revision aimed to increase the accessibility of the website.

- 1.2 Working with people with disabilities to provide training to all employees who are customer-facing to ensure knowledge of accommodation and communication standards for accessibility and provide best practices for how to communicate with people with disabilities by 2026.

**Status:** In Progress

**Actions:** In collaboration with our HR team, the GCT Operations Support (customer service) team will receive training on unconscious bias and building empathy among other DEI-related topics. Please see Commitment 2.2 in the Employment section for additional information.

1.3 Determining feasibility, priority, and budget for updating customer and public-facing systems and services by 2026.

**Status:** Not Started

**Commitment 2:** Ensure that our team members receive best-practice training and standard procedure training to support their interactions with people with disabilities by:

2.1 Establishing and communicating expectations to our customer-facing employees about the services available for customers with disabilities by December 2023.

**Status:** Not Started

**Actions:** This has been delayed slightly while we complete the assessment of our customer-facing tools. When the assessment is complete, we will resume work on this project to ensure our team is aware of the tools available to support customers with disabilities.

2.2 Developing a training plan that addresses accessibility in operational support and customer engagement by June 2024.

**Status:** In Progress

**Actions:** In collaboration with our HR team, the GCT Customer Service team will receive training on unconscious bias and building empathy among other DEI-related topics. Please see Commitment 2.2 in the Employment section for additional information.

2.3 Collaborating with our employer association to review and identify opportunities for improved training of unionized workers by June 2026.

**Status:** Not Started

## Area 7: Transportation

### Our Accessibility Goal

Our goal is to ensure accessible transportation for employees and select members of the public (e.g., those visiting the site) for safe movement about the ports.

### Actions

**Commitment 1:** Meet the accessibility needs of employees and select members of the public including customers, special interest groups, and community groups by:

- 1.1 Establishing a standardized process that enables customers and visitors to disclose their accessibility needs related to travel around the facility by June 2023.

**Status:** In Progress

**Actions:** Our HR team is finalizing the details of our full Accommodation Policy based on the industry standard shared by the BC Maritime Employers Association. We will incorporate the policy into our customer accommodation process once the policy has been finalized. We are now aiming to establish this process in 2024.

While this has delayed the rollout of our customer accommodation process, we felt it important to support the implementation of an industry standard. We believe that this will help further accessibility beyond GCT to the waterfront as a whole.

- 1.2 Renting buses that are equipped with accessibility features, when needed, for large groups of visitors starting in 2024.

**Status:** Not Started

- 1.3 Establishing a standardized process for understanding and ensuring accessibility requirements are met for visiting tour groups by June 2025.

**Status:** Not Started

- 1.4 Determining the need, feasibility, priority, and budget for modification or purchase of company vehicles to comply with accessible travel standards by June 2025.

**Status:** Not Started

## FEEDBACK

In the year following publication, GCT received three pieces of feedback. All the feedback has been from employees; however, one was submitted anonymously.

The anonymous feedback we received was related to the built environment. They highlighted that the current height of the tables in our meeting rooms and lunchrooms presents a physical barrier for employees and potentially for visitors.

The second piece of feedback was provided by one of the forepersons. He highlighted three concerns in the built environment:

1. The lack of accessible parking at our administration building
2. The haphazard distribution of salt on the walkways in the winter
3. The second door into the building not being automated

We are looking into how we can improve accessibility for employees throughout the built environment. One of our commitments is to better understand the feasibility and budget for accessible improvements and we have included the feedback from these employees to the items that we need to research.

Lastly, we received some positive feedback from one of our employees regarding the built environment. The employee highlighted the work that GCT is doing toward creating more accessible work opportunities on the terminal through the use of technology and systems. We incorporated this feedback as a “New Action” in our Built Environment.

## CONSULTATIONS

### Summary

GCT appreciates the significance of the concept of “[Nothing About Us Without Us](#)”, which supports the notion that persons with disabilities must be involved in the ideation of GCT’s Accessibility Plan to meaningfully identify opportunities to progress accessibility in our environment. In the development of our plan, GCT worked alongside the British Columbia Centre for Ability BC CFA) in the review and development of our Accessibility Plan.

### Consultation Process

We provided the BCCFA with a draft of our Progress Report as a Word document for their review. We followed this with a live session on May 17, 2024, to discuss the impact and significance of our actions towards our accessibility commitments.

The session was hosted virtually on Zoom and the consultation team from BCCFA was asked in advance about any accommodation that may be needed for the session.



During the session, participants had the option to turn on closed captioning. Each priority area of the Progress Report was discussed and accompanied by a PowerPoint presentation for everyone to see.

## Results

During the consultation session, we reviewed each of the actions that GCT has taken in the last year to progress our commitments forward.

Overall, the BCCFEA provided the feedback that our Report is easy to follow, and well-written using concrete and plain language. The BCCFA identified certain terms, such as “sensitivity training” that are no longer used in the disability community. We have thus revised the language used throughout both our Progress Report and Accessibility Plan with more appropriate and current language.

Additionally, the BCCFA recommended that we expand our recruitment efforts to community-based groups and organizations to better reach the disability community.

## Future Consultations

In future iterations of GCT’s plan, a primary focus is to conduct a more robust consultation process and align holistically with the principles of “Nothing About Us Without Us”. Our goal is to engage a wider breadth of consultation processes with our employees, customers, and organizations, including testimonials, feedback surveys, and facilitated learning/consultation sessions to ensure meaningful progress in accessibility is achieved between republication dates.

## CONCLUSION

This plan demonstrates GCT’s dedication to our ongoing efforts to identify, mitigate, eliminate, and prevent barriers to accessibility in all seven (7) priority areas as outlined by the Accessible Canada Act. Through planning and accountability, GCT will establish a workplace environment that provides employees and customers with equal access to collaboration and advancement opportunities irrespective of their abilities.



# 2024 Progress Report

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