

Corner Brook Port Corporation Accessibility Plan

Annual Report June 2025

General

Corner Brook Port Corporation (CBPC) is an independent, community-based organization that provides high-quality ocean transportation and distribution services through strategic partnerships. Its vision is to create economic value by connecting Western Newfoundland globally through tourism and trade. The Corporation achieves this through its three lines of business: industrial port operations, real estate, and cruise tourism.

In 2024, the CBPC launched its three-year Accessibility Plan and Feedback Process to proactively identify, address, and eliminate barriers across seven key pillars:

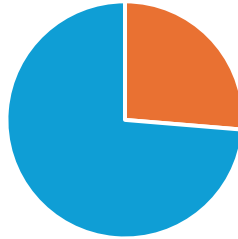
1. Employment
2. The Built Environment
3. Information and Communication Technologies
4. Communication (other than Information and Communication Technologies)
5. The Design and Delivery of Programs and Services
6. The Procurement of Goods, Services, and Facilities
7. Transportation

We have made meaningful strides toward creating a more inclusive and accessible organization as we work to address all 38 actions. We have made progress on several goals originally outlined as medium-term, while many short-term goals remain to be completed over the next year in order to stay on track. Below is a brief overview of the action items we have addressed over the past six months:

- 10 Actions complete
- 28 Actions in progress and on track
- 0 Actions behind but progressing
- 0 Actions overdue but progressing

Accessibility Plan Action Items

■ Complete ■ On Track ■ Behind ■ Overdue



To request alternative formats of the June 2025 Annual Report, to provide feedback, or to request additional information, please contact:

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Facebook: <https://www.facebook.com/portofcornerbrook/>

Instagram: <https://www.instagram.com/portofcornerbrook/?hl=en>

For those who are deaf or hard of hearing, we invite you to contact us by using the free Video Relay Service: <https://srvcanadavrs.ca/en/>

For print, large print, and electronic formats, the CBPC will provide a copy within 15 days of receipt of request. For braille or audio formats, the CBPC will provide a copy within 45 days of receipt of request.

Consultations

During the initial six months (December to May) of our Accessibility Plan and Feedback Process, we prioritized staff education and research to better prepare for site visits during the cruise season (June 4 to October 22), our most public-facing operation. At the same

time, we addressed necessary and straightforward action items, such as adding wheelchair-accessible washrooms dockside.

Feedback

To date, no feedback has been received on the 2024 – 2027 Accessibility Plan and Feedback Process.

Progress Highlights for Employment

With respect to employment, two short-term action items have been addressed, with the remaining items scheduled for completion by June 2026. The launch date of our Western Terminal Newsletter will coincide with the launch of our new brand, anticipated in Q4. Additionally, CBPC advertised one job during this period, which was handled by an external agency. The agency used inclusive language and provided a statement in their communications about inclusivity to align with our Accessibility Plan.

1.2 A concise document has been created to inform key stakeholders about the Accessible Canada Act (ACA) and the commitments made by the Corner Brook Port Corporation. It can be accessed here: [1.2 - Creating an Accessible Canada Corner Brook Port Corporation.pdf](#).

1.5 The Corner Brook Port revised its current equity statement to read as follows:

The Corner Brook Port Corporation (CBPC) is committed to fostering a workplace that is equitable, inclusive, accessible, and welcoming to all. We value the unique perspectives, experiences, and contributions of individuals from diverse backgrounds, including but not limited to Indigenous peoples, racialized communities, persons with disabilities, 2SLGBTQIA+ individuals, women, and newcomers to Canada.

CBPC is dedicated to removing barriers in our hiring process and workplace. We encourage applicants to self-identify if they wish and are committed to providing accommodations throughout the recruitment process and on the job. Applicants who require accommodations during the interview process or in the workplace are encouraged to contact the Port of Corner Brook at contact@cornerbrookport.com | (709) 634 – 6600 to ensure that we can support your participation fully and respectfully.

We are building a culture where everyone feels empowered, respected, and able to thrive.

1.6 The Corner Brook Port revised its current equity statement to read as follows:

At the Corner Brook Port Corporation, diversity and inclusion are fundamental to who we are and how we operate. We believe that by embracing the full range of human

differences—including race, ethnicity, gender identity and expression, sexual orientation, ability, age, language, religion, and socioeconomic background—we create a stronger, more innovative, and responsive organization.

Inclusion means fostering a culture where every individual feels valued, heard, and empowered to contribute their unique perspectives and talents. We are committed to continual learning, unlearning, and action to remove systemic barriers and ensure equity in all aspects of our work.

Progress Highlights for the Built Environment

Concerning the Port's built environment, Action Item 2.2 will be addressed through our rebranding efforts ahead of the 2026 cruise season. Background information has been collected for Action Item 2.3; however, the associated issues have not yet been resolved (see notes below). Action Item 2.4 remains ongoing, but significant progress has been made in reducing physical barriers throughout the Port property.

2.3 A thorough walkthrough was conducted at 11 Riverside Drive—commonly referred to as the transit shed—to assess the building's current safety and emergency preparedness plans. This facility includes office space and warehouse areas occupied by multiple tenants. As a result of the assessment, the Port has approved an investment in an upgraded fire alarm system designed to improve audibility and include strobe lighting for enhanced accessibility. The Port is currently in the process of obtaining quotes from qualified electricians before moving forward with the installation.

2.3 To better accommodate individuals with visual impairments and reduce the risk of trips and falls, the Port Operations team conducted a site assessment of the cruise corridor, with plans to extend the review to the remainder of the Port property. In preparation for the upcoming cruise season, high-visibility yellow markings will be applied to hard-to-see curbs and potentially hazardous steps to enhance safety and accessibility.

2.3 When departing the Port property enroute to downtown Corner Brook, guests using wheelchairs or mobility scooters are currently unable to safely navigate the overpass sidewalk, which is owned and operated by the Department of Transportation. To enhance guest safety and accessibility, the Port has ordered new signage directing visitors to a newly developed, wheelchair- and mobility-scooter-accessible trail as an alternative route.

2.4 Following a site analysis of our cruise welcome program and existing dockside infrastructure, the Port of Corner Brook completed renovations to add wheelchair-accessible washroom facilities at the dock. Previously, individuals with mobility challenges did not have access to washrooms in this area. The new facilities are expected to be

operational by mid-June 2025 once the ramp is completed. Additional updates, including the integration of braille signage, are planned to further enhance accessibility.

Progress Highlights for Information and Communication Technologies

Progress on Action Item 3.1 is pending developments from the Humber Bay of Islands Tourism Committee and the identification of outstanding needs. Action Item 3.5 will be addressed through the implementation of our new colour palette and the marketing and communications plan, scheduled for Q4 delivery by Robot Interactive.

3.2 The Port of Corner Brook Business Development Manager and Cruise Marketing Coordinator have completed a three-part *Inclusive Communication Webinar Series* hosted by the Gardiner Centre. This comprehensive training included the following modules: Foundations of Inclusive Communication, Navigating Cross-Cultural Communication, and Overcoming Bias and Building Inclusive Language. By strengthening our inclusive communication practices, we enhance our ability to engage respectfully and effectively with diverse audiences across print and digital platforms. A comprehensive review and revision of existing policies and manuals is currently underway.

3.3 A Request for Proposals (RFP) for the Port's [marketing and branding project](#) was launched in November 2024. One of the requirements outlined in the RFP was that the new website comply with WCAG 2.0 standards and incorporate other accessibility-friendly features, such as appropriate font styles and sizes, as well as the use of inclusive language. The new website is anticipated to launch in Q4 of 2025.

Progress Highlights for Communication, Other Than Information and Communication Technologies

Initial steps have been taken to train office staff, who can then share their knowledge with others. At this time, no formal documentation or structured training has been delivered.

4.3 As part of the Port of Corner Brook's marketing and rebranding initiative, a new website will be launched in Q4. Robot Interactive, the selected vendor, will collaborate with the Port to ensure the site features clear, accessible, and inclusive language that reflects our values and engages a diverse audience.

Progress Highlights for the Design and Delivery of Programs and Services

5.1 When planning an event, accessibility should be considered from multiple angles—not just physical, but also sensory, cognitive, and technological. The following guidelines should be considered when planning events on behalf of the Corner Brook Port Corporation, whether on or off Port property: [5.1 - Accessibility Guidelines for Events.pdf](#).

5.2 To ensure that announcements and speeches at Corner Brook Port Corporation events are inclusive and accessible to all attendees, the following practices should be followed:

[5.2 - Guidelines for Announcements and Speeches.pdf](#).

Progress Highlights for the Procurement of Goods, Services, and Facilities

Work is ongoing to better understand accessibility practices in relation to procurement, to complete Action Items 1 through 4.

Progress Highlights for Transportation

7.4 When the Port issued its Request for Proposals (RFP) for the complimentary shuttle service for cruise passengers, it included a column for businesses to indicate whether their fleet was wheelchair accessible. Currently, wheelchair-accessible transportation options in the Corner Brook area are limited, with only a few providers such as TMN's 16-passenger mini school bus and Buckle's Busing, which is reserved for the City of Corner Brook's transit service. The Port continues to emphasize to its service providers the importance of offering accessibility-friendly transportation. A comprehensive list of accessible taxi services and independent operators is in development for the new website.

7.7 The Port of Corner Brook has one (1) wheelchair available for use, located in the RA Pollett Building at 61 Riverside Drive. The Operations team has conducted a safety check to ensure it is in good working condition and remains easily accessible in the main lobby on the first floor. Preliminary discussions are ongoing regarding the potential purchase of a second wheelchair to further support accessibility needs at the Port.

7.8 To effectively inform cruise guests of the availability of a golf cart on site, the following was written to include in the *Letter to the Ship*:

The Port of Corner Brook offers an electric five-seater golf cart on site for cruise guests, with priority given to individuals with mobility challenges. The golf cart will operate during the initial 2-3 hours of the ship's time in port and will be available on an as-needed basis afterward. If the golf cart is not in operation when your guest requires it, please connect with a Cruise Information Officer—they will be happy to assist in arranging transportation.

7.9 When available, the Port of Corner Brook has scheduled a wheelchair-accessible bus on cruise days throughout the 2025 season to better accommodate guests with mobility needs. The Port is also actively engaging with transportation providers to advocate for the inclusion of a wheelchair-accessible vehicle in their permanent fleet for future seasons.