

## Endress+Hauser Canada Ltd.

### Multi Year Accessibility Plan

#### Version history and revision:

Version	Chapter	Changes	Effective as of
Version 1.1		Reviewed as part of 5 year review	October 5, 2023

**Document owner:** Human Resources Endress+Hauser Canada

## **1 Purpose and statement of commitment**

Endress+Hauser Canada is committed to ensuring equal access and participation for people with disabilities including our customers and employees. We are committed to ensuring that people with disabilities are treated in a way that allows them to maintain their independence and dignity.

We are further committed to meeting the needs of people with disabilities and commit to removing and preventing barriers to accessibility and meeting the accessibility requirements as outlined by Ontario's accessibility laws.

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.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies and maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

As General Manager, I am committed to upholding the Accessibility for Ontarians with Disabilities Act (AODA) and ensuring that all individuals, regardless of their abilities, have equal access to opportunities, services, and facilities. I pledge to actively promote inclusivity, remove barriers, and continuously work towards creating a more accessible and inclusive Ontario for everyone.

## **2 Summary of actions**

As part of our multi year accessibility plan, we had a plan to make our building more accessible as it was an older building with no accessible washrooms and other barriers. During this evaluation time, an opportunity was presented, and we were able to build a brand new building very close by. During the planning, every effort was made to remove barriers as outlined below.

### **Physical design of the building**

The building has wide corridors as well as an elevator and accessible washrooms on each floor of the building. At each main entry there are doors that open with a push of a button for any persons with mobility disabilities. At the top of each stairwell are bump dots to assist persons with vision impairment as well as Braille on the elevator buttons. Our fire alarms also have flashing lights for persons with hearing impairment.

## **Customer Service**

The reception area at the front of the building also has an automatic door and an accessible washroom as well as a lowered counter to serve persons with mobility disabilities. The elevator is also very close to the main entrance for easy access.

We also have accessible parking spaces with ramps for mobility aids.

If the parking lot spaces are not available we have procedures in place to utilize other spaces in the employee parking lot.

## **Training**

We have trained all our employees utilizing the training available online from AODA and ensure all new hires have the same training.

## **3 Strategies and Actions**

Endress+Hauser Canada Ltd 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.

The initiatives we are currently working on are outlined below.

## **Employment**

We currently outsource all our recruitment with a sourcing partner. We are working with this partner to ensure the methods that they use to source candidates is not a barrier to persons with disabilities to apply or be selected for interviews.

## **Training**

We will be conducting refresher training for all employees on customer service and human rights standards in 2024.

## **Other**

We will conduct a workshop to review our office and procedures and gain feedback on any barriers affecting persons with disability to work or visit the office.

## **More Information**

For more information on this accessibility plan, please contact Sarah Duguay at [sarah.duguay@endress.com](mailto:sarah.duguay@endress.com)

Our accessibility plan is publicly posted at [www.ca.endress.com](http://www.ca.endress.com)

Standard and accessible formats of this document are free on request from Sarah Duguay at [sarah.duguay@endress.com](mailto:sarah.duguay@endress.com)