



TERMONT MONTREAL INC.

---

# 2026 Accessibility Plan

June 2026

# TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
GENERAL .....	3
About TMI .....	3
Requirements .....	3
Plan Overview .....	3
Accessibility Contact .....	4
Feedback Process .....	4
Alternative Formats .....	4
Priority Areas .....	5
Area 1: Employment .....	5
Area 2: Built Environment .....	6
Area 3: Information and Communication Technologies (ICT) .....	7
Area 4: Communication, other than ICT .....	8
Area 5: Procurement of Goods, Services and Facilities .....	10
Area 6: Design and Delivery of Programs and Services .....	11
Area 7: Transportation .....	12
Consultations .....	13

## GENERAL

### About TMI

Termont Montréal Inc. (“TMI”) is an essential pillar in container terminal operations and a key gateway for world trade, proudly located in the heart of the Port of Montréal. With more than 35 years of experience and annual capacity of over 1,000,000 TEUs, TMI operates the Viau Terminal at Section 52 and the Maisonneuve Terminal at Section 68, supported by seven post-Panamax cranes, direct connectivity to Class 1 railways, and access to major motorway links. TMI provides the people, technology, and operational expertise responsible for ensuring the safe, efficient, and reliable movement of containerized cargo through Montréal’s transportation network.

Through personalized customer service, real-time container tracking, strong productivity, and year-round 24/7 operations, TMI plays an important role in maintaining supply chain fluidity for customers, carriers, logistics partners, and the broader community. Its experience and leadership in marine terminal operations are fundamental to supporting trade, transportation, and economic activity across the communities it serves.

### Requirements

As a federally regulated company in the transportation sector, TMI is governed by [the Accessible Canada Act \(ACA\)](#).

The ACA is a federal law enacted by the Canadian government in 2019 to promote and ensure equal access and inclusion for persons with disabilities. The ACA applies to all federally regulated entities, including companies, organizations, and government agencies.

Per the Act, all federally regulated entities must:

- 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

Our Accessibility Plan must be reviewed in its entirety and published every three years.

Overall, the Accessible Canada Act represents a significant step towards creating a more inclusive and accessible society for all Canadians, including those with disabilities. By complying with these requirements, Western Stevedoring can help ensure that we are providing equal access and opportunities to all members of society.

### Plan Overview

The Plan outlines how we will identify, remove and prevent barriers in the following priority areas:

1. Employment
2. The built environment
3. Information and Communication Technologies (ICT)

4. Communication, other than ICT
5. The procurement of goods, services, and facilities
6. The design and delivery of programs and services
7. Transportation

## Accessibility Contact

HR Business Partner  
450, rue de Boucherville, Montréal (Qc) H1N 0C6 Canada

## Feedback Process

TMI 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 SSA Marine through one of the following methods:

- Point of Contact: HR Business Partner
- Website: <https://termont.com/>
- Email: [communication@termont.com](mailto:communication@termont.com)
- Mail: 450, rue de Boucherville, Montréal (Qc) H1N 0C6 Canada
- Telephone: (514) 254-0526

## Alternative Formats

TMI's Accessibility Plan are available in the following formats:

- Print
- Large Print
- Electronic
- Audio

A Braille copy of TMI's Accessibility Plan may be requested:

- By email at
- By phone at 1
- Through our online form

# Priority Areas

## Area 1: Employment

### Our Accessibility Goal:

Termont Montréal Inc. (TMI), values diversity, equity and inclusion (DEI) in the workplace and strives to continue to build on and create a welcoming and accessible environment for all employees.

### Current Level of Accessibility

TMI has begun reviewing its employment practices to better understand how accessibility is currently addressed across the organization. Accessibility considerations are addressed as needs arise, allowing for a flexible and responsive approach to supporting employees and candidates.

There is an opportunity to further formalize these practices to better support candidates and employees with disabilities throughout the employment lifecycle. Termont Montréal Inc. has demonstrated a strong willingness to build on its current efforts and continue advancing accessibility in the workplace.

## Actions

### Goal 1: Provide a clear and consistent approach to workplace accommodations by:

- Developing and documenting a workplace accommodation process that outlines how candidates and employees can request support and how requests will be handled by December 2026.
- Communicating this process to employees and candidates through appropriate channels by March 2027.
- Continuing to review and update the process based on feedback and evolving needs.

### Goal 2: Improve accessibility in recruitment and onboarding by:

- Including a clear statement in job postings and recruitment materials that accommodations are available throughout the hiring process by March 2027.
- Reviewing recruitment and onboarding practices, materials, and communications to identify and address accessibility barriers by June 2027.
- Updating onboarding materials and processes to ensure they are accessible and inclusive by December 2027.

### Goal 3: Improve accessibility of workplace tools, systems, and training materials by:

- Reviewing key workplace tools, digital systems, and learning materials to identify accessibility gaps by December 2027.
- Prioritizing and addressing identified barriers in phases, focusing on high-impact updates such as improving compatibility with screen readers, enabling keyboard navigation, adding captions to training videos, ensuring documents are properly structured, and simplifying user interfaces through 2028–2029.
- Considering accessibility in the selection and update of tools and systems moving forward.

**Goal 4: Build knowledge and confidence in supporting accessibility across the workplace by:**

- Providing training to managers and supervisors on accessibility, disability inclusion, and responding to accommodation requests, starting September 2027.
- Sharing practical guidance with employees to support awareness of accessibility and inclusive workplace practices.

**Goal 5: Integrate accessibility into workplace policies and programs by:**

- Reviewing key policies and programs (e.g., benefits, leave, career development) to identify opportunities to include accessibility considerations by June 2028.
- Updating policies and programs where appropriate to better support employees with disabilities through 2028–2029.
- Continuing to build accessibility into future policy and program updates.

## **Area 2: Built Environment**

**Our Accessibility Goal:**

Ensure all people can move freely around federal buildings and public spaces.

### **Current Level of Accessibility**

Termont Montréal Inc. has taken steps to better understand how its physical spaces support accessibility by conducting a review of its built environment. Many foundational building features are in place, providing a base level of accessibility for employees and visitors across the facility.

As part of this review, opportunities were identified to further strengthen accessibility in areas such as navigation, shared workspaces, lighting conditions, and meeting spaces. This work provides a clear foundation for future improvements and supports the integration of accessibility considerations into ongoing facility planning and upgrades.

## **Actions**

**Goal 1: Identify and address priority accessibility barriers in the physical workspace by:**

- Conducting a review of building entrances, circulation routes, and key interior areas to identify accessibility gaps by December 2026.
- Making targeted improvements to address priority items (e.g., adding or adjusting handrails, improving lighting, adjusting furniture layouts, reviewing grab bar placement) where feasible by June 2028.
- Addressing smaller accessibility issues as they are identified through regular maintenance and updates (e.g., adjusting door hardware, improving lighting, clearing pathways, updating signage).

**Goal 2: Improve navigation and wayfinding throughout the facility by:**

- Reviewing existing signage, lighting, and navigation cues to identify gaps by December 2026.

- Installing or updating signage and wayfinding features (e.g., clearer visual signage, improved lighting, tactile indicators where feasible) in priority areas by December 2028.
- Continuing to update wayfinding features as spaces change or are reconfigured.

**Goal 3: Improve accessibility in shared and collaborative spaces by:**

- Reviewing meeting rooms, kitchens, washrooms, and common areas to identify barriers by March 2027.
- Making practical adjustments (e.g., rearranging layouts, ensuring accessible seating, improving reach and clearance) where feasible by 2028–2029.
- Setting up meeting and shared spaces with accessibility in mind moving forward.

**Goal 4: Improve accessibility in meeting and presentation spaces by:**

- Reviewing meeting and presentation spaces to assess acoustics, sightlines, and layout by December 2027.
- Introducing improvements such as better seating arrangements or hearing support options where feasible through 2028–2029.

**Goal 5: Include accessibility in future facility upgrades and planning by:**

- Including accessibility and inclusive design considerations in all renovation, upgrade, and space planning projects starting in 2027.
- Applying these considerations as part of future facility decisions and improvements.

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

### **Our Accessibility Goals**

Ensure accessible digital content and technologies

### **Current Level of Accessibility**

Termontr Montréal Inc. provides public-facing information through its website, including details about its services and contact options. The site incorporates some accessibility-focused practices, such as descriptive link text and a clear navigation structure, which help support usability for individuals using assistive technologies.

At the same time, there are opportunities to build on this foundation. Areas such as alternative text for images, heading structure, form labels, and keyboard navigation could be further refined to improve access for a broader range of users. Overall, the current approach reflects a positive starting point and offers a clear path for continued improvement as accessibility is further integrated into digital practices.

## Actions

### Goal 1: Understand and address accessibility in our digital content and platforms by:

- Conducting a comprehensive accessibility review of our website to identify strengths and areas for improvement by December 2026.
- Expanding this review to include key digital assets (e.g., documents, forms, and web applications) by June 2027.
- Using the results to prioritize and begin addressing accessibility gaps, with updates phased in through 2028–2029.

### Goal 2: Establish clear standards for accessible digital content and design by:

- Developing accessible content guidelines and templates (e.g., for documents, web content, and forms) aligned with recognized standards such as WCAG and CAN/ASC-EN 301 549 by March 2027.
- Applying these standards across new and updated digital content and platforms, starting in 2027.
- Continuing to refine and expand these standards as digital practices evolve.

### Goal 3: Build staff knowledge and consistency in accessible digital practices by:

- Providing accessibility training to staff involved in creating, managing, or publishing digital content, starting September 2027.
- Reinforcing accessible practices through guidance, tools, and regular updates to support day-to-day application.

### Goal 4: Integrate accessibility into digital updates and procurement processes by:

- Incorporating accessibility requirements (e.g., WCAG, CAN/ASC-EN 301 549) into the design, development, and procurement of new or updated digital systems and content (e.g., websites, documents, forms, and internal platforms) by December 2027.
- Establishing a process to assess and confirm accessibility of new and updated digital tools and platforms before launch or implementation (e.g., accessibility checks, vendor confirmation, or testing with assistive technologies) by March 2028.
- Embedding accessibility into regular update cycles by including accessibility checks in content publishing, system updates, and design changes, and continuing to build on these practices over time.

### Goal 5: Explore and implement accessible communication technologies where appropriate by:

- Assessing opportunities to introduce accessible communication supports (e.g., real-time captioning, hearing assistance systems) in meeting environments by December 2027.
- Implementing priority solutions where feasible through 2028–2029 and building on these over time.

## Area 4: Communication, other than ICT

### Our Accessibility Goal

Ensure barrier-free services and spaces for persons with disabilities. This includes the use of American Sign Language, Quebec Sign Language and Indigenous sign languages

## Current Level of Accessibility

Termont Montréal Inc. communicates with employees and external stakeholders through a variety of channels, including meetings, verbal interactions, written materials, signage, and other in-person communications. The organization has begun reviewing its communication practices to better understand how accessibility is currently considered across these channels, while continuing to use established methods to share operational and organizational information.

This review has highlighted opportunities to further strengthen accessibility, particularly by formalizing approaches to accessible formats, signage and wayfinding, and processes for requesting communication supports or accommodations. Termont Montréal Inc. has demonstrated a strong willingness to build on its current practices and continue enhancing inclusive communication across the organization.

## Actions

### **Goal 1: Ensure communication is clear, accessible, and easy to understand across formats by:**

- Reviewing current communication practices (e.g., meetings, presentations, written materials) to identify accessibility gaps by December 2026.
- Developing and introducing accessible communication guidelines (e.g., plain language, formatting, document structure) by March 2027.
- Applying these guidelines across communication channels and continuing to refine them over time.

### **Goal 2: Provide a clear process for requesting communication supports and alternative formats by:**

- Establishing a process for employees and visitors to request communication supports (e.g., large print, audio, plain language, sign language interpretation where appropriate) by June 2027.
- Communicating the availability of these supports through internal and external channels by September 2027.
- Building on this process over time based on feedback and usage.

### **Goal 3: Improve signage and wayfinding to support navigation by:**

- Reviewing signage and wayfinding across facilities to identify accessibility gaps by December 2026.
- Updating priority signage to improve clarity and accessibility (e.g., visual design, pictograms, readability, and where feasible tactile or Braille elements) by June 2028.
- Continuing to improve signage as part of regular updates and site changes.

### **Goal 4: Strengthen accessible content creation and publishing practices by:**

- Reviewing digital and written communication content (e.g., documents, web content, social media) to assess alignment with accessibility practices by December 2027.
- Developing accessible templates and content standards to support consistent, accessible communication by March 2028.

- Introducing review and quality assurance processes to support accessibility of communications materials moving forward.

**Goal 5: Build staff knowledge and capacity in accessible communication by:**

- Providing role-based accessibility training for staff involved in content creation and publishing, starting September 2027.
- Reinforcing accessible communication practices through ongoing guidance and practical updates.

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

**Our Accessibility Goal:**

Ensure the purchasing of goods, services and facilities is accessible.

### **Current Level of Accessibility**

Termontr Montréal Inc. has started to explore how accessibility can be incorporated into its procurement practices and is identifying opportunities to strengthen this area. Current approaches to procurement support operational needs, with teams making purchasing decisions based on available processes and requirements.

As this work evolves, there is an opportunity to more consistently integrate accessibility into procurement systems, supplier selection, and evaluation processes. Establishing more standardized practices across teams will help support a more coordinated and inclusive approach. Overall, this early progress provides a strong starting point for embedding accessibility into future procurement decisions.

### **Actions**

#### **Goal 1:**

**Goal 1: Begin integrating accessibility into procurement processes and tools by:**

- Reviewing current procurement tools, systems, and templates to identify key accessibility barriers and priority improvements by December 2026.
- Updating procurement templates or checklists to include at least one clear accessibility step (e.g., accessibility considerations in planning or documentation) by March 2027.
- Applying these updates consistently across teams and refining them over time, on an ongoing basis.

**Goal 2: Include accessibility in supplier selection and evaluation by:**

- Adding simple accessibility considerations into supplier selection processes (e.g., a question related to accessibility or inclusive practices) by June 2027.
- Incorporating accessibility as one factor in evaluation and decision-making processes by December 2027.

- Continuing to build awareness of inclusive and diverse suppliers as part of procurement activities, on an ongoing basis.

**Goal 3: Strengthen accessibility in digital procurement practices (as required) by:**

- Integrating recognized accessibility standards (e.g., CAN/ASC-EN 301 549) into the procurement of new or updated digital products and services by December 2027.
- Establishing a process to assess and confirm that new and updated digital tools and systems meet accessibility requirements before purchase or implementation by March 2028.
- Ensuring accessibility is considered when selecting, renewing, or updating digital vendors and platforms, on an ongoing basis.

**Goal 4: Build awareness and accountability for accessible procurement by:**

- Providing digital accessibility training to employees involved in purchasing, managing, or supporting digital tools and systems, starting September 2027.
- Maintaining records of accessibility assessments, training, and compliance activities related to digital procurement, starting in 2028 and on an ongoing basis.
- Communicating that accommodations are available in procurement processes and allowing flexibility in timelines or submission methods where feasible, starting June 2027.

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

**Our Accessibility Goal:**

Ensure Canadians receive services that are accessible to all.

### Current Level of Accessibility

Termont Montréal Inc. provides marine terminal and container handling services to shipping partners and others in the logistics and transportation sector. These services are delivered through established day-to-day processes and regular interactions with partners, contractors, and individuals accessing the terminal.

The organization has started to consider how accessibility fits into how services are designed and delivered. While current processes support consistent service delivery, there are opportunities to build in accessibility more intentionally to better support a wider range of users. This creates a good starting point for continuing to improve how services are delivered in an inclusive way.

### Actions

**Goal 1: Ensure individuals can request accessibility support when using our services by:**

- Creating a clear and simple process for requesting accessibility supports (e.g., mobility, communication, or other needs) by December 2026.
- Sharing how to request support with partners, contractors, and visitors through appropriate channels by March 2027.
- Reviewing and updating this process based on feedback, on an ongoing basis.

**Goal 2: Support staff in delivering accessible and inclusive services by:**

- Developing and sharing practical guidance for staff who work with external partners, contractors, and visitors on how to respond to accessibility needs (e.g., how to respond to accommodation requests, support different communication needs, and provide assistance on-site) by June 2027.
- Providing accessibility training to relevant staff, with a focus on real-world service interactions (e.g., communicating clearly, supporting individuals with mobility or communication needs, and responding to requests respectfully), starting September 2027.
- Reinforcing accessible service practices by incorporating accessibility into team communications, onboarding, and regular reminders, and continuing to build awareness through day-to-day operations.

**Goal 3: Improve how we share information about access and support by:**

- Identifying key information related to site access, available supports, and how to request assistance by December 2026.
- Making this information available in a clear and easy-to-understand format for visitors and service partners by June 2027.
- Keeping information up to date as services or site conditions change, on an ongoing basis.

## **Area 7: Transportation**

### **Our Accessibility Goal:**

Ensure a barrier-free federal transportation network.

### **Current Level of Accessibility**

Transportation is not a core part of Termont Montréal Inc.'s operations, and the organization does not provide transportation services for employees, candidates, or the public. Most individuals access the site independently or through external providers. While this limits direct control over transportation accessibility, there is still an opportunity to support access by sharing clear information and being responsive to individual needs where possible.

### **Actions**

**Goal 1: Improve visibility and clarity of site access points by:**

- Identifying available parking areas, accessible parking spaces, drop-off locations, and accessible entry points where available by December 2026.
- Sharing this information in a clear and easy-to-find format for employees, contractors, candidates, and visitors (e.g., website, visitor instructions, onboarding materials) by December 2026.
- Updating site access information as changes occur to keep it accurate over time.

**Goal 2: Strengthen communication on how to access the site by:**

- Developing and providing clear guidance on site access for employees, contractors, candidates, and visitors, including parking areas, drop-off locations, and accessible entry points, by June 2027.

- Making this information available in advance and reinforcing it through site communications where appropriate by June 2027.
- Using plain language to ensure site access information is easy to understand and continuing to refine it based on feedback.

## Consultations

### Summary

As part of the accessibility planning work under the **Accessible Canada Act**, the BCMEA engaged subject matter experts on behalf of participating waterfront employers to help develop an accessibility audit tool. The subject matter experts included [Adaptability Canada](#), the [BC Centre for Ability](#), and [Meaningful Access Consulting](#).

Although Termont Montréal Inc. is located in Québec, it participated in this process through its partner company, SSA Marine, a member of the BCMEA. This allowed TMI to benefit from the broader waterfront accessibility consultation process and use the resulting tools and feedback to support its own accessibility planning.

The accessibility audit tool is intended to help employers review accessibility across the areas covered by the Accessible Canada Act and identify where barriers may exist. It is also intended to support a more consistent approach to accessibility across participating waterfront workplaces.

Employee feedback was gathered as a second part of the consultation process. Employees across the waterfront were invited to speak confidentially with an independent third party about their experience of accessibility at work. The two parts of the process, subject matter expert input and employee interviews, give employers both a structured assessment tool and direct feedback from employees.

The feedback suggests that participating employers have a foundation to build from. 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.

### Consultation Process

The consultation process began with the development of an accessibility audit tool. The BCMEA engaged subject matter experts to support this work and to help ensure the tool reflected the main areas of the Accessible Canada Act, including employment, the built environment, information and communication technologies, communication, procurement, design and delivery of programs and services, and transportation, where applicable.

Through its partnership with SSA Marine, TMI participated in this broader process and was able to draw on the same accessibility audit framework and consultation findings to inform its accessibility planning.

Employees were then invited to participate in confidential interviews. The consultation was open to waterfront employees. Employees could book an interview by link, QR code, or email, and were told that accommodations were available when booking. Interviews were held virtually by Zoom. The opportunity to participate was shared by email and through workplace 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 employer.

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.

## **Summary of Results**

### **Employment**

Employment was the area where employees had the most feedback. Several employees described managers or leaders who were supportive and willing to help when concerns were raised. Existing Health and Safety or hazard-reporting processes were also identified as useful channels in some situations.

The main opportunity is to make support easier to find and navigate. Employees may not always know who to contact for ergonomic support, an accommodation request, temporary injury support, return-to-work needs, or other accessibility-related concerns. This can be especially difficult for new employees, hybrid workers, or employees working across more than one location.

Training and onboarding were also raised. Employees noted that long verbal explanations, slide decks, videos, and virtual onboarding sessions do not work equally well for everyone. 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 need to better recognize invisible disabilities, including ADHD, neurodivergence, learning disabilities, and mental health-related needs. Some feedback also pointed to workplace culture as a barrier. The waterfront was described as physically demanding and, at times, shaped by toughness, hierarchy, confrontation, and seniority. While the industry has clear strengths, including teamwork, resilience, direct communication, and operational expertise, employees may be less likely to ask for support if they feel it will be viewed negatively.

### **Built Environment**

Employees identified some physical access barriers, particularly in older facilities and secure access areas. Examples included heavy self-closing doors, stairs, wet or slippery surfaces, and entry points designed primarily around security requirements. These barriers can be difficult for employees with mobility limitations, employees recovering from surgery, or employees dealing with temporary injuries.

Employees also noted that some accessible features are already in place, including accessible parking, washrooms, ramps, and automatic door openers in some locations. The opportunity is to review whether

these features are consistent across sites and whether employees can move through the workplace safely and independently from arrival to departure.

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

Digital tools were generally seen as useful, particularly for virtual meetings and training. However, employees noted that long virtual sessions, slide-heavy training, and passive video content can be difficult for some learning and attention needs.

Employers may want to consider more consistent use of captions, agendas, written follow-up, recordings or transcripts where appropriate, and accessible digital training materials. Clearer expectations around Teams and email may also help employees manage interruptions, response-time expectations, and focus time.

### **Communication, Other Than (ICT)**

Employees identified a need for clearer communication 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 should also continue to hear that accessibility includes more than physical disability. This includes invisible disabilities, temporary and episodic disabilities, neurodivergence, mental health-related disabilities, chronic conditions, and recovery from injury or illness.

Employees 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 of Goods, Services and Facilities**

Procurement did not come up as a standalone issue in the employee interviews. However, several findings have procurement implications. These include ergonomic equipment, accessible doors and access systems, accessible training tools, and counselling or employee support services that can meet a range of needs.

The accessibility audit tool can help employers consider accessibility earlier when purchasing goods, services, systems, and facilities, rather than addressing barriers after decisions have already been made.

### **Design and Delivery of Programs and Services**

No specific barriers were identified in this area during the employee consultation. The feedback received related to employees' workplace experiences rather than customer-facing or client-facing programs and services.

### **Transportation**

No specific transportation-related barriers were identified during the employee consultation. Comments about parking, exterior routes, entrances, and movement through worksites are reflected under the built environment section.

## **Conclusion**

Through its partnership with SSA Marine, [Company Name] participated in a broader waterfront accessibility consultation process that combined subject matter expert input with employee feedback.

The audit tool gives employers a way to assess accessibility across the Accessible Canada Act areas, while the employee interviews provided insight into how accessibility is experienced in practice in waterfront workplaces.