



Neptune Terminals

2025 Progress Report

2025 Accessibility Progress Report

GENERAL

Requirements of the Accessible Canada Act (ACA)

As a federally regulated company in the transportation sector, Neptune Terminals (“Neptune”) is governed by the [Accessible Canada Act](#) (ACA).

The ACA is a federal law enacted by the Canadian government in 2019 to promote and ensure equal access and inclusion for persons with disabilities, by finding, removing and preventing accessibility barriers. The ACA applies to all federally regulated entities, including companies, organizations, and government agencies.

According to ACA, all federally regulated entities must:

- Prepare and publish an initial Accessibility Plan
- Establish an accessibility feedback process
- Report annually on the progress towards the plan and address any feedback received

By June 1st, Neptune is required to review its Accessibility Plan, in its entirety, and publish every three years.

Overall, represents a significant step towards creating a more inclusive and accessible society for all Canadians, including those with disabilities. By complying with these requirements, Neptune can help ensure that we are providing equal access and opportunities to all members of society.

Summary

By complying with these requirements, Neptune can help ensure that we are providing equal access and opportunities to all members of society.

Neptune has made significant progress towards most of its Accessibility goals, as outlined in our three-year Accessibility Plan. Our Accessibility Plan consists of 9 goals with 22 associated commitments. Of these, we have:

- Completed 6 commitments
- Made progress on 8 commitments
- Have 7 pending commitments for 2025 and 2026
- 1 is no longer applicable, due to the circumstances noted below.

In our commitment to accessibility and providing a barrier-free work environment, 2 of the goals we set in 2023 have become established processes that will be ongoing business practices.

It is important to note that several goals and associated actions were amended because of Neptune’s move to a new office space in early 2025, as well as the resignation of the individual responsible for the execution of this plan. These shifts impacted our ability to move forward on certain initiatives as originally planned. However, we remain committed to continuing to make progress and ensuring these goals are met within the timeframe of our Accessibility Plan.

Accessibility Committee

The Accessibility Committee will be a sub-committee as part of a larger Diversity & Inclusion Committee. Right now, our Accessibility Plan Committee includes:

- 1. Lisa Dooling**
Director, People & Community
- 2. Brad Walker**
Vice President, Environment, Health & Safety
- 3. Michelle Heeren**
Executive Assistant

Feedback Process

Neptune is committed to having a clear and open process for receiving feedback. If you want more. For more information, to provide feedback, or to request alternative formats of this Plan, please contact Neptune through one of the following methods:

- **Email:** community_questions@neptuneterminals.com
- **Direct mail:** PO Box 86367, North Vancouver, BC V7L 4K6
- **Telephone:** 604 985 7461

Alternative Formats

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

- Print
- Large Print
- Electronic
- Audio

A Braille copy of Neptune's Accessibility Plan may be requested by:

- Email: community_questions@neptuneterminals.com
- Phone: 604-985-7461

PRIORITY AREAS

Area 1: Employment

Our Accessibility Goal

Neptune aims to create a more equitable recruitment process by reducing barriers for candidates applying to Neptune Terminals. We also plan to use existing tools and resources to support accessibility and strengthen accommodations for present and future employees.

Commitment 1: Provide a more equitable recruitment process that limits barriers for candidates seeking employment with Neptune Terminals by:

1.1 Writing an Equal Opportunity Employer statement to be included in all job ads by June 2024.

Status: Complete

Actions: As of April 2025, Neptune has included an Equal Opportunity Employer Statement in all job postings. The statement says:

“Neptune Bulk Terminals (NBT) is an equal opportunity employer that provides a work environment free of discrimination and harassment. All employment decisions at Neptune are based on job requirements and individual qualifications, and without regard to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, or any other status protected by the laws of Canada”.

1.2 Establish an assessment to determine which roles at Neptune require an independent medical examination to verify fit-for-work requirements of successful applicants and removing that requirement when deemed unnecessary by June 2025.

Status: Complete

Actions: As of July 2024, Neptune has completed an assessment of all jobs and determined which are safety sensitive. Only those jobs are subject to medical examinations, including drug and alcohol testing, as a condition of employment for successful applicants.

Commitment 2: Utilize our existing resources to promote accessibility and improve accommodations for employees by:

2.1 Formalize our accommodation request process by June 2025 to make it easier for employees to submit requests during recruitment, onboarding, and throughout their employment with Neptune.

Status: In progress

Actions: Neptune has added a statement about accommodations during the recruitment and onboarding process to its job posting documents and all correspondence with prospective employees, as follows:

“Neptune is committed to providing an inclusive and barrier-free work environment, starting with the recruitment process. If you need to be accommodated during any phase of the evaluation process, please contact the HR Manager at ylo@neptuneterminals.com to request specialized accommodation in writing. Please indicate ‘**Accommodation Request**’ in the subject line. All information received about accommodation will be kept confidential.

Although a formal accommodation policy is still in progress, Neptune has provided written accommodations for two current employees within the past year.

2.2 Conduct a needs assessment to understand the current level of understanding and knowledge related to accessibility and workplace accommodations at Neptune by June 2025.

Status: In Progress

Actions: As a first step in understanding accessibility at Neptune, we reviewed the results of our Employment Equity Survey. Based on self-reported data, no employees currently identify as having a disability. We recognize this may mean that some individuals choose not to disclose their disability, or that barriers to self-identification still exist.

Our goal is to foster a workplace where all individuals, including those from equity-deserving groups, feel safe, supported, and empowered to be their full selves at work. We are committed to ongoing efforts to ensure our environment is truly inclusive and accessible for everyone. Our next step is for our HR team to attend an Introduction to accessibility training session and evaluate the training opportunities for the rest of our staff.

2.3 Work with Neptune's Wellness Committee to offer employee training, lunch-and-learns, and resources related to accessibility and accommodations in the workplace by 2026.

Status: In progress

Actions: Although we have not completed formal training related to accessibility, Neptune's employee Wellness and Engagement (WE) Committee has organized several events in the past two years, including speakers on:

- National Day of Truth & Reconciliation to build awareness of Indigenous history, residential schools, etc.
- Serious mental illnesses: to build understanding and awareness of resources
- Sources of stress: to support employees in better managing stress at work and at home.

Commitment 3: In 2023, start an employee communication campaign to inform staff of new accessibility policies and services available to them, including awareness of disability definitions and common barriers to accessibility.

Status: In progress and ongoing

Actions: As part of our workshops for staff on mental illness, employees have become aware of the possibility of accommodation. A formal communication campaign has not been initiated, but once we have an accommodation policy completed, we will communicate that to all employees.

We will continue to communicate updates to any policies and practices that promote accessibility to our employees. This is now an ongoing part of our commitment to inclusion at Neptune.

Area 2: Built Environment

Our Accessibility Goal

Neptune will assess potential accessibility upgrades at the terminal site to help reduce barriers for employees and visitors. Additionally, Neptune is committed to enhancing accessibility throughout the main level of the Brooksbank office location.

Commitment 1: Determine possible accessibility upgrades for the terminal site to reduce barriers for employees and visitors by:

1.1 Create an inventory of all possible accessibility upgrades by January 2024.

Status: Not started

Actions: The Vice President responsible for this plan has resigned from the company, and as a result, changes to the built environment at the terminal have not yet been considered.

1.2 Determine the feasibility and cost associated with each upgrade by June 2024.

Status: Not started

1.3 Seek budget approval for possible upgrades by June 2025.

Status: Not started

1.4 Develop a plan to implement site upgrades by June 2026.

Status: Not started

Commitment 2: Improve accessibility throughout the main level of the Brooksbank office location by:

Note: Neptune is no longer in the Brooksbank office location; we have moved to a new space that was renovated in 2024. Our new office location is on Forester Street. Items below from 2.1 to 2.3 are reported for the Forester location.

2.1 Establish a minimum of one (1) priority parking space near the main entrance by June 2024.

Status: Amended/In progress

Actions: In 2025, Neptune moved to a new office at 111 Forester in North Vancouver. The old accessibility items for the Brooksbank location no longer apply. Our new office space has elevator access, accessible shower facilities, an accessible washroom, adjustable (standing) desks, and an automatic door at the building entry (for security reasons, there is no automatic entry doors to the actual office doors as these are kept locked.)

Neptune will keep a list of all the accessibility upgrades made during the renovation of the new office and look for more ways to keep improving. By June 2026, we will explore the addition of an accessible parking spot.

2.2 Install an automatic door for the main entrance by June 2024.

Status: Amended/Completed

Actions: See above regarding an automatic entry door at the Forester office location.

2.3 Install hand railings in all washrooms on the main floor by June 2024.

Status: Not applicable

Actions: This goal is no longer relevant since our move to the new office space. There is an accessible washroom at the new office.

Area 3: Information and Communication Technology (ICT)

Our Accessibility Goal

In 2025, Neptune will work to improve access to third-party ICT systems so that all employees can use them more easily and effectively.

Commitment 1: Improve access to 3rd party-provided ICT systems for all employees by:

1.1 Identify the top 3 to 5 most utilized ICT tools at Neptune currently being provided by 3rd party vendors by June 2024.

Status: Complete and ongoing

Actions: We have identified Microsoft Outlook, Teams, and SharePoint as the main tools used by Neptune employees. Additionally, in 2024, Neptune made several short-term changes to improve accessibility on the company website. These updates included:

- Fixing visual elements to improve contrast
- Adding image alt tags to 300 images
- Writing meta descriptions for 17 main pages to help screen readers describe each page
- Installing software to support users of all abilities
- Making technical fixes to improve website functionality

Moving forward, we will also update our ongoing website maintenance process to include meta titles and descriptions for all new content.

1.2 Investigate accessibility features available through our identified 3rd party software tools and create a comprehensive list by June 2025.

Status: In progress

Actions: Our IT department has identified Outlook, Teams and SharePoint and is in the process of identifying accessibility resources available for each software tool.

1.3 Develop a guide for employees on how to access accessibility features in the identified ICT tools for their own use and to improve accessibility for people they interact with by June 2026.

Status: Not started

Actions: Once 1.2 is completed, the IT department plans to develop accessibility guides for each software tool and place these on Neptune's intranet, where they will be available to all employees.

Commitment 2: Establish a timeline and budget for possible upgrades to in-house built ICT tools by June 2026.

Status: In progress

Actions: Our IT team has identified both cost and technical barriers to upgrading our in-house tools; however, the British Columbia Maritime Employers Association has provided an IT assessment tool, which we will use to ensure accessible design for any new IT tools or future upgrades to our existing systems.

Area 4: Communication, other than ICT

Our Accessibility Goal

In 2025, Neptune will create a communication standard that supports accessible, clear, and barrier-free communication for everyone.

Commitment 1: Develop a communication standard for Neptune that promotes accessibility and barrier-free communication by:

1.1 Create a set of internal Communication Guidelines for all employees that outline key accessibility principles, including accessibility formatting, the use of plain language, and alt-text for images by June 2025.

Status: In progress

Actions: We are looking into guidance about the availability of a shared resource for our industry to enable us to meet this commitment.

1.2 Identify priority groups of employees (e.g., HR and Communications) and establish an accessible communication training plan by June 2026.

Status: Not started

Area 5: Procurement of Goods, Services, and Facilities

Our Accessibility Goal

In 2025, we will make sure Neptune's Procurement Team includes accessibility as an important part of how they choose and work with vendors.

Commitment 1: Ensure that Neptune's procurement team is evaluating accessibility as a key factor when considering vendor relationships by:

1.1 Include accessibility more explicitly in Neptune's social values statement in our procurement policy by June 2024.

Status: Complete

Actions: Neptune's procurement policy includes a statement as follows:

"Fairness and Non-Discrimination: All suppliers and contractors will be considered based on merit and not be discriminated against based on race, religion, color, sex, national origin, age, or disability."

1.2 Research and understand best practices for adopting accessibility evaluations as part of our Request for Proposal (RFP) and Request for Quote (RFQ) process by June 2025.

Status: Complete

Actions: Neptune's procurement department has evaluated language and is adding it to the RFP and RFQ templates to ensure that bidding is available to everyone, including those with accessibility needs. Templates include:

"Neptune is committed to ensuring equal access and participation for individuals with disabilities. We welcome inquiries from all interested parties, including those who may require accommodations to participate fully in this procurement process.

Applicants requiring accommodation due to a disability are invited to contact the individual identified below as early as possible in the process.

Accommodations may include, but are not limited to:

- Alternate formats of RFP documents (e.g., large print, accessible PDF, or plain language)
- Communication supports
- Assistance during site visits or in-person meetings
- Extensions or adjustments to deadlines (where feasible and reasonable)

All accommodation requests will be handled confidentially and assessed on a case-by-case basis to ensure full and fair access."

1.3 Include accessible evaluation questions in our RFP and RFQ documents when going to bid by June 2026.

Status: Not started

Area 6: Design and Delivery of Programs and Services

Our Accessibility Goal

Neptune is unique in that we do not have customers. Instead, we work as a Cost Center for our shareholders, Canpotex and Teck Resources Limited. Any decisions around the design and delivery of services are determined by the requirements of Neptune's shareholders. New programs and services would result from an acquisition on behalf of our shareholders.

We have included the area of Design and Delivery of Programs and Services as a requirement of ACA; however, it is not in the scope of this plan. Neptune will continue to work with our shareholders to ensure that accessibility requirements are being met and to provide accommodations as needed.

Area 7: Transportation

Under the ACA, transportation is one of the priority areas of accessibility; however, Neptune is not involved in providing transportation to the public.

Given the size of our facilities, Neptune offers on-site transportation to some remote workstations. These roles often require a lot of physical movement and may not be a good fit for someone with a physical disability.

If an employee working at one of these remote workstations requires accommodation, Neptune is committed to working with the employee to ensure they can continue to perform their role and have safe transportation to and from their workstation.

CONSULTATIONS

Summary

The idea of "[Nothing Without Us](#)" means people with disabilities should be included when planning for accessibility. To help Neptune find ways to improve our policies, procedures, and physical spaces, we worked with the British Columbia Centre for Ability (BCCFA) to develop our Accessibility Plan.

Consultation Process

On May 28, 2025, we held a virtual walkthrough of Neptune's Accessibility Plan via Zoom. The goal was to talk about how Neptune's plan and subsequent progress support a more accessible workplace and experience for employees, stakeholders, and the public.

Before the session, we asked if BCCFA's Consultation Team required any accommodations for the session. During the session, closed captioning was available, and we shared a PowerPoint presentation to help accompany our Accessibility Plan.

Results

Overall, the BCCFA were very impressed with the progress that Neptune has made toward improving accessibility, especially in light of their staffing changes. They were particularly impressed with the breadth of groups supported by Neptune's Equal Opportunity Employer Statement, the focus on providing

an accessible process for vendors, and the inclusion of Indigenous Relations as part of our accessibility planning.

They did make a few suggestions to improve on certain actions, including:

- Implementing a general HR or accessibility inbox to manage candidate accommodation requests as it can make people more comfortable with disclosing accommodation needs.
- Ensuring that communications regarding accommodations and accessibility training become an ongoing effort for the company.
- Including details about our return-to-work policy as part of our accommodation process.

While these suggestions have not yet been integrated into our plan, we are looking into incorporating them over the course of the next year or in the second iteration of our Accessibility Plan in 2026.

CONCLUSION

Neptune is committed to making our workplace more accessible for employees and visitors, based on the Priority Areas in the ACA. We believe every employee should have access to equal opportunities, regardless of individual needs and requirements.

We have created clear actions and timelines for each Priority Area, including Employment, Built Environment, Information and Communication Technologies, and Communication other than ICT. We recognize that promoting diversity, equity, and inclusive (DEI) at Neptune benefits our employees, shareholders, and business overall. We will continue to put time and resources into meeting our Accessibility Plan, commitments, and goals to help build a more accessible Canada for all.