



**DP WORLD**



**DP WORLD CANADA – VANCOUVER**

# **2024 PROGRESS REPORT**



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## Progress Report

### GENERAL

#### Summary

DP World has made significant progress toward most of the goals set in our Accessibility Plan. Our Accessibility Plan consisted of 10 goals with 19 associated actions, of these we have:

- Completed 5 action items
- Made progress on 5 action items
- Identified 1 goal as an ongoing action
- Put 1 goal on hold
- Have 8 pending action items

In our commitment to accessibility and providing a barrier-free work environment, 1 of the goals we set in 2023 have become established processes that will be ongoing business practices. Additionally, many of the goals that we have not started are dependent on the completion of the goals in progress.

#### Accessibility Statement

DP World Canada is committed to recognizing and tackling obstacles and limitations that hinder the complete engagement of people with disabilities by executing our Accessibility Plan.

We will continue to seek input from the general public, our workforce, and experts in relevant fields, including people with disabilities, to ensure that we do not introduce new barriers in future business practices.

#### Accessibility Committee

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

**Kim Macey**

VP, People

**Lauren Nickerson**

Senior Director of Health, Safety, Security, and Environment

**Liz Collins**

Manager, People



## DP WORLD

### Feedback Process

DP World Canada 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 DP World Canada through one of the following methods:

Email: [lauren.nickerson@dpworld.com](mailto:lauren.nickerson@dpworld.com)

Direct mail: Suite 1500, Metrotower II, 4720 Kingsway, Burnaby, BC V5H 4N2

Telephone: [604-252-2473](tel:604-252-2473)

Attention: Lauren Nickerson, Senior Director of Health, Safety, Security, and Environment

### Alternative Formats

DP World Canada's Accessibility Plan is available in the following formats:

- Print
- Large Print
- Electronic
- Audio

A Braille copy of DP World's Accessibility Plan may be requested by email at [lauren.nickerson@dpworld.com](mailto:lauren.nickerson@dpworld.com) or by phone at [604-252-2473](tel:604-252-2473).



## DP WORLD

### PRIORITY AREAS

#### Area 1: Employment

##### Our Accessibility Goal

DP World Canada is dedicated to fostering a workplace culture that fully embraces and actively promotes Diversity, Equity, and Inclusion (DEI) for people with disabilities throughout all aspects of our employment policies and practices.

##### Actions

**Commitment 1:** To create a barrier-free and inclusive recruitment strategy that is accessible for all job applicants by:

- 1.1 Writing and publishing a Diversity Statement to be included in all job ads by June 2024.

**Status:** Complete

**Actions:** DP World's recruitment team has made explicit the inclusion of persons with disabilities in our Equal Employment Opportunity Statement. The statement reads:

"DP World is committed to the principles of Equal Employment Opportunity (EEO). We strongly believe that employing a diverse workforce is central to our success and we make recruiting decisions based on your experience and skills. We welcome applications from all members of society irrespective of age, gender, disability, race, religion or belief."

The EEO is our public-facing statement; however, additional information regarding Bullying and Harassment and Anti-Discrimination policies can be provided upon candidate request.

- 1.2 Providing a formal process, including a feedback mechanism, at each stage of interviewing for candidates to request accommodation by June 2024.

**Status:** Complete

**Actions:** The DP World recruitment team has started asking each candidate if they require accommodation throughout the recruitment process.

**Amendment:** We have received feedback from both the recruitment team and candidates that asking about any required accommodation at each stage of the recruitment process (application, screening, interview, assessment, and onboarding) was excessive. Given the feedback, we discussed the accommodation process during the consultation process with the BC Centre for Ability. We confirmed that going forward, we will only need to ask for accommodation requests at the beginning of the recruitment process and during new employee onboarding.

- 1.3 Investigating options for expanding candidate outreach to include job boards dedicated to supporting people with disabilities starting in 2024.

**Status:** In Progress



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**Actions:** DP World’s recruitment team is in the process of identifying additional job boards and potential community-based agencies that provide more accessible application processes and that actively seek to support people with disabilities in finding jobs matched to their skill set.

**Commitment 2:** Provide DP World Canada employees with a safe and barrier-free work environment:

2.1 Incorporating our accommodation process into the onboarding process to allow new employees the opportunity to request accommodation starting in 2023.

**Status:** Complete

**Actions:** The HR team at DP World has incorporated an accommodation request step into the onboarding process. This proactive measure is now part of the pre-boarding phase to ensure that all accommodations are ready for employees on their first day. Thus far, DP World has not received any accommodation requests.

**Commitment 3:** Develop a more inclusive culture that promotes inclusivity and accessibility to highlight DP World Canada’s [Seven Priorities of Responsible Business Practices](#), especially Safety, Wellbeing, Ethics, Community Engagement, and People Development by:

3.1 Establishing accessibility and unconscious bias training as part of our DEI training for leaders and hiring managers starting in 2024.

**Status:** In Progress

**Actions:** DP World’s HR team has started developing new training materials related to unconscious bias as part of the overall DEI training strategy. The new training modules are targeted to launch in 2024 and will first be rolled out to leadership and hiring managers. Ultimately, training will be provided to all of DP World’s Canadian employees.

Additionally, before launching the training program, we plan to engage people with lived experience to review the materials and provide feedback based on our desired outcomes.

**Commitment 4:** Plan an employee communication campaign starting in 2023 to inform employees of new accessibility policies and services available to them. Communications will include awareness of disability definitions and common barriers to accessibility.

**Status:** In Progress & Ongoing

**Actions:** When DP World’s Accessibility Plan was first published in 2023, the Plan and Feedback Process were shared with employees. As policies and processes are being updated with new accessibility considerations, we have actively shared details with employees to ensure full transparency.



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### Area 2: Built Environment

#### Our Accessibility Goal

DP World Canada wants to make sure that both employees and customers can access our facilities easily and safely. Our long-term goal is to improve accessibility by upgrading our facilities. In the short-term, we need to understand what changes are possible and how they will impact the roles of different people who use the facilities.

#### Actions

**Commitment 1:** To develop a priority plan and budgets for the assessment and incorporation of accessible design into the future development of DP World Canada's built environment by:

1.1 Creating a list of possible accessible upgrades by June 2026.

**Status:** Not Started

1.2 Establishing a budget for future accessible upgrades if required by June 2026.

**Status:** Not Started

### Area 3: Information and Communication Technologies (ICT)

#### Our Accessibility Goal

DP World Canada wants to make sure that all employees and customers, including those with disabilities, have access to Information and Communication Technology and tools that allow them to engage fully with DP World Canada without any barriers getting in the way of communication.

#### Actions

**Commitment 1:** Understand and make available existing accessibility features available through our 3<sup>rd</sup>-party ICT providers by:

1.3 Developing a questionnaire and assessment to identify accessibility features in 3<sup>rd</sup>-party accessibility tools by June 2024.

**Status:** Complete

**Actions:** The BC Maritime Employers Association has provided an industry-wide Digital Accessibility Assessment tool which was developed in consultation with the BC Centre for Ability. DP World will be using the assessment tool to review their 3<sup>rd</sup>-party ICT tools.

1.4 Establishing a priority list of 3<sup>rd</sup>-party ICT tools to assess for accessibility features by June 2025.

**Status:** Not Started

1.5 Starting the roll-out of accessibility features for our top priority 3<sup>rd</sup>-party ICT tool to employees starting in 2026.

**Status:** Not Started

**Commitment 2:** Begin establishing a plan and timeline for ensuring that our public and customer-facing website meets accessibility standards by:

- 2.1 Establishing budgetary requirements for working with our 3<sup>rd</sup>-party web development team to begin planning by June 2024.

**Status:** In Progress

**Actions:** DP World Canada is in the process of migrating our stand-alone homepage to our global DP World site, [dpworld.com](https://dpworld.com), which is operated out of Dubai. Part of this migration will be to consider accessibility features that can be incorporated without impacting the overall structure and functionality of the global webpage.

- 2.2 Working with our 3<sup>rd</sup>-party web development team to establish a timeline and request budget for future upgrades to ensure our public-facing website meets AA-level Web Content Accessibility 2.2 standards by June 2026.

**Status:** Paused

**Actions:** We have put the work on our website on hold while we complete the transition to our global site. We will continue to identify opportunities for improving accessibility on our website however possible.

## **Area 4: Communication, other than ICT**

### **Our Accessibility Goal**

DP World Canada is committed to removing communication barriers both internally and externally by incorporating accessible design into our communication strategies.

### **Actions**

**Commitment 1:** Identify any barriers that are preventing inclusive communication norms at DP World Canada and address opportunities to improve how information is communicated by:

- 1.1 Working with subject matter experts around communicating with people with disabilities to establish a best-practices guide for the development and dissemination of key communications to ensure accessibility (e.g., plain language, formatting, alt-text for images, etc.) by June 2025.

**Status:** In Progress

**Actions:** DP World's Communication team has worked to establish communication standards that prioritize the use of plain language that can be easily understood. We are still developing a written best practice guide but are on track to have it completed and shared with the team by next year.

- 1.2 Providing training opportunities to all employees responsible for communication, including Marketing, HR, and Communications, on using accessible communication standards, best practices, and plain language starting in 2025.



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**Status:** Not Started

### Area 5: Procurement of Goods, Services, and Facilities

#### Our Accessibility Goal

DP World Canada believes that creating a barrier-free Canada extends beyond the work we do internally. We know that our procurement process is an opportunity to make sure we and our vendors are committed to accessibility. DP World is committed to understanding how accessibility can become part of our standard procurement process.

#### Actions

**Commitment 1:** Evaluate how DP World Canada will promote accessibility and accessible design in the relationship we have with our external vendors by:

- 1.1 Assessing the feasibility and ability of DP World Canada to incorporate accessibility standards and design practices into our procurement policy by June 2025.

**Status:** Not Started

- 1.2 Providing all employees in procurement with training on any changes to our procurement policy that incorporate accessibility starting in 2026.

**Status:** Not Started

### Area 6: Design and Delivery of Programs and Services

#### Our Accessibility Goal

From the point of sale to interacting with ship captains, DP World Canada aims to identify the accessibility needs at each point of contact with our customers and their employees throughout the delivery of our current programs and services.

#### Actions

**Commitment 1:** Provide a barrier-free, accessible experience for our customers by:

- 1.1 Incorporating an accommodation request process into our customer orientation and customer visitation process by June 2024.

**Status:** Complete

**Actions:** We have added a statement to our customer orientation that informs them of available accommodations that they may request while on site. Additionally, accessibility features including our refuge areas have been added to our customer orientation tour.

- 1.2 Identifying employee groups that interact with customers regularly and assessing the need for accessibility training by June 2026.

**Status:** Not Started





## **Area 7: Transportation**

The Accessible Canada Act identifies transportation as the seventh priority area of accessibility. While we acknowledge our involvement in the transportation industry, it should be noted that DP World Canada is not responsible for the transportation of members of the public. We have included transportation as a priority area as per the requirements of the Act, however, by definition, it falls outside the purview of DP World Canada.



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## **FEEDBACK**

In the first year following the publication of DP World’s Accessibility Plan, we have not received any feedback from employees, customers, or the public through the formal feedback process. We did, however, receive feedback from candidates and employees regarding the accommodation process during recruitment. We have incorporated this into Commitment 1.1 under Employment.

We will continue to work with our accessibility committee to ensure we are actively seeking feedback whenever possible.

## **CONSULTATIONS**

### **Summary**

The concept of “Nothing About Us Without Us” supports the notion that persons with disabilities must be involved in developing DP World Canada’s Plan and Progress Reports to support us in identifying opportunities to progress accessibility in our policies and procedures and the built environment. We consulted with the British Columbia Centre for Ability (BCCFA) in the review of our Progress Report and actions taken in the past year.

### **Consultation Process**

We provided the BCCFA with a draft of our Progress Report as a Word document for their review. We followed this with a live session on May 15, 2024, to discuss the impact and significance of our actions towards our accessibility commitments.

The session was hosted virtually on Zoom and the consultation team from BCCFA was asked in advance about any accommodation that may be needed for the session.

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

### **Results**

During the consultation session, each of DP World Canada’s commitments and corresponding actions that we have taken over the last year to progress our Accessibility Plan forward.

Overall, the BCCFA provided feedback that our Report is well-written using concise and plain language. The BCCFA identified that the Plan follows a logical sequence of actions and that we have made significant progress on our commitments. They made recommendations to include explicitly where we will engage people with lived experience of disabilities to consult on or test our new systems, policies, and processes.

### **Future Consultations**

