



## Prince Rupert Grain Ltd. Accessibility Plan – May 31, 2023

### **1. General**

#### **1.1 Description of Prince Rupert Grain Ltd.**

Prince Rupert Grain Ltd. (PRG) is a federally regulated Export Grain Terminal located on Ridley Island near the city of Prince Rupert, BC . Our facility is located on an industrial site, which includes a 600 railcar rail yard, a 330 foot tall automated terminal elevator with licensed storage space for 200,000 tonnes of grain, a marine loading dock with 3 loading towers, a maintenance shop, an administrative building and various outbuildings. Our business is to safely and efficiently receive and unload grain railcars from the prairies. Once unloaded we grade, clean, store and then load bulk cargo onto ocean vessels for international export. Our customer / owners include Viterra Canada Inc., Richardson International Ltd. and Cargill Ltd. We also service a small group of local ranchers and poultry barns with by-product sales. We're a team of approximately 142 employees, working on-site.

#### **1.2 Statement of Commitment**

PRG is committed to being an equal opportunity employer. We've been committed to being and becoming more accessible by identifying and removing barriers to accessibility in our workplace. We believe all employees play a key role in making us more accessible and inclusive via meaningful training, diversity, and equity planning.

#### **1.3 Feedback Process**

PRG is seeking feedback from our employees and members of the public about on-site accessibility to improve this plan. We will review all feedback and use it to continuously help identify and address barriers and improve accessibility. Please use the contact information provided to submit suggestions confidentially.

We will accept feedback on the barriers that may be identified or experienced when on-site or that will help to formulate and improve our Accessibility Plan. Please be descriptive in your feedback to help guide us. We will do our best to address issues that are identified that can be accommodated on our industrial site in a practical manner. The feedback we receive will be taken into account in our future progress reports.

#### 1.4 Alternative Formats of Communication

The following formats of our Accessibility Plan are available upon request within the timeframes indicated below:

- Print – 15 business days
- Large print – 15 business days
- Braille – 45 business days
- Audio format – 45 business days

#### 1.5 Contact Us

|            |  |
|------------|--|
| by Mail    | ATTN: Accessibility and Inclusion<br>Prince Rupert Grain Ltd.<br>PO Box 877<br>Prince Rupert, BC V8J 3Y1 |
| by Phone   | Mon – Fri, 8:30am – 4pm<br>250-627-8777  |
| by Email   | <a href="mailto:accessibility@prgrain.bc.ca">accessibility@prgrain.bc.ca</a>                             |
| by Website | <a href="http://prgrain.ca">prgrain.ca</a>   |

## 2. Areas Addressed under Section 5 of the Accessibility Canada Act

### 2.1 Employment

#### Accessing Employment

PRG continues to be committed to hiring people in an equitable and fair manner. It advertises itself as an equal opportunity employer and currently has a diverse team of employees, of which some self-identify as having disabilities. There are also likely more un-identified individuals with challenges who prefer to keep their affairs private. This makes it more important for our organization to identify barriers that may limit or prevent current or future employees of being hired.

Some barriers that have been identified that make it a challenge to be hired at our facility include:

- Hiring conditions into the union environment which only allow persons to be hired into the general laborer pool due to union seniority constraints.
- The location and lack of public transportation to the facility.
- The nature of the industrial site with concerns for safety and well-being also poses barriers to individuals with certain disabilities.

#### Employee Development

PRG will assess internal information and knowledge gaps to do with accessibility including identification of barriers and improving hiring practices. This will initially be directed at our leadership team, administrative and supervisory group.

Using feedback received from public and employee consultations, PRG will begin improving existing training and safety modules.

#### Inclusive Workplace

- PRG has a successful modified duties and accommodation program for those requiring short term accommodation, which it will improve upon.
- PRG will continue to work with the union to try and find suitable positions within the facility to accommodate individuals who develop or sustain injuries.

- PRG will review employee benefit packages to determine the priority of benefits of which may help reduce barriers.

Our organization has had some limited success in hiring employees into our Maintenance ranks that already possess Red Seal certification and who have also self-identified as needing accommodation. We have identified additional barriers which include a dusty environment, un-even grounds, and automated industrial equipment hazards.

On the management side, PRG offers a more flexible hiring practice in its Finance, Admin, IT and Management ranks, and does offer accommodation to individuals with reduced sight, light sensitivity, and mobility impairments to make jobs more accessible.

Another barrier identified is the distance from the city of Prince Rupert and the lack of public transportation to Ridley Island. PRG has encouraged car-pooling amongst staff to lessen the burden for individuals who cannot drive.

## **2.2 The Built Environment**

PRG is physically located on Ridley island, approximately 15 km from the coastal city of Prince Rupert BC. Our facility is located on an industrial site, which includes a 600 railcar rail yard, a 330 foot tall automated terminal elevator with storage space for 200,000 tonnes of grain, a marine loading dock with 3 loading towers, a maintenance shop, an administrative building and various outbuildings.

We have prioritized making our current administration building more accessible in the initial phase of the plan, where public access is more prevalent and where accommodations for individuals are more likely to be needed. We will however identify and improve accessibility throughout the facility in future plans.

The following goals have been identified to reduce barriers:

- In consultation with community members, we have identified many improvements that can be made in the short term in-regards to washroom, lunchroom, and meeting facilities.
- We will seek guidance to determine accessibility standards in new spaces.
- We will review and create an accessible emergency response plan.

### **2.3 Information and Communication Technologies (ICT)**

Technology can make things more accessible, with certain features helping reduce barriers, but when technology isn't built with accessibility in mind or people don't know how to use it in an accessible way, it can create barriers.

The following goals have been created to make PRG's information and communications technology more accessible:

- PRG will explore the use of accessibility features embedded in internal systems and tools.
- PRG will encourage IT staff to increase their knowledge on how to provide accessible solutions for employees and others.

### **2.4 Communication, other than ICT**

Our ability to share information and knowledge with the public and our employees is key to helping support them. We want to make sure everyone has access to the information so they can be well informed and thrive. The following goals will help everyone access information communicated by PRG:

- PRG will explore how to improve its website content to be more accessible.
- PRG will create content which is posted with a focus on clear, concise, and plain language.

### **2.5 The Procurement of Goods, Services and Facilities**

PRG has not yet identified any goals in order to reduce barriers in-regards to procurement of goods, services, and facilities. We will explore and inform ourselves in this area to see if barriers exist and may include goals in future accessibility plan updates.

### **2.6 The Design and Delivery of Services**

PRG's main customers are its three owner organizations to which it provides its bulk handling services. PRG will consult with its ownership group to see if and where improvements can be made in order to reduce barriers in the reporting and communication structure used in the delivery of those services.

### **2.7 Transportation**

PRG does not provide transportation services to employees or customers. No goals have been created under the heading of transportation.

### **3. Consultations**

People with or who deal with disabilities were consulted to help formulate this accessibility plan. We sought out and met in person, people who identify as having disabilities in the community as well as people with experience identifying accessibility barriers during this process. Due to a late start to this process, we have not yet consulted with or surveyed our employees about barriers they have faced while working at PRG. However, we are formulating a plan to ask for their perspectives on how we can improve things and be more accessible. We believe employee feedback is important and will help us focus our goals and look forward to hearing from them.