



DP WORLD



DP WORLD CANADA – SAINT JOHN

2026 PROGRESS REPORT



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2026 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 16 associated actions, of which we have:

- Completed 7 action items
- Made progress on 5 additional action items
- Identified 3 goals as ongoing actions
- Have 3 pending action items

In our commitment to accessibility and providing a barrier-free work environment, 2 of the goals we set in 2024 have become established processes that will be ongoing business practices. Additionally, 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 subcommittee within a broader Diversity & Inclusion Committee. Our current Accessibility Plan project group includes:

Kim Macey

VP, People

Michael Chafe

Director, Health, Safety, Security, and Environment

Liz Collins

Senior Manager, People

Samantha Mincher

Manager, HSSE

Feedback Process



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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:

Contact: HR & HSSE Support (Accessibility)

Email: accessibility@dpworld.com

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

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

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 accessibility@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 Continuing to investigate options for expanding candidate outreach to include job boards dedicated to supporting people with disabilities starting in 2024.

Status: Complete & Ongoing

2024/2025 Actions: DP World's recruitment team has identified additional job boards and potential community-based agencies that provide a more accessible application process and that actively seek to support people with disabilities in finding job matches to their skill set. This goal has become an ongoing project for our recruitment team. Our team aims to make sure that our job postings on popular job boards such as LinkedIn and Indeed are an inclusive application process, while also researching new opportunities to post jobs on community-specific boards, including boards specifically for people with disabilities.

2025/2026 Actions: This goal has become an ongoing project for our recruitment team. Our team will continue to make sure that job postings on commonly used job boards include inclusive language and accommodation information, while also researching new opportunities to post jobs through accessible and community-specific recruitment channels.

Commitment 2: 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:

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

Status: Complete

2024/2025 Actions: DP World's HR team has developed new training materials related to unconscious bias as part of the overall DEI training strategy. This training was rolled out in November 2024. The program includes three modules covering:

- Understanding Unconscious Bias
- Unconscious Bias in the Workplace
- Mitigating Unconscious Bias

The program has been rolled out to all employees and is now a required course for all new employees joining DP World Canada.



DP WORLD

2025/2026 Actions: DP World's HR team has developed new training materials related to unconscious bias as part of the overall DEI training strategy. This training has been rolled out to employees and is now a required course for new employees joining DP World Canada. We are also continuing to review opportunities to provide accessibility and inclusive hiring guidance for employees involved in recruitment and onboarding activities.

Commitment 3: Plan an employee communication campaign starting in 2024 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: Ongoing

2024/2025 Actions: Communication about our Accessibility Plan and related initiatives is an ongoing priority. When the Plan for Nanaimo was first published in 2024, the Plan and Feedback Process were shared with employees. We regularly share updates on new programs, policies, and actions to ensure all employees are aware of the services and support available to them.

2025/2026 Actions: Communication about our Accessibility Plan and related initiatives continues to be an ongoing priority. We continue to share information with employees about the Accessibility Plan, the feedback process, accommodation supports, and accessibility-related policies and initiatives. We are also working to make information about accommodation processes clearer and easier to access during recruitment, pre-boarding, and onboarding.

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 include accessibility in all our expansion and upgrade projects. 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: Improve accessibility leading into the office by:

- 1.1 Establishing designated parking spot(s) near the entrance with proper signage for employees or visitors with accessibility challenges by April 2025

Status: In Progress

2024/2025 Actions: We have identified an appropriate location for the new accessible parking spot. Due to unforeseen weather, we are slightly behind schedule, however, the spot will be established by the end of 2025.

- 1.2 Assessing the feasibility of installing ramp access to the entrance of the building by April 2025.

Status: Complete



DP WORLD

2024/2025 Actions: We have selected a location for a ramp that would make the entrance of the building accessible.

1.3 Installing the recommended accessibility solution by April 2026.

Status: Complete

2024/2025 Actions: Per above, we are on track to install the new ramp by April 2026.

2025/2026 Actions: A new accessible ramp was installed at our St. John facility in April 2026 to improve overall access to our main building.

Commitment 2: Ensure employees and customers can move freely about the facilities without obstruction:

2.1 Establishing a housekeeping standard that limits ground-level obstructions, such as boxes, from pathways throughout the facilities starting in 2024.

Status: Complete & Ongoing

2024/2025 Actions: The Saint John team has started to set housekeeping standards to ensure the space is clear of obstructions. This will be an ongoing action at Saint John to ensure it is maintained and continuously improved upon.

Commitment 3: To develop a priority plan and budget for the assessment and incorporation of accessible design into the future development of DP World Canada's built environment by:

3.1 Creating a list of possible accessible upgrades by June 2026, if required.

Status: Not Started

3.2 Establishing a budget for future accessible upgrades, if required, by June 2027.

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 3rd-party ICT providers by:

1.1 Establishing a priority list of 3rd-party ICT tools to assess for accessibility features by June 2026.



DP WORLD

Status: In Progress

2024/2025 Actions: The DP World Canada IT team has started looking at the full list of tools that our team uses across all locations to identify the most widely used. We are on track to be able to prioritize these tools by the end of June 2025.

2025/2026 Actions: The DP World Canada IT team has started reviewing the full list of ICT tools used across our locations to identify the most widely used systems and establish a priority list for accessibility review. We have also adopted an industry-wide Digital Accessibility Assessment tool provided by the BC Maritime Employers Association, developed in consultation with the BC Centre for Ability, to support a more consistent review of accessibility features in third-party ICT systems.

- 1.2 Starting the roll-out of accessibility features for our top priority 3rd-party ICT tool to employees starting in 2027.

Status: In Progress

2025/2026 Actions: This action is dependent on completing the priority list and accessibility assessment of third-party ICT tools. In the meantime, employees continue to have access to assistive technologies, such as specialized keyboards, mice, and monitors, upon request. We are also identifying opportunities to develop accessible digital content guidance and training for employees involved in creating, managing, or publishing digital content.

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: Complete

2024/2025 Actions: DP World's Communication team is in the process of finalizing our guide to inclusive communication. We are working with a 3rd party vendor that specializes in communications and that has a strong foundation of diversity, equity, inclusion, and belonging (DEIB), including offering an internal resource group for employees with disabilities.

2025/2026 Actions: DP World's Communication team has completed our guide to inclusive communication. The guide includes best practices related to plain language, accessible formatting, alternative text for images, and inclusive design considerations. We have also engaged a third-party communications vendor with expertise in diversity, equity, inclusion, and belonging to support the development and review of inclusive communication standards.



DP WORLD

- 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.

Status: In Progress

2024/2025 Actions: A new inclusive communication e-learning program is being developed to provide employees with a foundation for respectful and accessible communication. We are on track to launch this training program in 2025. This training will be required for all employees reporting to DP World Canada.

Our Communications team is regional for North America. We are currently looking into what training we can make available to those employees reporting into our US regional offices who serve our Canadian entities.

2025/2026 Actions: We are continuing to look into the implications and requirements for our global and regional teams that support DP World's Canadian operations and are hoping to have a clear picture of how to further accessibility within the scope of DP World Canada.

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: In Progress

2024/2025 Actions: Our Procurement team is currently in the process of looking for ways to incorporate accessibility in our Request for Proposal (RFP) process. In alignment with our Environmental, Social, and Governance (ESG) standards, adding accessibility would allow us to identify vendors owned and operated by people with disabilities, vendors that actively employ people with disabilities, and vendors that promote inclusive practices.

2025/2026 Actions: Our Procurement team is currently reviewing procurement practices across DP World Canada to better understand how accessibility can be incorporated into our standard processes. As some procurement activities are managed locally and others may involve regional or global processes, we are working to define the scope of procurement activities that fall within DP World Canada's control or influence.

- 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 Identifying employee groups that interact with customers regularly and assessing the need for accessibility training by June 2027.

Status: Complete

2024/2025 Actions: Most of Saint John's customers are not based near the terminal, and they rarely welcome customers in person. All employees have been assigned to complete our Unconscious Bias Training Program and will be assigned to complete the Inclusive Communication Training when it is ready for distribution.

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.

FEEDBACK

DP World Canada continues to provide an open and transparent feedback process for employees, customers, and the public to share feedback about accessibility, barriers, and our progress under the Accessibility Plan.

During this reporting period, DP World Canada also participated in a broader waterfront accessibility consultation process to gather more direct employee feedback about accessibility at work. Employees were invited to speak confidentially with an independent third party about what is working well, where barriers may exist, and what would make accessibility more meaningful in practice. Feedback was anonymized, combined with feedback from other participants, and reported without identifying individual employees or distinguishing their employers.

The feedback received suggests that DP World Canada has a strong foundation to build from. Employees identified supportive managers, responsive leadership, existing Health and Safety or hazard-reporting processes, and accessible features already in place at some locations. Employees also identified opportunities to make accessibility supports clearer, more consistent, and easier to access in practice.

Key themes from the feedback included the need to make accommodation and ergonomic support processes easier to find and navigate; improve onboarding and training by offering materials in more accessible formats; continue building awareness of visible and invisible disabilities; strengthen plain-language communication about



DP WORLD

available supports; and consider accessibility earlier in procurement and workplace planning. This feedback has been considered throughout this Progress Report and will be used in the development of our 2027 Accessibility Plan.

CONSULTATIONS

Summary

DP World Canada recognizes the importance of the principle “Nothing About Us Without Us,” which emphasizes the need for persons with disabilities to be actively involved in shaping initiatives that impact them.

As part of continued accessibility work across the waterfront, the BCMEA, on behalf of waterfront employers, engaged subject matter experts and employees to support accessibility consultation. This consultation process included two parts: the development of an accessibility audit tool and confidential employee interviews. The audit tool was developed with subject matter experts to give employers a practical way to review accessibility across the areas covered by the Accessible Canada Act and identify where barriers may exist. The employee interviews provided direct feedback about how accessibility is experienced in practice at work.

For the purpose of this Progress Report, the results below focus mainly on the employee consultation and the themes that were shared through confidential interviews. The accessibility audit tool will be used in 2027 to support the development of DP World Canada’s next Accessibility Plan.

Consultation Process

The consultation process included two components.

First, the BCMEA engaged subject matter experts to develop an accessibility audit tool for waterfront employers. The subject matter experts included Adaptability Canada, the BC Centre for Ability, and Meaningful Access Consulting. The tool was designed to help employers review accessibility across the priority areas under the Accessible Canada Act, including employment, the built environment, information and communication technologies, communication, procurement, the design and delivery of programs and services, and transportation, where applicable. This tool will support future accessibility planning by providing a more structured and consistent way to assess barriers and identify opportunities for improvement.

Second, employees across the waterfront were invited to participate in confidential interviews about their experience of accessibility at work. The consultation was open to all waterfront employees. Employees could book an interview by link, QR code, or email, and were informed that accommodations were available upon booking. Interviews were held virtually by Zoom, unless otherwise requested. Information about the consultation was shared by email and printed posters.

Participation was voluntary. Employees were told that their feedback would be anonymized, combined with feedback from other participants, and reported without identifying individual employees or distinguishing their employers.

The interviews focused on employees’ experiences of accessibility at work, including what is working well, where barriers may exist, and what would make accessibility more meaningful in practice. Disability was discussed broadly and included visible and invisible disabilities, physical disabilities, cognitive disabilities, neurodivergence, mental health-related disabilities, chronic conditions, temporary injuries, and recovery from illness or surgery.

Results



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Overall, the feedback confirmed that employers are not starting from scratch. Employees pointed to supportive managers, responsive leadership, existing Health and Safety or hazard-reporting processes, and accessible features already in place at some sites. At the same time, employees identified areas where accessibility could be clearer, more consistent, and easier to access in practice.

Employment was the area where employees had the most feedback. Employees identified opportunities to make support easier to find and navigate, including information about ergonomic support, accommodation requests, temporary injury support, return-to-work needs, and other accessibility-related concerns. Employees also noted that training and onboarding do not work equally well for everyone when they rely on long verbal explanations, slide decks, videos, or virtual sessions. More accessible options could include shorter sessions, practical demonstrations, written step-by-step guides, checklists, captions, and materials employees can return to later.

Employees also spoke about the importance of recognizing invisible disabilities, including ADHD, neurodivergence, learning disabilities, mental health-related disabilities, chronic conditions, temporary disabilities, and recovery from injury or illness. Some feedback also pointed to workplace culture as a barrier, where employees may be less likely to ask for support if they feel it will be viewed negatively.

For Information and Communication Technologies, employees generally viewed digital tools as useful, particularly for virtual meetings and training. However, long virtual sessions, slide-heavy training, and passive video content can be difficult for some learning and attention needs. Employees identified opportunities to use captions, agendas, written follow-up, recordings or transcripts where appropriate, and accessible digital training materials more consistently.

For Communication, employees identified a need for clearer information about accessibility supports. Information about accommodation, ergonomic support, EAP or counselling resources, and accessibility contacts should be easy to find and written in plain language. Employees also appreciated being asked for feedback. Reporting back on accessibility improvements would help show that feedback is being used and would support trust in the process.

Procurement did not come up as a standalone issue in the employee interviews. However, several findings have procurement implications, including ergonomic equipment, accessible doors and access systems, accessible training tools, and counselling or employee support services that can meet a range of needs. This reinforces the importance of considering accessibility earlier when purchasing goods, services, systems, and facilities, rather than addressing barriers after decisions have already been made.

No specific barriers were identified in the area of Design and Delivery of Programs and Services during the employee consultation. The feedback received related mainly to employees' workplace experiences rather than customer-facing or client-facing programs and services. No specific transportation-related barriers were identified during the employee consultation. Comments related to parking, exterior routes, entrances, and movement through worksites will continue to be considered through future accessibility planning.



DP WORLD

2026 PROGRESS REPORT