

Accessibility Action Plan

(2025–2026)

General

Organization	The British Columbia Coast Pilots Ltd.
Company Type	Federally regulated, privately owned and operated.
Location	British Columbia, Canada
Number of Office Employees	10.2 (hybrid workplace)
This plan starts on	June 1, 2025

Executive Summary

We want to make our workplace better for everyone. This plan says how we will find and fix barriers that make it hard for people to work or do things. We want to provide equitable and functional access to our programs and policies for all people. Our office is not open to the public.

General Accessibility Statement

Our company believes everyone should feel welcome in our workplace. We will listen, learn, and make changes so that everyone can work and do their best.

Areas in the Act

Here is what we will do in each area:

1. Employment

- Review job ads, hiring forms, and interviews to remove barriers.
 - Provide equitable access to accommodation requests to workers.
 - Make sure our hiring and promotion processes are fair for everyone.
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2. Built Environment

- Check our office for physical barriers.
 - Make changes when needed to help people move around safely.
 - Keep walkways clear and lights working well.
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3. Information and Communication Technologies (ICT)

- Make sure our website and tools work with screen readers.
 - Share information in plain language when asked.
 - Make digital tools easy to use.
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4. Communication, other than ICT

- Use clear and simple words in emails, signs, and documents.
 - Offer large print or other formats when needed.
 - Ask employees how they prefer to get information.
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5. Procurement of Goods, Services and Facilities

- Choose products and services that support accessibility.
 - Ask vendors if their tools and services are easy for everyone to use.
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6. Design and Delivery of Programs and Services

- Make sure the employee programs we offer are easy to use for everyone.
 - Ask for feedback to learn how to improve our employee programs.
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7. Transportation

We do not provide transportation.

Consultations

Starting in September 2024, we formally started regular consultation with employees to learn what barriers they face and what would help them. We will keep asking and learning from them.

Feedback Process

You can tell us about any problems you face or ways we can improve.

You can share feedback:

- By emailing heidi.powell@bcpilots.com
- By talking to the Manager, Workplace and Human Resources

We will:

- Say we got your message within 5 work days
- Review your feedback and reply within 30 work days
- Keep your comments private and safe
- Use your ideas to help improve our workplace

Contact Information

If you have questions or want to give feedback, contact:

Senior Manager, Corporate Services

Email	heidi.powell@bcpilots.com
Phone	236 466 2103
Address	1450 – 1130 West Pender St. Vancouver BC V6E 4A4