

Accessibility Progress Report

SAAM Towage Canada

Reporting period: June 2024 to June 2025

Our commitment

We are committed to creating a workplace where everyone can participate fully and equally.

We work to:

- Identify and remove barriers
- Improve accessibility across our workplaces and systems
- Listen to feedback from employees and community partners

This report shares the progress we made in the first year of our Accessibility Plan.

About SAAM Towage Canada

SAAM Towage Canada provides harbour towage and marine services across British Columbia.

- Operations in **9 ports across the province**
- Fleet of **26 tugboats**
- **182 employees** as of June 2025

We continue to grow while working to ensure our workplaces, systems, and services are accessible to all.

Accessibility committee

We have an internal Accessibility Committee that supports the implementation of our Accessibility Plan.

The committee includes representatives from different areas of the organization, such as Human Resources, Operations, and Safety.

The committee:

- Reviews progress on accessibility initiatives
- Helps identify and remove barriers
- Supports improvements across our workplaces and systems

Our work is also informed by:

- Feedback from employees with disabilities
- External consultation, including our partnership with Untapped Accessibility

This ensures our actions are guided by both lived experience and expert advice.

A key step in 2025: external accessibility consultation

In 2025, we partnered with **Untapped Accessibility** to better understand barriers in our recruitment and workplace practices.

Through an Accessibility Think Tank, professionals with lived experience of disability reviewed our materials and shared practical recommendations

This work helped us:

- Identify barriers more clearly
- Improve how we communicate about accessibility
- Take action based on expert and lived experience

Many of the improvements below were guided by this consultation.

What we improved in 2025

Hiring and employment

- Five employees identified as having a disability and participated in feedback activities
- Our Accessibility Policy is in the final stage of approval
- Most office-based roles can be adapted to support accessibility needs We improved our recruitment process by:
- Adding clear information on **interview accommodations**

- Including an **Equity, Diversity, and Inclusion statement** in all job postings
-

Careers website

We improved our careers page to make it easier to use and more accessible:

- Reorganized content into a clear and logical structure
- Used consistent headings and formatting
- Added “Back to top” links to support navigation
- Made links and buttons easier to identify

We also added clear information about workplace accessibility, including:

- Flexible work options (when possible)
 - Assistive technology support
 - Accessible workspaces and meeting options
-

Physical work environment

- Reviewed accessibility of signage and facilities
- Identified areas that need improvement, including tactile and Braille signage
- Confirmed accessible features such as wayfinding signage are already in place We are planning upgrades and budget allocation for 2026.

We are also applying accessibility best practices in the design of new office spaces.

Digital accessibility

- Trained employees on how to create accessible documents
- Added alternative text to many website images
- Maintained a responsive and mobile-friendly website

We are continuing to improve:

- Video captions and transcripts
- Keyboard navigation

- Colour contrast
- Form accessibility and user guidance

Accessibility requirements are now included when selecting new systems and tools.

Training and communication

- Provided training on accessible and inclusive
 - Continued accessibility learning through internal training programs
 - Regularly review policies to improve accessibility
-

Feedback and consultation

We continue to collect feedback in different ways:

- Online feedback form
- QR codes in our workplaces
- Email and phone

We also:

- Held discussions with employees who identified as having disabilities
 - Worked with external accessibility experts
 - Continue to engage with community organizations
-

What we are working on next

Improve website accessibility

- Make navigation fully accessible for keyboard and assistive technology users
 - Improve screen reader compatibility
 - Ensure job postings are easy to navigate and understand
-

Improve video accessibility

- Add captions, transcripts, and summaries
 - Provide clear and accessible video controls
-

Improve physical accessibility

- Add tactile and high-contrast signage
 - Continue upgrades based on priority and available resources
-

Strengthen policies and processes

- Finalize and publish our Accessibility Policy
 - Continue improving procurement and program design
-

Feedback

We welcome your feedback on accessibility.

- **Email:** hrcanada@saamtowage.com
- **Phone:** 604.251.0219
- **Address:** 411–1930 Pandora Street, Vancouver, BC

You can request this information in alternative formats.

Looking ahead

Accessibility is an ongoing effort.

We will continue to:

- Reduce barriers
- Improve our workplaces and systems
- Work with employees and experts to guide our actions

Our goal is a workplace where everyone can contribute and succeed.