

Crane Supply Accessibility Plan

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Crane Supply Accessibility Plan

Statement of Organizational Commitment

Crane Supply is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our requirements to comply with accessibility legislation.

Introduction

Crane Supply is Canada's premier distributor of quality pipe, valves, fittings and piping accessories. Our key market segments include Industrial and Commercial Contractors, Industrial Maintenance, Repair and Operations (MRO), Fabricator, and Engineering Procurement and Construction firms.

Crane Supply strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We celebrate diversity and are committed to creating an inclusive and discriminatory free environment for everyone. We welcome applications from people with disabilities and, where practicable, accommodations are available on request. All information, documents and feedback process are available to the public can be provided in an accessible format upon request.

In 2019, all accessibility related training, policies and procedures are in place and deployed to all Crane Supply locations. By the end of year 2020, all Crane Supply websites will be compliant with WCAG 2.0 standards and all policies and training will be available in French.

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Crane Supply has completed.

Customer Service

Crane Supply is dedicated to providing accessible service to persons with disability. Our Accessible Customer Service Policy highlights our commitment and our training provides the knowledge for our employees to provide accessible service to persons with disabilities.

Action	Completion Date
Created an Accessible Customer Service Policy	January 30, 2019
Created a training module for Accessible Customer Service, which highlights how to provide service to people with all types of disabilities.	March 4, 2019

Information and Communications

Action	Completion Date
Accessibility Feedback available on Crane Supply Website	March 4, 2019
Accessibility Policy, Action Plan available on Crane Supply Website	March 7, 2019
Everyone is notified that they can request for accessible format on the Crane Supply Website by emailing: accessibility@cranesupply.com	March 4, 2019
In order to provide documents in an accessible format, information that are available to the public have a Word Document version. This allows for an easier translation of the document to accessible formats such as large print or braille.	March 4, 2019
A list of accessible translation vendors compiled	March 7, 2019
Created a training module for Information and Communication	March 7, 2019

Employment

Action	Completion Date
All applicants are aware that accommodation is available on request	May 1, 2018
When making offers of employment, we notify the successful applicant of its policies for accommodating employees with disabilities.	March 7, 2019
An individualized Accommodation Plan Process was created	March 1, 2019
Created a training module for Employment Standard	March 7, 2019

Design of Public Spaces

Action	Completion Date
Created a training module for Public Spaces Standard	March 7, 2019

Section Two: Strategies and Actions

This document includes a summary of Crane Supply's ongoing accessibility initiatives.

Customer Service

Crane Supply is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Action	Completion Date
New employees will be trained within one week of being hired. They will be completing the Accessible Customer Service Standard Module on Convergence (Learning Management System)	Ongoing

Information and Communications

Crane Supply is committed to making our information and communications accessible to people with disabilities.

Action	Completion Date
Crane Supply website will be compliant with WCAG 2.0 guidelines	December 31, 2020
All accessibility training and policy will be available in French	December 31, 2020
If applicable to their role, employee will be completing the Information and Communications Standard Module on Convergence (Learning Management System)	Ongoing

Employment

Crane Supply is committed to fair and accessible employment practices.

Action	Completion Date
If applicable to their role, employee will be completing the Employment Standard Module on Convergence (Learning Management System)	Ongoing

Training

Crane Supply is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Action	Completion Date
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New employees will be trained within one week of being hired. They will be completing the Accessible Customer Service Standard Module on Convergence (Learning Management System)	Ongoing
If applicable to their role, employee will be completing the Information and Communications Standard Module on Convergence (Learning Management System)	Ongoing
If applicable to their role, employee will be completing the Employment Standard Module on Convergence (Learning Management System)	Ongoing
If applicable to their role, employee will be completing the Public Spaces Standard Module on Convergence (Learning Management System)	Ongoing

Design of Public Spaces

Crane Supply will meet accessibility laws when building or making major changes to public spaces. We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. If a service disruption does occur, a notice will be available on our website.

Action	Completion Date
If applicable to their role, employee will be completing the Public Spaces Standard Module on Convergence (Learning Management System)	Ongoing
Crane Supply's Hamilton branch is undergoing renovation and will be creating an accessible service counter.	December 31, 2019

For More Information

For more information on this accessibility plan, please contact Human Resources at 416-244-5351 or email us at accessibility@cranesupply.com

Our website can be accessed at: <https://www.cranesupply.com/>

Standard and accessible formats of this document are free on request by emailing accessibility@cranesupply.com