



Accessibility Plan for:

CLOVER TOOL MFG. LTD.

Clover Tool’s multi-year accessibility plan outlines the policies and actions that have been or will be put in place to improve opportunities for people with disabilities. The plan follows the requirements under the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#).

Statement of Commitment

Clover Tool Mfg. Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Clover Tool Mfg. Ltd. is committed to providing both customers and clients with publicly available emergency information related to accessible, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Clover Tool is committed to:

Training all permanent employees (including all those who participate in developing policies), employees contracted for six months or longer, and co-op students/volunteers in accessible customer service Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to people with disabilities. Training is completed within ninety (90) days of hire.

Training includes:

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the Customer Service Standards

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- the relationship between the AODA, the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Commission (OHRC) as it applies to people with disabilities
- the various types of disabilities that exist and understanding of the challenges faced by persons with disabilities
- how to effectively remove barriers, interact with and support people with disabilities
- how to identify AODA compliance requirements for people with disabilities, information and communications, employment, transportation and design and public spaces
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use devices available on site or otherwise that may help with providing services to people with disabilities.
- Training of employees and volunteers on accessibility will relate to their specific roles and in respect of any changes to the policies.

Leadership roles, such supervisors, managers, and Human Resources staff will receive additional training on IASR employment standards.

All standard training will be completed online, and managed by Clover Tool's health, safety, and environmental coordinator. Refresher training will be completed annually onsite, through employee meetings. Policy changes training will take place as soon as practicable, but will not exceed 3 months, from the date the changes took effect.

To ensure that all employees fully understand the training provided, they will be required to confirm their understanding by signing off on Clover Tool's General Training Record form, for any updates or changes made to this document. This confirmation helps us maintain a high standard of knowledge and compliance across the organization.

We are also committed to ensuring that all individuals who provide goods, services, or facilities on our behalf are well-equipped with the necessary knowledge and skills, as they relate to AODA/IASR and OHRC. Clover Tool will coordinate with suppliers and vendors via our 3rd party agreements, as part of our purchase order process to ensure that their employees are provided

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with comprehensive training. This training is essential to maintain the quality and consistency of the services we offer and to ensure that everyone involved is aligned with our commitment to excellence. ***(December 31, 2026)***

Accessible Emergency Information

Clover Tool is committed to providing both customers and suppliers with publicly available emergency information related to accessibility, upon request. For employees, provided that the employee consents, we will also provide employees with disabilities and the designee selected by Clover Tool's leadership team with individualized emergency response information when necessary. Workplace emergency response information is reviewed under the following circumstances:

- When an employee moves to a different location in the organization
- When the employee's overall accommodation needs or plans are reviewed
- When Clover Tool reviews its emergency response policy

This ensures that all employees have up-to-date and relevant information to respond effectively in case of an emergency.

Leadership

Clover Tool will lead by example in accessibility. Senior Leaders, such as departmental supervisors and managers of the organization will be held accountable for advancing accessibility in their areas of responsibility.

Clover Tool will strive to foster a culture of equity and inclusion. Clover Tool will closely monitor to identify and address discriminatory systems, processes and behaviours. Our goal is not limited to meeting minimum compliance, but rather to surpass and achieve our accessibility goals.

Service Animals & Support Persons

Individuals with disabilities are welcome to bring their service animal or support persons to access the facility. Unless prohibited by law, they may keep their service animal or support person with them at all times. Clover Tool will ensure that all employees are trained on how to interact with individuals with disabilities who are accompanied by a service animal or support person.

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In the case where a service animal is to be denied access to the facility or meeting room, other accommodations may be afforded, such as:

- alternate meeting format, such as teleconference/videoconference, where technology permits;
- delivery of goods or service at an alternate time or location;
- other assistive measures available to deliver a good or service to ensure equality of outcome

Information and communications

Clover Tool is committed to meeting the communication needs of people with disabilities.

- We will provide, or arrange for the provision of, accessible formats and communication supports upon request for people with disabilities, in a timely manner that considers the person's accessibility needs due to disability.
- We will consult with the person making the request in determining the suitability of an accessible format or communication support.
- If it is not technically feasible to convert the information or communications, or if the technology to convert the information or communications is not readily available and it is determined that information or communications are unconvertible, Clover Tool will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible along with a summary of the unconvertible information or communication.

Clover Tool will ensure that all websites and content conform to WCAG 2.0 guidelines, Level AA by **January 1, 2025**.

Notice of Temporary Disruption

In a planned or unexpected disruption to services or the facility, Clover Tool will promptly provide notice to those affected, such as customers, suppliers, and employees. The notice will include information about the reason for the disruption, its anticipated length of time and a description of an alternative facility or services, if available.

Employment

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Clover Tool is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability;
- When making offers of employment, notify the successful applicant of Clover Tool's policies for accommodating individuals with disabilities.
- Clover Tool is dedicated to ensuring that all employees have access to the information they need to perform their jobs effectively. We are committed to providing accessible formats for any information required for job performance, as well as information that is generally available to employees in the workplace. If an employee requires any specific accommodation(s) or accessible format(s), they should contact the HR department for assistance (hr@clovertoolmfg.com).

Clover Tool currently has a written and formal Return to Work Policy as well as individual accommodation plans for employees that have been absent due to a disability. We will continue to monitor this policy and ensure that it is communicated to all employees along with Managers and Supervisors.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development and redeployment processes:

- Train Managers and Supervisors on the disabilities that exist in our workplace
- Review all performance management documentation prior to issuing to employees
- Develop a career development policy that does not discriminate based on disability

Design of Public Spaces

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Clover Tool will meet the IASR requirements for the Design of Public Spaces when building or making major modifications to public spaces.

Feedback Process

Clover Tool will ensure that resources are available for providing feedback. Upon request we will also look at alternative supported accessible formats. Clover Tool will take the following steps:

- We will encourage feedback to identify and address barriers and respond to concerns. Employees and the general public will be able to provide feedback in various ways, such as our company business line, our company website, the HR email address, and physical mail.
- We will follow up on feedback received, including providing any required documentation within five (5) business days in a format that considers the person's disability.
- Clover Tool will ensure that our feedback process is accessible to individuals with disabilities by providing or arranging for accessible formats and communication supports upon request.

We value the input and experiences of our employees and visitors. If you have any feedback or complaints related to accessibility, please submit them to the Human Resources Department. Your feedback is essential in helping us create a more inclusive and supportive workplace for everyone.

Additional Information

For more information, please contact us at:

Phone: 905-669-1999 ext 238

Email: hr@clovertoolmfg.com

Mail: Write to

Human Resources
8271 Keele Street,
Concord, ON
L4K 1Z1

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