



ACCESSIBILITY POLICY

Intro

The Toro Group of Companies is committed to providing all employees, customers, suppliers and stakeholders, including people with disabilities, with exceptional service and a safe work environment where everyone is treated with dignity. We are also committed to complying with all requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* ("Act").

Customer Service Standards

The Toro Group has created policies that set out our commitment to excellence in customer service for all people, including those with disabilities. Toro Group's policy covers the use of assistive devices, service animals as well as support persons. We have made this policy available to our customers, suppliers and other stakeholders and have trained our employees on this policy. The Toro Group will continue to review and update its policies so as to maintain excellence in customer service as well as comply with all requirements of the *Act*.

Employees

The Toro Group provides a safe work environment in which each and every employee, agency worker, contractor, supervisor and manager is treated with respect and dignity. The Toro Group has numerous policies in place to ensure that it complies with the requirements under the *Act* and Ontario Human Rights Code. The Toro Group has procedures in place to assist team members who need assistance during an emergency and teach and train team members on workplace safety as well as ensure that these policies and procedures are available to all employees. The Toro Group will continue to update its policies and procedures to ensure that it continues to offer a safe work environment in which each and every employee is treated with respect and dignity, and to communicate any changes to the team.

Policies

The Toro Group is committed to excellence in customer service and providing a safe workplace in which each employee is treated with respect and dignity. In support of this, the Toro Group has several policies and procedures in place. Examples of these policies and procedures include *Providing Services to People with Disabilities* and the *Workplace Violence, Harassment, Sexual Harassment and Anti-Discrimination Policy* to outline what is expected of all employees. The Toro Group has also created this accessibility policy and plan to outline what the company is currently doing, and what it intends to do going forward to meet the requirements under the *Act*. Each of these items will be updated as required.

Self-Service Kiosks

The Toro Group will strive to ensure that self-service kiosks include accessibility features. The company will review this requirement as required and/or requested.



Website Accessibility

The Toro Group has conformed to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and the WCAG 2.0 Level AA. The Toro Group will provide more specific details on its efforts in this area as they become available as an attached schedule to this plan.

Training

The Toro Group has trained our current team members on its accessibility policy, as well as provided this training for all incoming team members. The company will continue to provide training to incoming team members as well as provide access to the training material to existing team members to review at any time. Material is available on *The Bullring* and in *Dayforce* for training, tracking and information purposes. The Toro Group will provide training as policy updates are made and for the purposes of a refresher.

Feedback

The Toro Group team members and third parties who wish to provide feedback on the way the company provides services to people with disabilities have many options to provide this feedback to the Toro Group. The HR team will, if circumstances require, inform the person providing the feedback of the steps the Toro Group will take to address their concerns. The Toro Group will continue to review how we accept feedback and consider new channels as necessary.

Each person / entity has the option to provide feedback as follows:

By **e-mail** to our HR team at askHR@toroaluminum.com .

By **calling** our main office line at (905) 738-5220 to speak to a member of the HR team.

By **mailing** us at:

AODA Feedback – Human Resources Department
Toro Aluminum
330 Applewood Crescent
Concord, ON
L4K 4V2

Accessible Hiring

The Toro Group fosters an environment of mutual respect, free of discrimination and harassment and encourages creativity and teamwork. The Toro Group is committed to hiring the best candidate for open positions at the company based on this same principle. The company has dedicated team members who review and maintain the hiring processes for the company and who are committed to continuing to make the hiring process accessible to all candidates. The Toro Group currently informs all applicants that it is committed to providing equal employment opportunity and respect, value and welcome diversity in its workplace. The



company’s Talent Acquisition Team is available to discuss any questions any candidate may have in respect of working at the Toro Group. The Company has committed to meeting the specific hiring requirements under the Act and will provide more specific details on its efforts in this area as they become available.

Workplace Emergency Response

The Toro Group is committed to ensuring the safety of employees with disabilities is met by providing them with individualized emergency response information, when necessary and by request.

Review

The Toro Group will review this plan when an update is required, but not less than once a year to ensure the plan is being followed and any gaps are discussed and corrected. The policy and plan will be reviewed by the HR team.

Accessibility Plan

The Toro Group strives to meet the needs of its employees, customers, suppliers and other stakeholders with disabilities and is working hard to remove and prevent barriers to accessibility. The company is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps we are taking and have already taken to meet those requirements and to improve opportunities for people with disabilities and play its role in making Ontario an accessible province for all Ontarians.

Item	Status	Date
Accessible Customer Service Standard including policy, service animals, support persons, training, feedback process, etc.	Compliant	January 1, 2012
Integrated Accessibility standards including a multi-year accessibility plan, integrated standards policy, training, etc.	Compliant	January 1, 2012
Employment Standard including workplace emergency response, accommodation policy, etc.	Compliant	January 1, 2012
Employment Standard including accessible recruitment & selection policy, accessible recruitment/sourcing, postings, interviews, offer letter, return to work, etc	Compliant	January 1, 2016
Employment Standard including written accommodation process, return to work plan, accessible formats	Compliant	January 1, 2017
Disconnecting from Work Policy	Compliant	June 1, 2022
Electronic Monitoring Policy	Compliant	November 11, 2022



Information & Communications new internet websites and web content to conform with WCAG 2.0, Level A	Compliant	January 1, 2014
Information & Communications accessible formats and communication support upon request, establish accessible feedback process	Compliant	January 1, 2015
Information & communications new internet websites and web content to conform with WCAG 2.0, Level AA	Compliant	January 1, 2021

This document is available in alternate formats upon request.