



Your journey, our horizon.

Hapag-Lloyd (Canada) Inc.

Accessibility Plan

2026 – 2028

June 2026

Contents

General	3
Contact us:.....	3
Consultations	4
Areas in section 5 of the Accessible Canada Act	5
Employment	5
The Built Environment	6
Information and Communication Technologies	6
Communication, other than Information and Communication Technologies	7
The Procurement of Goods, Services, and Facilities	7
The design and delivery of programs and services	8
Transportation	8
Conclusion	8

Hapag-Lloyd (Canada) Inc. Accessibility Plan

General

At Hapag-Lloyd (Canada) Inc., our values shape the way we work, collaborate, and serve our customers every day. “We care. We move. We deliver.” reflects our commitment to supporting people, driving progress, and delivering meaningful results. These principles influence our decisions, guide our actions, and unite us as we work toward shared goals together.

Each of these values — “We care. We move. We deliver.” — builds on the others. None is more important than another, and only by living each value can we truly bring them all to life.

Guided by these principles, Hapag-Lloyd (Canada) Inc. has prepared this Accessibility Plan in accordance with the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). This plan outlines our ongoing commitment to identifying, removing, and preventing barriers to accessibility for our employees, customers, partners, and the communities we serve. Through this plan, we reaffirm our commitment to creating an inclusive, respectful, and accessible environment where everyone can participate fully and equally.

Hapag-Lloyd (Canada) Inc. is committed to fostering accessibility across all areas of our organization. We are committed to striving to ensure that our workplace, policies, programs, practices, and services are accessible and inclusive for all individuals. We recognize that accessibility is an ongoing responsibility and are dedicated to continuously improving the way we identify, address, and prevent barriers. By this commitment to accessibility and inclusion, we aim to create an environment where everyone is treated with dignity and respect.

Please send any feedback to our **Human Resources Department**.

You can send your feedback by email, phone or mail using the contact information listed below.

You can also use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

Contact us:

- Email: hr.canada@hlaq.com
- Phone: 514-934-5162 or 514-940-4757
- Mail: 800 rue du Square-Victoria, suite 4400, Montreal, QC, H3C 0B4

Consultations

Persons with disabilities were consulted through online discussions and through a review of feedback collected from previous Employee Engagement surveys conducted in 2024 and 2025. Consultations took place between June 2025 and January 2026 and were conducted virtually to support accessibility and participation. During these consultations, participants were asked to share the types of barriers they had experienced when interacting with or working within the organization, as well as suggestions for how those barriers could be removed or prevented in the future. Feedback gathered through these discussions and survey reviews was used to help identify accessibility barriers and inform the actions outlined in this accessibility plan.

In developing this accessibility plan, we consulted employees with disabilities to better understand barriers and accessibility needs within our organization and workplace environments, though participation was low, representing under 5% of employees. The consultations included individuals representing mobility, hearing, and learning disabilities. Feedback provided through these consultations helped inform and guide the identification of barriers and the development of actions and timelines included in this accessibility plan.

While participation in the consultation process was very limited, Hapag-Lloyd (Canada) Inc. is committed to strengthening employee awareness and engagement regarding the accessibility initiatives. The company will continue to increase education and communication about the accessibility plan and opportunities for employees to participate in the Accessibility Committee. In addition, Hapag-Lloyd is committed to seeking broader feedback and perspectives by engaging with external organizations, advocacy groups, and community partners representing persons with disabilities. These efforts will help ensure that our accessibility initiatives remain informed, inclusive, and responsive to the needs and experiences of individuals with disabilities.

Further efforts to increase employee opportunities to join the Accessibility Committee, educating employees about the Accessibility Plan and contacting external organizations will be made within 12 months of publishing this initial plan.

Areas in section 5 of the Accessible Canada Act

Employment

Hapag-Lloyd (Canada) Inc. is committed to fostering an inclusive, respectful and accessible environment where all employees and applicants are treated with dignity and fairness. We believe diversity strengthens our organization and contributes to innovation, collaboration, and success. We are committed to the principles of employment equity and equal opportunity in all aspects of employment, including recruitment, hiring, and termination.

We are also committed to providing and moving towards an accessible barrier-free environment for employees, job applicants, and clients. Accommodations are available upon request for individuals with disabilities throughout the recruitment process and during employment.

Barriers Identified

Barrier 1: Employees are not aware of who to contact for answers to accessibility questions and/or accommodation requests.

Barrier 2: Performance management processes and career development pathways may not be consistent in considering accessibility needs.

Barrier 3: As it relates to Employment Equity, our self-identification surveys are not currently designed to accurately capture a true representation of what percentage of our workforce identifies as a person with a disability(ies).

We will do the following to remove and prevent those barriers:

Barrier 1: We will publish a clear person of contact in Human Resources and make sure that employees are made aware within 6 months (December 2026) that this is the main point of contact for any accessibility questions and accommodation requests. This will be the same contact going forward who will send out all formal communications about the Accessibility Plan Committee. This contact person will be the same as the contact person listed above.

Barrier 2: In November of 2025 Performance Management training was conducted for all people-leaders in leadership roles at that date, helping leaders communicate and navigate through difficult conversations with their teams and to do so professionally. We will further review our performance management processes to ensure that all employees and applicants with disabilities have equitable access to positions and career advancement opportunities.

Barrier 3: As representation matters, we will update our survey forms using the newest templates and employer toolkits provided by the Workplace Equity Division Labour Program. We will redesign our Self-Identification survey forms to redistribute to employees (to complete on a voluntary basis) to receive a more accurate reflection of our workforce and the representation of the number of employees identifying as having a disability. We will do this by the June 1st, 2027, Employment Equity reporting deadline – a 12-month timeframe from the publishing of this plan.

The Built Environment

Hapag-Lloyd (Canada) Inc. recognizes that an accessible physical environment is essential to creating a workplace where all employees, applicants, and clients can participate fully and comfortably. The company recently relocated its Montreal head office to a new location which better supports diverse accessibility needs. The new workplace includes an accessible washroom, height-adjustable workstations, wider walkways for ease of mobility, elevator access, improved lighting, and flexible working spaces that can accommodate a variety of employee needs.

We understand that accessibility is an ongoing process rather than a one-time achievement. We remain committed to making available improvements to help work toward independence, dignity, and equal access for all individuals.

Barriers Identified

Barrier 1: There is a lack of quiet spaces that employees can use when experiencing overstimulation due to sensory sensitivities (or neurodivergence).

Barrier 2: There is not an available accessible washroom (other than one larger stall) at the Montreal head office location.

We will do the following to remove and prevent those barriers:

Barrier 1: Our head office in Montreal moved to a new office space at the start of January 2026 and this new office has many available options of quiet spaces and rooms that employees can use while working or on a break/lunch hour. We will review the availability of quiet spaces in our Vancouver and Toronto offices to assess what exists and how we can accommodate this for our Vancouver and Toronto employees. We will complete this assessment and will determine the availability of implementing/designating quiet spaces in these two offices in six (6) to eight (8) months from publishing this plan.

Barrier 2: As mentioned, the Montreal head office has now (since January 2026) moved to a new and renovated office space with a private wheelchair accessible washroom as well as the usual larger stall in our second bathroom, which contains four stalls. We will review the availability of access to accessible washrooms in our satellite offices in Toronto and Vancouver within six (6) months. We will provide updates about the satellite offices.

Information and Communication Technologies

We are committed to ensuring that information and communication technologies are accessible, inclusive, and easy to use for employees, applicants, and clients. We recognize that accessible technology plays an important role in supporting equal participation, effective communication, and a productive workplace.

The company continues to improve the accessibility of its digital tools and communication methods by using technologies and platforms that support accessibility features. The company's current global method of information and communication documents uses Microsoft's SharePoint platform which provides capabilities including screen reader support and keyboard shortcuts. As technology and accessibility standards continue to evolve, the company remains committed to reviewing and improving its systems and digital resources to reduce barriers and enhance accessibility for everyone.

Barriers Identified

Barrier 1: Employees are not trained or not consistently trained on accessible document creation, digital documentation practices, and inclusive technology use.

We will do the following to remove and prevent this barrier:

Barrier 1: We will coordinate with possible internal training or external training organizations to create or provide training on how to create more accessible communications documents. We will inquire and organize our options for this training within 12 months and will aim to provide the training successfully between 12 and 24 months.

Communication, other than Information and Communication Technologies

Hapag-Lloyd (Canada) Inc. is committed to using clear and inclusive communication practices in meetings, training sessions, workplace discussions, and printed materials. Where appropriate, accommodations and alternative communication methods may be provided to support individual needs. Hapag-Lloyd also encourages a workplace culture that values active listening, respectful dialogue, and open communication. The company has provided trainings encompassing better communication and active listening among leadership and employee and self-development training courses provided to people leaders and non-people leaders globally. The company will continue to review communication practices and seek opportunities to improve training, accessibility, participation, and understanding for all individuals.

We identified the following barrier:

Barrier 1: The organization does not currently have a formal process for how to address requests for alternate formats of communications.

We will do the following to remove and prevent this barrier:

Barrier 1: We will review this issue and create a formal policy of how to receive communications in alternate formats and have this procedure ready within 12 months.

The Procurement of Goods, Services, and Facilities

Hapag-Lloyd (Canada) Inc. is committed to making thoughtful purchasing and planning decisions that support accessibility, usability, and equal participation for employees, applicants, and clients of all abilities. Hapag-Lloyd is committed to making reasonable efforts to integrate accessibility considerations into procurement processes at an early stage. Hapag-Lloyd will continue to review and work to improve procurement practices, seek feedback, and support continuous learning to strengthen accessibility outcomes across all purchasing and facility-related decisions.

We identified the following barrier

Barrier 1: The company may not currently have a process for evaluating or making decisions related to accessibility when procuring goods and services.

We will do the following to remove and prevent this barrier:

Barrier 1: Review any current process of procuring goods and services and evaluate how much consideration is given to accessibility in this existing process, within 12 months of publishing this initial plan. Within 24 months of publishing this plan, we will make reasonable efforts to create a new process for the procurement of goods and services to ensure consideration of accessibility needs and requirements.

The design and delivery of programs and services

We have not received any information about barriers currently existing for the delivery of programs and services currently. We will conduct a review within the next 12 to 18 months to identify any possible barriers existing if we do not otherwise receive feedback about this.

Hapag-Lloyd strives to deliver programs and services in ways that support independence, dignity, and equal access for people with diverse abilities and needs.

Transportation

Hapag-Lloyd (Canada) Inc. does not provide any transportation services to the employees or members of the public.

Conclusion

Hapag-Lloyd (Canada) Inc. is committed to the ongoing implementation of its accessibility plan and recognizes that achieving meaningful accessibility is a continuous process of improvement.

Feedback from employees, clients, and applicants, and members of the public is essential for moving towards a more accessible future and Hapag-Lloyd encourages individuals to share their experiences and suggestions through its established feedback channels. All feedback received will be reviewed and used to inform updates on the accessibility plan and to guide future priorities. In addition, Hapag-Lloyd is committed to publishing progress reports outlining ongoing initiatives and areas of continued improvement, in 2027 and 2028. The reports will support accountability to building a more accessible and inclusive environment for all.