



## Accessibility plan

### General information

As a Corporation under Federal jurisdiction in Canada, LOGISTEC Corporation and its subsidiaries are required to comply with the [Accessible Canada Act](#) and the Accessible Canada Regulations, which includes having an Accessibility Plan.

LOGISTEC operates marine terminals and provides environmental services. We mainly provide our services to other businesses and entities, and do not deal directly with the public. However, LOGISTEC is mindful of its employees' potential limitations and promotes an inclusive environment as well as equal opportunities. Whether the accessibility relates to physical limitations or means of communication (website, technological tools), LOGISTEC offers accommodations, when possible, while considering the location of our operations and its inherent health and safety concerns.

LOGISTEC strives to promote inclusion and equal opportunities. The participation of our communities in identifying obstacles in our work environment and improving accessibility is an essential part of the development of our Accessibility Plan. This is an open dialogue, and we welcome your comments. You can reach the person responsible for accessibility by email, by phone or by mail using the contact information below. This plan is part of a continuous improvement process and will be reviewed and adjusted as needed.

### Contact information:

You can provide your comments by email, phone or mail at the addresses provided below.

- **Email** : [accessible@logistec.com](mailto:accessible@logistec.com)
- **Phone** : (514) 844-9381, 1-888-844-9381
- **Mail** : 600 De la Gauchetière street West, 14th Floor, Montréal, Québec H3B 4L2

You can use the contact information provided to request a copy of our Accessibility Plan and a description of our feedback process in the following alternative formats: printed, larger font, braille, audio or electronic format compatible with adaptive technologies designed to help disabled people. We will provide it in the requested format as soon as possible. It may take up to 45 days to provide the braille and audio formats, and up to 20 days to provide the printed, larger font or electronic formats.

## **Consultations**

In May 2024, we consulted our employees about accessibility by sending an online questionnaire, asking them to identify obstacles in order to allow us to develop a remedial action plan. We also reached out to employees who indicated in the questionnaire that they wished to be directly consulted on their experience on the matter.

The questionnaire was addressed to all employees regardless of disability. The questions were related to obstacles observed and potential recommendations they might have. Among the respondents, some employees voluntarily disclosed their disability (physical, sight, hearing, and learning), and they were invited to comment on the obstacles they face and the accommodations they received in a confidential manner.

Employees in our Human Resources, Legal and Health and Safety departments were also consulted.

We also consulted Left Turn Right Turn (LTRT), a firm specialized in disability. LTRT is dedicated to transforming our communities by removing barriers at work, in educational institutions, and in transportation. They recognize the spectrum of accessibility and support organizations in their journey towards universal accessibility. LTRT reviewed our company website to identify barriers to be considered in the development of a remedial action and improvement plan. Their review was focused on user experience. Their recommendations are an integral part of this plan.

## **Domains included in Art 5 of the Accessible Canada act:**

We have determined the following barriers:

<b>Areas (Art 5)</b>	<b>Observation</b>	<b>Action</b>	<b>Responsible / Deadline</b>
<b>Employment</b>	Employment refers to potential improvement for recruitment, advancement and maintaining employment to ensure that the work environment is inclusive and accessible.		
<b>Obs 1</b>	The recruitment process does not mention LOGISTEC's desire to implement measures to facilitate accessibility.	Our Human Resources team is aiming at improving its recruitment process and will review their practices to make them more inclusive and will provide training to its personnel on unconscious bias in recruiting.	Human Resources: Medium term End of 2024

<b>Built environment</b>	Built environment comprises all sites, buildings, and locations where we operate.		
<b>Obs 2</b>	The entrance to LOGISTEC’s head office has doors that do not open automatically and that are very heavy.	In 2025, we are relocating to another floor in the same building, and we will engage in a conversation with the landlord to incorporate these suggestions.	Human Resources: In progress
	LOGISTEC’s head office cafeteria is not adapted to someone in a wheelchair (counters, tables, equipment).	Same as above.	Same as above.
<b>Information and communication technologies</b>	Information technology comprises the computer environment and tools accessible to our employees, customers, and the public.		
<b>Obs 3</b>	<p>The website has barriers to accessibility: the coding, color, contrast used in certain areas, the size and font used, make reading challenging. Also, the images or videos used can cause issues with certain technologies that assist people with disabilities.</p> <p>The list of terminals and locations can be difficult to access and browse.</p>	<p>Following the acquisition of the company in January 2024, we will be redesigning our website, and we will consider a new strategic direction. Our website’s redesign will also take into consideration the <a href="#">Accessible Canada Act and Regulations</a>’ requirements and include the recommendations formulated by the experts consulted.</p> <p>A few elements noted pertaining to contrast, images, font, and size used can be modified easily, which will improve understanding.</p>	<p>Communications: Medium term 2025</p> <p>Website Admin: Summer 2024</p>
<b>Communication other than information and communication technologies</b>	This refers to the method and manner we communicate with our employees, customers, and suppliers.		

<b>Obs 4</b>	The description of LOGISTEC, its field of expertise, activities and objectives are not presented in a plain, simple, and concise language.	A simplified description will be considered during the redesign of our website. (See Obs 3)	Communications : Medium term 2025
<b>Procurement of goods, services, and facilities</b>	The procurement process can help improve accessibility to our facilities.		
<b>Obs 5</b>	We should consider accessibility during the third party contract awarding process and when looking at renting office space. When purchasing furniture, we should consider specific needs for accessibility (cafeteria and rest area).	The contract awarding process involves collaboration among various stakeholders. We will consider including a checklist in the process in order for the evaluation process to include accommodations.	Human Resources: Long term
<b>Design and delivery of programs and services</b>	Offering programs and services to our employees, which would help reduce barriers to accessibility and offer accommodations when possible.		
<b>Obs 6</b>	There are no common policies in place which govern and standardize possible accommodations to work conditions for employees with permanent or temporary disabilities.	Develop employee guidelines for possible accommodations to work conditions, the workplace environment, and information technology equipment to improve concentration in common areas.	Human Resources: End 2024
<b>Transportation</b>	Transportation refers to our employees' physical access to our facilities and sites.		
<b>Obs 7</b>	Public transportation can be challenging, especially during construction and renovation projects (LOGISTEC head office).	We will communicate with our landlord/facility management to raise awareness on accessibility challenges for disabled employees coming to work.	Human Resources: End 2024

## **Conclusion**

Our first plan is part of a continuous improvement process and an engagement toward reducing barriers to accessibility. A report on the progress of the plan's implementation and deadlines will be presented quarterly to the Compliance Committee to monitor the progress and discuss any challenges encountered. Any comments received by the Committee will be evaluated and considered in the annual Accessibility Plan and appropriate measures will be taken to remediate barriers identified, as necessary.

This first plan was a great opportunity to bring awareness to accessibility. Everyone's collaboration was greatly appreciated, and it is the first step towards facilitating an open dialogue, even with our operational reality and the geographical scope of our sites.

LOGISTEC is committed to offering a work environment that is inclusive and prevents barriers to accessibility, offering accommodation measures when possible.

You can submit comments on the plan and the feedback process, or any other questions about accessibility as set out in the contact information above.