

1. Introduction

Abatement Technologies Limited is committed to providing equal access and participation for all individuals including its customers, employees, suppliers, job applicants and any other person(s) who may enter its premises or use its services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated standards and regulations.

We understand that we have a responsibility for ensuring a safe, dignified, and welcoming environment for all individuals. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We are also committed to meeting our current and ongoing obligations under the Ontario Human Rights Code with respect to all non-discrimination practices and regulations. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner in a way that maintains their dignity and independence.

Providing an accessible and barrier-free environment is a shared effort and as an organization, Abatement Technologies Limited is committed to working with the necessary parties to make accessibility a reality. This multi-year plan outlines Abatement's strategy to prevent and remove barriers to address the current and future requirements of the AODA. It highlights a number of accomplishments Ravine has achieved over the last few years in terms of barrier removal, and active steps taken to prevent barriers. This list is not exhaustive but documents the organization's demonstration of efforts in the removal and prevention of barriers to access for persons with disabilities.

This evolving document is a snapshot of current guidelines and retains a progressive approach towards activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated regularly to reflect progress made towards full compliance with the AODA.

2. Past Achievements

Since the inception of the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA), the Integrated Accessibility Standards Regulations (IASR), and the Customer Service Standard (O.Reg. 429/07), Abatement has been continually striving to meet their obligations under each regulation. The following areas have been adapted and expanded to adhere to accessibility policies and ensure our staff and visitors have access to our facilities and services:

- 2.1. Training: All of our staff, when hired into our company, whether directly as a permanent employee or through an employment agency receive online training for AODA and Customer Service Standards. This training included content such as the purpose and requirement of the AODA, instructions on how to interact and communicate with individuals with disabilities as well as those who use service animals, support persons, or assistive devices, instructions on what to do if a persons with disabilities is having

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issues accessing our facilities or services, as well as a review of the Integrated Accessibility Standards, and the Ontario Human Rights Code where it relates to people with disabilities.

- 2.2. Customer Service: Alongside the customer service training that our customer facing staff receive, which was noted above, we have also provided the ability for the public to submit their feedback on our customer service and accessibility. Through this method of feedback, we want to provide the public the ability to help us identify any barriers or limitations there may be, that have yet to be addressed.
- 2.3. Recruitment, Selection, and Onboarding: Throughout all steps of our recruitment and selection process, candidates are able to request any accommodation necessary. When an accommodation is requested, the company will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account that applicant's needs due to disability. Once hired, the applicant goes through a multi-media orientation presentation, which is compliant in AODA standards of presentation materials, and provided information of all policies and procedures including how to address potential barriers in the workplace and where to go if they are in need of accommodation.
- 2.4. New Building: The most recent changes we have undergone for accessibility is in regards to the move to our new Head Office building. Two of the main changes that have occurred since moving from our old building is, we have installed an elevator for staff to be able to use if the stairs are not an option for them, and all of our fire alarms are set up with a strobe feature. Occasionally our warehouse is loud and staff need hearing protection, so not only for staff safety, but if there was to be an individual with a hearing impairment, they would be able to see the alarm going, rather than relying on hearing it.
- 2.5. Communication and Policies: Recognizing that our staff in our branches, production area, and offices come with various skills and experiences, we strive to ensure all of our internal and external communication is written in plain text, avoiding jargon and highly technical descriptions. This allows for all staff to be able to understand the policies implemented in the workplace, and acknowledge fully what they are signing and reading.

3. Strategies and Actions

We at Abatement Technologies strive for continuous improvement. The following areas are plans to further improve our accessibility and remove any barriers we recognize for our current and future staff:

- 3.1. Training: In 2023, we launched LinkedIn Learning for all of our staff for various training needs. As we move forward in our utilization of this software, we are looking to add our AODA training. This will allow staff to take this training in the most fluent language, across various media channels including audio, video, or reading. We plan to also recommend additional training to our customer facing staff in relation to accessibility and working with customers who require various accommodations.
- 3.2. Policies and Procedures: Through the Health and Safety Excellence program, with WSIB, we are improving our current RTW program and Emergency evacuation program. When the policies were originally created, there was not a need for specific accommodations for any of our staff. We are taking

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into account the changes of our building, as well as various needs of our staff in regards to these two policies specifically, and will audit the remaining policies, including our handbook to ensure we are meeting legislation expectations and the needs of our staff across the board.

- 3.3. Website: Moving forward, we are going to continue to assess our website for compliance for all aspects of accessibility. Our team has made great strides towards improving the website over the last few years, with a few remaining steps left. While working with a third-party company to complete our website, we will ensure we are keeping up to date with legislative requirements, as well as any barriers that may be identified by staff and customers.

4. More Information

For more information on this accessibility plan or for standard and accessible formats of this document or any other Abatement Technologies forms or documents, please contact:

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Our accessibility plan is publicly posted at:

www.abatement.ca

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