



ACCESSIBLE FEEDBACK PROCESS

At NATT Tools Group Inc. we have established an ongoing feedback loop to support compliance with the Accessibility for Ontarians with Disabilities Act (AODA). All are encouraged to provide accessibility feedback through multiple channels, including email, phone, and in-person communication. All feedback is reviewed promptly, addressed where appropriate, and used to identify barriers, improve accessibility practices, and support continuous improvement in our policies, services, and workplace environment.

If you would like to provide feedback, please utilize the contact details below.

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Title: Human Resources Manager
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Accessible forms of this document are available upon request.

ACCESSIBILITY POLICY

Revised by: Jennifer Thornberry, Human Resources Manager

Approved by: Jason Deeley, Plant Manager

Effective Date: April 1, 2026



Introduction

NATT Tools Group Inc. 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 and are committed to meeting the needs of people with disabilities in a timely manner while maintaining their dignity and independence. We do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005) and Ontario's accessibility laws.

NATT Tools Group Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We understand that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

NATT Tools Group Inc. is committed to excellence in serving and providing goods, services, or facilities to all customers including people with disabilities. Our policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

NATT Tools Group Inc. has developed this policy and a multi-year accessibility plan which outlines the actions we will put in place to improve opportunities for people with disabilities.

Training

NATT Tools Group Inc. will provide training to employees on Ontario's accessibility laws and the Ontario Human Rights Code as it pertains to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

NATT Tools Group Inc. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws.

For management members

The links below will be utilized for training purposes:

Link to video program hosted by the Ontario Human Rights Commission: <https://www.ohrc.on.ca/en/online-learning/working-together-code-and-aoda>

Link to video program hosted by Access Forward: <https://accessforward.ca/>

For unionized shop floor members

A PowerPoint document will be utilized for group training sessions. Content source was the online modules used for management training.

Sections Included in Both Employee Training Programs

- Accessible Customer Service.
- The Ontario Human Rights Code.
- Information and Communication Standards.
- Employment Standards.

In addition, the Company's policy and multi-year plan will be reviewed during the training session.

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All training records will be kept as proof of who has been trained and when they were trained.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

NATT Tools Group Inc. communicates with people with disabilities in ways that consider their disability. This may include the following:

- In-person conversations
- Written communications
- Printed documents
- Email
- Phone calls
- Other options as available upon request

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises where permitted by law.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

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Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. As all customer visits are scheduled through management members, any notice will be made to the customers through ways such as email, phone call, etc.

Feedback Process

NATT Tools Group Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Telephone
- Email
- In-person
- Written communications
- Whistleblower line

All feedback will be distributed to the appropriate parties for review and will prompt a timely response. We ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

NATT Tools Group Inc. notifies the public that documents related to accessible customer service, are available upon request by posting our AODA policy publicly on our website. Our policy outlines that any policies, etc. can be requested as needed. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

NATT Tools Group Inc. communicates with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- In a timely manner, considering the person's accessibility needs due to disability; and
- At a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- An explanation as to why the information or communications are unconvertible; and
- A summary of the unconvertible information or communications.

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We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

NATT Tools Group Inc. is committed to accommodating employees through our policies and programs during all stages of employment. Including but not limited to:

- Recruitment
- Hiring
- Onboarding
- Active Employment
- Departure

Job candidate, active employees, and retirees are notified of the availability of supports if/when needed. Accommodations are made at all stages when requested.

During their employment, employees' accommodations can be made to provide accessible formats or communication supports for:

- Information that is needed to perform the employee's job;
- Information that is generally available to employees in the workplace

Other areas of employment where employees' accommodations would be reviewed include, but are not limited to:

- Performance management
- Career development
- Redeployment processes
- Return to work

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed. This document is publicly available. Accessible formats are available upon request.

Summary

For more information on this policy or the multi-year accessibility plan, please contact Manager, Human Resources, 460 Sherman Ave N, Hamilton, ON L8L, Tel. 905-667-6538, email: jthornberry@agrisolutionscorp.com

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ACCESSIBILITY POLICY MULTI-YEAR PLAN

Revised by: Jennifer Thornberry, Human Resources Manager

Approved by: Jason Deeley, Plant Manager

Effective Date: April 1, 2026



Purpose

NATT Tools Group Inc. strives to meet the needs of its employees and customers with disabilities and is working to remove and prevent barriers to accessibility.

NATT Tools Group Inc. 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 will be reviewed and updated at least once every 5 years. Next review to be on or before September 2031.

Customer Service Standard

NATT Tools Group Inc. is committed to upholding the Customer Service Standard which includes removing barriers for people with disabilities so they can access goods, services, and facilities.

Physical Barriers

All customers/visitors to the manufacturing facility require the accompaniment of an employee while attending the facility. Due to the nature of the business, no customer/visitor may be left unattended. Employee hosts will provide physical guidance throughout the visit for the health and safety of the customer/visitor. Communication aids are permitted to accompany the customer/visitors. Wheelchairs and walkers are not permitted in the plant due to the uneven floor conditions caused by operational processes. Wheelchair use in the office area is permitted. Service animals may not be permitted within the plant due to potential chemical exposures. Service animals are permitted in office area.

Multi-Year Plan

No changes.

Information and Communication Standard

1. Accessible Emergency Information is available verbally, printed, or electronically.
2. Feedback from Customers and Employees can be provided via telephone, in person, via email, or via our website.
3. Accessible Formats and Communication Supports available verbally, printed or electronically.
4. Emergency Procedures/Plan or Public Safety Information available verbally, printed. or electronically.
5. Accessible Websites & Web Content is the responsibility of Corporate IT and is in compliance with website standards.

Multi-year Plan

No changes.

Employment Standard

1. Recruitment, assessment, and selection. Accessibility statement included in all job advertisements.

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“NATT Tools Group Inc. encourages all qualified candidates to apply, and we thank you in advance for your application. We will attempt to provide accommodation to persons with disabilities during the recruitment process upon request. Individuals selected for an interview who require accommodation are encouraged to notify human resources upon our scheduling the interview.”

2. Accessible formats and communication supports for employees upon request.
3. Workplace emergency response information available verbally, printed or electronically
4. Documented Individual accommodation plans, developed on an individual basis for stay-at/return to work from work/non-worked related injuries/illnesses/disability.
5. Return to work process available verbally, printed, or electronically.
6. Performance Management available verbally, printed, or electronically.
7. Career Development and Advancement available verbally, printed, or electronically.

Multi-Year Plan

No changes

Training

Every person is trained as part of their onboarding process and provides training to employees, as soon as practicable with respect to any changes to the policies.

Records of the training are maintained in the individual employee file.

NATT Tools Group Inc. utilizes the video program created and hosted by the Ontario Human Rights Commission, Working together: the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

Sections Included in Program

- Accessible Customer Service.
- The Ontario Human Rights Code.
- Information and Communication Standards.
- Employment Standards.

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