



Neptune Terminals

Accessibility Plan

Accessibility Plan

GENERAL

About Neptune Terminals

Neptune Terminals is a bulk shipping terminal on the north shore of Burrard Inlet in the Port of Vancouver. We have been operating safely and responsibly for over 50 years and are proud community members.

Neptune is a critical link in the supply chain that transports Canadian commodities to markets all over the world and is an integral part of a strong Canadian economy.

Bulk shipping terminals like ours handle commodities that are transported in large quantities without packaging or containerization, and we are one of the largest in North America. Currently, we handle two commodities for export to international markets: Canadian potash and steelmaking coal.

Neptune is owned by two bulk commodity shippers: Canpotex Bulk Terminals Limited, a Canpotex affiliate and Teck Coal Partnership, a subsidiary of Teck Resources Limited. Canpotex is one of the world's largest exporters of potash. Teck is Canada's largest diversified resource company, committed to responsible mining and mineral development.

Neptune has a longstanding commitment to supporting organizations that contribute to a strong and healthy North Vancouver community and the well-being of everyone who lives and works here. Organizations that we support include [BC Challenger Baseball](#), the [Learning Disability Society](#), [North Shore Disability Resource Centre](#), [United Way British Columbia](#), and [Vancouver Adaptive Snow Sports](#).

Requirements

As a federally regulated company in the transportation sector, Neptune Terminals 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. The ACA applies to all federally regulated entities, including companies, organizations, and government agencies.

Per the Act, 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

Our Accessibility Plan must be reviewed in its entirety and published every three years.

Overall, the Accessible Canada Act 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.

Executive Summary

Neptune Terminals has always been a strong supporter of our community and believes in providing our employees with the environment and tools that they need to thrive. We are excited to continue our efforts through our Accessibility Plan. Table 1 (below) provides a summary of each Priority Area and our accessibility commitments.

Table 1.

Executive Summary: Neptune Terminal's Accessibility Plan 2023-2026.

Priority Area	Commitments
Employment	Commitment 1: Provide a more equitable recruitment process that limits barriers for candidates seeking employment with Neptune Terminals.
	Commitment 2: Utilize our existing resources to promote accessibility and improve accommodations for employees.
	Commitment 3: Rollout an employee communication campaign starting in 2023 to inform them of new accessibility policies and services available to them. Communications will include awareness of disability definitions and common barriers to accessibility.
Built Environment	Commitment 1: Determine possible accessibility upgrades for the terminal site to reduce barriers for employees and visitors.
	Commitment 2: Improve accessibility throughout the main floor level of the Brooksbank office location.
Information & Communication Technology (ICT)	Commitment 1: Improve access to 3 rd party-provided ICT systems for all employees.
	Commitment 2: Establish a timeline and budget for possible upgrades to in-house built ICT tools.
Communication (other than ICT)	Commitment 1: Develop a communication standard for Neptune that promotes accessibility and barrier-free communication.
Procurement of Goods, Services, & Facilities	Commitment 1: Ensure that Neptune's procurement team is evaluating accessibility as a key factor when considering vendor relationships.
Design & Delivery of Programs & Services	Neptune is uniquely positioned as a cost center for a small group of shareholder companies. We will work with our shareholders to ensure that accessibility requirements are being met and to provide accommodations as needed.
Transportation	Transportation falls outside of Neptune's purview, but we are committed to working with the employee to ensure they can continue to perform their role and have safe transportation to their workstations.

Accessibility Statement

Neptune Terminals is dedicated to fostering a strong, healthy North Shore community and to supporting the well-being of everyone who lives and works here.

Our goal is to ensure that we are identifying meaningful and achievable change opportunities in the interest of creating a more accessible workplace. To achieve this, we aim to follow best practices and standards for accessibility. We are committed to continuously improving our business practices.

Accessibility Committee

The Accessibility Committee will be established as a sub-committee within a broader Diversity & Inclusion Committee. Our current Accessibility Plan project group includes:

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

Feedback

Neptune 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 Neptune Terminals 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

At Neptune, the health and safety of our employees is our top priority. As such we aim to reduce barriers to employment and career progression wherever possible.

Current Level of Accessibility

Neptune places high value on diversity, equity, and inclusion in the workplace. We believe in providing a safe work environment and creating equal opportunities for all our employees. All employees have access to accommodations to suit their individual needs and all office employees are provided with adjustable workstations.

Many of the roles performed by Neptune's employees are labour-intensive and have specific fit-for-work requirements to meet safety standards at our terminal site. All Neptune employees must undergo an independent medical examination upon hire to ensure that they meet all requirements of their role.

We have a Wellness Committee dedicated to providing employees with learning opportunities and resources that promote the overall well-being of our team.

Actions

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

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

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

- Formalizing 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.
- Conducting a needs assessment to understand the current level of understanding and knowledge related to accessibility and workplace accommodations at Neptune Terminals by June 2025.
- Working with Neptune's Wellness Committee to offer employee trainings, lunch-and-learns, and resources related to accessibility and accommodations in the workplace starting by 2026.

Commitment 3: Start an employee communication campaign starting in 2023 to inform them of new accessibility policies and services available to them. Communications will include awareness of disability definitions and common barriers to accessibility.

Area 2: Built Environment

Our Accessibility Goal

Neptune aims to prioritize an accessible environment for our employees and visitors wherever possible.

Current Level of Accessibility

Neptune Terminals currently operates out of two main locations, the Brooksbank office, and the terminal site.

The terminal site is in operation 24 hours a day, 7 days a week. Our operations primarily involve unloading trains and loading ships. Our operations, security, training, health & safety, environment, project management and engineering teams are based at the terminal site. Due to the nature of the work at the terminal, accessibility has not been made a priority. Most, if not all, of the jobs performed at the terminal require high levels of physical mobility, dexterity, and stamina.

The Brooksbank Offices is where our executive, finance and administrative teams work. The offices are leased and only have stair access to the second level but offer clear and easy access throughout the main floor.

Actions

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

- Creating an inventory of all possible accessibility upgrades by January 2024.
- Determine the feasibility and cost associated with each upgrade by June 2024.
- Seek budget approval for possible upgrades by June 2025.
- Develop a plan to implement site upgrades by June 2026.

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

- Establishing a minimum of one (1) priority parking space near the main entrance by June 2024.
- Installing an automatic door for the main entrance by June 2024.
- Installing hand railings in all washrooms on the main floor by June 2024.

Area 3: Information and Communication Technologies (ICT)

Our Accessibility Goal

Information and Communications Technologies are becoming increasingly important in our workplace. At Neptune, we are committed to ensuring that employees have the information and tools they need to perform their roles.

Current Level of Accessibility

Neptune employees use a variety of ICT tools including 3rd party software, proprietary software provided by the machinery companies and in-house built tools. These systems have varying levels of accessibility, but our IT team is knowledgeable of the features available and able to assist employees with accommodation as needed.

Actions

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

- Identifying the top 3-5 most utilized ICT tools at Neptune currently being provided by 3rd party vendors by June 2024.
- Investigating accessibility features available through our identified 3rd party software tools and creating a comprehensive list by June 2025.
- Developing 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.

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

Area 4: Communication, other than ICT

Our Accessibility Goal

At Neptune, we want to make sure that the way we communicate and the tools we use for communication allow all employees to share their ideas and contributions. We want everyone to feel like they are a part of the team, respected, and heard throughout the whole organization.

Currently Level of Accessibility

Historically, accessibility and universal design have not been included in the communication strategy at Neptune.

Actions

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

- Creating a set of internal Communication Guidelines for all employees that outline key accessibility principles including accessible formatting, the use of plain language, and alt-text for images by June 2025.
- Identifying priority groups of employees (e.g., HR and Communications) and establishing an accessible communication training plan by June 2026.

Area 5: Procurement of Goods, Services, and Facilities

Our Accessibility Goal

Neptune wants to partner with vendors and service providers who share similar values and ethics. We make sure that we assess all contractors who provide us with products, services, and facilities, and that they consider accessibility and accessible design as important factors.

Current Level of Accessibility

Neptune places a high level of importance on our social values. Our procurement policy is proudly [published on our website](#). Accessibility, as a standalone criterion for procurement, has not been made explicit in our policy; however, we prioritize ethical and social considerations, including the supplier's contributions to a healthy North Shore community and efforts to provide safe and healthy workplaces for employees.

Actions

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

- Including accessibility more explicitly in our social values statement in our procurement policy by June 2024.
- Researching and understanding best practices for adopting accessibility evaluations as part of our Request for Proposal (RFP) and Request for Quote (RFQ) process by June 2025.
- Including accessibility evaluation questions in our RFP and RFQ documents when going to bid by June 2026.

Area 6: Design and Delivery of Programs and Services

Neptune Terminals is unique in that we do not have customers. We operate as a cost center for our shareholders, Canpotex and Teck Resources Limited. Any decisions regarding the design and delivery of our services are determined by the requirements of our shareholders. New programs and services would only result from an acquisition on behalf of our shareholders.

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

Area 7: Transportation

The ACA also recognizes transportation as one of the priority areas of accessibility; however, Neptune is not involved in the transportation of the public.

Given the size of our facilities, Neptune does provide on-site transportation to some of the more remote workstations. Roles performed in these workstations require a high level of physical mobility and stamina and may not be suitable for someone with a physical disability.

In the instance that an employee does require accommodation at one of the remote workstations, Neptune is committed to working with the employee to ensure they can continue to perform their role and have safe transportation to their station.

CONSULTATIONS

Summary

The concept of “[Nothing without Us](#)” supports the notion that persons with disabilities must be involved in the ideation of Neptune’s Accessibility Plan to support us in identifying opportunities to progress accessibility in our policies and procedures, and built environment. We consulted with the British Columbia Centre for Ability (BC CFA) in the development of our Accessibility Plan.

Consultation Process

We conducted a live walkthrough of Neptune’s Accessibility Plan on May 17, 2023, to discuss the impact and significance of our goals toward creating an accessible workplace and experience for our employees, stakeholders, and the public.

The session was hosted virtually via Zoom and the consultation team from BC CFA was asked in advance about any accommodation that would be needed for the session.

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

Results

During the session, we reviewed each of Neptune’s Accessibility Commitments and gathered feedback from the BC CFA. Overall, the BC CFA found the Plan to be clear and logical and commented that it shows a commitment to making a positive impact on the community through accessibility measures.

Most of the Commitments and corresponding action plans provide a coherent and logical progression. However, the BC CFA identified a couple of key areas where further elaboration on the actions was needed to provide a clear and meaningful commitment. This was incorporated throughout the Plan by:

- Integrating our additional points of research and understanding in key areas before implementing new practices or policies.
- Assessing timelines to ensure regular and meaningful progress in each of the Priority Areas.

Future Consultations

Future versions of Neptune’s Accessibility Plan will place greater emphasis on conducting a more comprehensive consultation process to fully align with the concept of "Nothing Without Us". Our goal is to engage broader mechanisms for consultation of organizations, employees, association members, and union members through testimonials and storytelling, feedback surveys, and facilitated consultative sessions. We recognize that the more robust our consultation phase is in future republications of our plan, the more likely it is that barriers will be identified and meaningful progress on accessibility, and DEI, will be achieved.

CONCLUSION

Neptune Terminals is committed to improving accessibility for its employees and visitors in the priority areas identified in the Accessible Canada Act. We believe in providing access to equal opportunities whenever possible for all employees, regardless of their individual needs and requirements. Neptune has set out specific actions and timelines for each of its priority areas, which include employment, built environment, information and communication technologies, and communication other than ICT.

We recognize that promoting diversity, equity, and inclusion (DEI) at Neptune will have far-reaching benefits for our employees, shareholders, and our business as a whole. We will dedicate resources to making meaningful progress on our Accessibility Plan commitments to contribute to a more accessible Canada for all.



Accessibility Plan