



ACCESSIBILITY PLAN

Removing Barriers for people with disabilities

Revision Date: June 2024

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GENERAL

About SAAM Towage Canada

Combining a strong local history of over 75 years in British Columbia with the global experience our shareholders provide, SAAM Towage Canada (STC) offers harbour towage and tanker escort services with 24 dedicated tugboats. Our services are available in the Ports of Kitimat, Prince Rupert, Stewart, Squamish, Port Mellon, Port McNeill, Vancouver, and the Fraser River.

STC's history includes Rivtow Marine, Tiger Tugz, and Westminster Tugboats. Rivtow itself was an amalgamation of many British Columbia towing companies dating back over 75 years. Many of our employees have been with the company for decades, deeply embedding us in the British Columbia Marine Industry. We have a long history of operating throughout the West Coast of North America, including Juan de Fuca, Georgia Strait, the West Coast of Vancouver Island, Vancouver Harbour, and Johnstone Strait.

This Accessibility Plan specifically applies to SAAM Towage Canada Inc. employees, both onshore and at sea, and includes all SAAM Towage Canada subsidiaries, namely SAAM Towage Vancouver Inc., and Standard Towing Ltd.

Feedback

For feedback about our Accessibility Plan reach out to our HR Manager at [ACCESSIBILITY FEEDBACK](#)

You may also provide additional information or request alternative formats by sending an email to [Alternative Accessibility Plan Format Request](#)

The following forms are available: Prints, Large Print, Audio, Braille

Email: hrcanada@saamtowage.com


Phone: 604.252.2800

Address: 411-1930 Pandora Street - Vancouver, BC V5L 0C7

Accessibility Committee

Our initial steering committee:

1. HR Manager
2. SHEQ Officer

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3. HR Coordinator
4. VP Finance
5. Vessel Operations Superintendent
6. Technical Superintendent

We welcome any employees with disabilities who would like to participate in our semiannual Accessibility Meetings Review, to be held in March and September each year.

EXECUTIVE SUMMARY

We have identified several barriers and committed to steps to address them:

Employment

1. We commit to supporting existing employees with disabilities to succeed in their roles and promote an inclusive culture through internal communication and stakeholder engagement.
2. We commit to incorporating accessibility into our recruitment practices by promoting career opportunities with organizations that support people with disabilities and ensuring they are aware of our policy.

Built Environment

1. We commit to providing accessible signage and website tools whenever possible.
2. We commit to investigating specific positions that can be accommodated and ensuring the necessary infrastructure is available.

Information and Communication Technologies (ICT)

1. We commit to providing accessibility tools on our websites and in our documentation.

Communication (Non-ICT)


1. We commit to providing communication tools during face-to-face meetings so people with disabilities can fully participate.

Procurement of Goods, Services, and Facilities

1. We commit to incorporating accessibility as a key component in procurement processes.

Design and Delivery of Programs and Services

1. We commit to training employees to support individuals with disabilities.

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2. We commit to considering the impact on people with disabilities when creating new programs or policies.

Transportation

1. We commit to accommodating the transportation needs of employees with disabilities to the point of undue hardship.

ACCESSIBILITY STATEMENT

Our actions are guided by our core values: Safety, Service, Responsibility, Respect, and Honesty. We aim to provide a safe, respectful, and barrier-free environment for our candidates, employees, and stakeholders.

As governed by the Accessibility Canada Act (ACA), we will:


- 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.
- Review the plan every three years to ensure steps are taken towards creating an inclusive environment.

Our next step is to seek additional input and feedback from persons with disabilities, our employees, and community members.

ACTIONS

Employment

1. We commit to providing support to employees with disabilities and promoting an inclusive culture.
 - Action: Annually promote the disclosure of disabilities and encourage disclosure during onboarding.
Progress: Ongoing self-identification survey since January 2024.
 - Develop an Accessibility Policy by June 2025.
Progress: Draft Policy in the review process
2. We commit to incorporating accessibility into recruitment practices.
 - Action: Identify positions that can accommodate disabilities and reach out to specific groups by December 2024.

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- Develop a request process for accommodations for interviews and identify internship opportunities by June 2025.

Built Environment

1. We commit to providing accessible signage and website tools.
 - Action: Review and update signage for accessibility by the end of 2025.
 - Consult with individuals with disabilities and budget for these upgrades by October 2024.
 - Ensure website accessibility by June 2025.

Progress: SAAM Corporate has been made aware of the requirements and is investigating and addressing any non-compliance.

2. We commit to investigating specific positions for accommodation.
 - Action: Review positions and ensure budget availability for accommodations by October 2024.

Progress: Ongoing meetings with Department Heads have identified that all administrative positions could be accommodated to the point of undue hardship.

Information and Communication Technologies (ICT)

1. We commit to providing accessibility tools.
 - Action: Train employees to create accessible documents by December 2024 and ensure website accessibility.
 - Review existing software and set accessibility as a requirement for new implementations by December 2025.

Communication (Non-ICT)


1. We commit to providing communication tools for face-to-face meetings.
 - Action: Follow guidelines for inclusive meetings and train presenters on best practices by December 2024.

Procurement of Goods, Services, and Facilities

1. We commit to incorporating accessibility in procurement whenever feasible.
 - Action: Develop a Responsible Procurement policy by December 2026 and re-evaluate vendor agreements.

Design and Delivery of Programs and Services

1. We commit to training client-facing employees.
 - Action: Provide training to HR and hiring managers by June 2025.
2. We commit to considering the impact on people with disabilities in new programs and policies.

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- Action: Annually review policies for their impact on people with disabilities

Transportation

1. We commit to accommodating transportation needs.
 - Action: Inform candidates of accommodation options for interviews and support employees' transportation needs if requested by December 2025.

Progress: Since January 2024, any invitation for in-person interviews for administrative positions comes with a paragraph informing candidates of the possibility of requesting accommodation.

CONSULTATIONS

During our self-identification survey, four employees declared a disability. We have shared this document with them and engaged them in conversations for additional feedback.

We offer the document in various formats, including large font, print, and PowerPoint.

We have contacted Work-Able and BC-CFA (BC Centre for Ability) to establish a relationship and ask for further guidance on improving our plan.

Future Consultations

Our employees with disabilities will guide updates to our Accessibility Plan. We also want to establish relationships with organizations such as Work-Able, BC-CFA, and the Rick Hansen Foundation and have already contacted them to start this.

We align with the slogan "Nothing about us without us," ensuring that disability rights are developed with the inclusion of persons with disabilities and their representative organizations.


RESOURCES

Budget and Resource Allocation: Present budgeted items during the October budget season each year, allocating resources based on recommendations from employees with disabilities and related organizations.

Training: Provide training on creating accessible documents, accessible practices, and planning inclusive meetings among others:

Creating Accessible Documents:

<https://a11y.canada.ca/en/how-to-create-accessible-documents-in-microsoft-365/>

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Planning Inclusive Meetings

<https://www.canada.ca/en/employment-social-development/programs/disability/arc/inclusive-meetings.html#h2.1-h3.2>

CONCLUSION

SAAM Towage Canada is committed to creating an accessible and inclusive environment for all employees, including those with disabilities. We recognize that this requires ongoing effort and dedication to act on the commitments in our Accessibility Plan. By upholding our core values of Safety, Service, Responsibility, Respect, and Honesty, we strive to ensure a workplace where everyone can succeed.

Implementing and regularly updating our accessibility strategies based on feedback from our employees with disabilities and their communities is vital for identifying barriers and finding effective solutions. We are committed to fostering a culture where all voices are heard and valued.

By embracing Equity, Diversity, and Inclusion (EDI) principles, we celebrate our workforce's unique backgrounds and experiences while creating additional value for our communities and customers.
