

Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan

Rev 0 February 2025

This accessibility plan outlines the policies and actions that Contro Valve Equipment Inc has taken to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

At Contro Valve, we are committed to ensuring that all individuals, including our employees and customers with disabilities, can fully participate and thrive in our workplace and services. We prioritize and value the equity and inclusion of all. 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. As management, we pledge to uphold the Accessibility for Ontarians with Disabilities Act (AODA) and to foster an inclusive environment where accessibility is a shared responsibility and a continuous priority.

ACCESSIBLE EMERGENCY INFORMATION

Contro Valve is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

INTRODUCTION

Contro Valve Equipment Inc., a leading provider of valves and instrumentation solutions in eastern Canada since 1977, is dedicated to ensuring equal access and participation for all individuals, including customers and employees with disabilities. Our multi-year accessibility plan outlines our commitment to treating people with disabilities with dignity and independence, actively removing and preventing barriers, and adhering to Ontario's accessibility laws. By fostering an inclusive environment, we aim to support diverse industries such as power generation, water treatment, and refining, ensuring accessibility for all stakeholders.

We have made efforts to accommodate the physical needs of people with disabilities in our facilities in Ontario. For example:

1. Entrances have ramps to the sidewalk.
2. We have a designated handicap parking space.
3. Our bathrooms have accessibility grab bars.
4. Walkways are free of obstacles and are sufficiently wide.

Contro-Valve strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

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Contro Valve is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

PAST ACHIEVEMENTS

Customer Service

Contro Valve has been cognisant of the limitations some customers with disabilities may face in their interactions with the organization. Given the technical nature of the company's activities, most communication is conducted in written form. Where necessary, information has been provided orally and confirmed in written form. Customers can provide feedback through our Contro Valve Equipment Inc. website on accessibility issues or any other matters pertaining to the service they have received from the company.

Information and Communications

Employees will communicate with people with disabilities in a manner that takes into account their disability. This may include communicating through email or providing paper forms for someone who is hearing impaired.

Employment

We notify employees as well as job applicants on all our postings that accommodations can be made upon request during recruitment and hiring. We work with employees to provide suitable and reasonable accommodation for accessibility needs.

PROJECTS AND PROGRAMS

Customer Service

Contro-Valve is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

New employees hired in 2025 will receive training on accessible communication strategies

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with customers. They will be trained on how to exchange information with customers in the way that is best for them. New employees will know when a customer with a disability asks to be accommodated, how best to determine the method of communication that works best for them. We also plan on creating a system for customers to provide feedback on accessibility.

Information and Communications

Contro-Valve is committed to making our information and communications accessible to people with disabilities. We will also audit the buildings to ensure that it still meets all of the accessibility standards. We will take remedial actions as necessary by December 31st, 2025. We plan on requesting our recruitment providers use inclusive job postings that clearly state that accommodation is available during the recruitment process, encouraging applications from individuals with disabilities. To be done by 03/28/2025.

Employment

Contro-Valve is committed to fair and accessible employment practices. We will audit our hiring practices to ensure that our methods of selection of candidates for employment are not a barrier to persons with disabilities to apply or be selected for interviews. This internal audit will take place by June 30th, 2025.

Procurement

Should an employee require equipment to accommodate a certain need to disability, we will insure to purchase the equipment.

Training

Contro Valve will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits their duties.

New employees hired in 2025 will receive training on accessible communication strategies with customers. This will be done on a continuous basis. They will be trained on how to exchange information with customers in the way that is best for them. New employees will know when a customer with a disability asks to be accommodated, how best to determine the method of communication that works best for them.

Design of Public Spaces

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Contro Valve will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. We will continue to monitor this need. There are no plans for expansion or major changes at this time.

SERVICE ANIMALS

Service animals may be allowed on the parts of our premises that are open to the public unless the service animal is otherwise excluded from the area by law or where there are overriding health and safety considerations.

SUPPORT PERSONS

Visitors and guests with a disability who are accompanied by a support person will be allowed to have that support person accompany him or her on our premises. While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times.

FOR MORE INFORMATION

For further information or to request accessible formats of this document, please contact:

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