

CRANE SUPPLY POLICY GUIDE	CS–ACCESSIBLE	REV - 1
SUBJECT: WORKPLACE ACCESIBILITY POLICY	Pages: 3	Date: 02/28/2019
APPLICATION: ALL CRANE SUPPLY LOCATIONS	Issued by: Graham Boyd	Approved: “Graham Boyd”

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.

TRAINING

We are committed to training staff in accessibility laws and aspects of the Human Rights Code that relate to persons with disabilities. We will train our employees on accessibility as it relates to their specific roles.

SELF-SERVICE KIOSKS

We will consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

INFORMATION AND COMMUNICATIONS

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including feedback opportunities and public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements by January 1, 2021.

COMPLIANCE WITH THE CUSTOMER SERVICE STANDARD

We will ensure the identification and removal of barriers to access for people with disabilities by ensuring our commitment to the practices and procedures set out in our Accessible Customer Service Policy.

DESIGN OF PUBLIC SPACES

We will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces. In the case of service disruptions, a notice will be made publicly on the Crane Supply Website.

EMPLOYMENT

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We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

INDIVIDUALIZED ACCOMMODATION PLAN PROCESS

Crane Supply is committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs.

Step 1). Recognize the need for accommodation

Accommodation can be:

- Requested by the employee
- Identified by the employee’s manager or hiring manager

The employee’s disability will be considered to determine the best suitable way to conduct the meeting.

Step 2). Gather relevant information and assess individual needs.

The employee is an active participant in this step

- Information will be collected on the employee’s functional abilities, not the nature of the employee’s disability
 - The employee’s personal information, including medical information, is kept secure and dealt with in a confidential matter. It will only be disclosed to individuals who need it to perform the accommodation process.
- The employee and his/her manager will work together to find the most appropriate accommodation
 - A medical or other expert may be engaged (at the employer’s expense) to help determine if/how the employee’s needs can be accommodated
 - The employee may ask a bargaining agent or other workplace representative to participate in the process

Step 3). Write an individual accommodation plan

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

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- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information n/or emergency response plan (if applicable)
- When the plan will be reviewed and updated.

The manager will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation

Step 4). Implement, monitor and update the plan

After implementing the accommodation plan, the employee and his/her manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee’s accommodation plan. If the accommodation is no longer appropriate, the employee and the manger will reassess the situation (Step 2) and update the plan.

The accommodation plan will also be reviewed and updated if:

- The employee’s work location or position changes
- The nature of the employee’s disability changes

CHANGES TO EXISTING POLICIES

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

POLICY ADMINISTRATION

This policy is subject to revision as per changes in accessibility laws as well as employer’s business. This policy is available on the employer’s external website and intranet. A request for alternate formats of this policy or any questions or concerns relating to this policy can be made to the employer’s accessibility department at accessibility@cranesupply.com or by contacting the HR department at 416-244-5351, fax 416-240-8874.