



Multi-Year Accessibility Plan

This 2021 to 2026 accessibility plan outlines the policies and actions that Pilot Diamond Tools Ltd. plan to put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Pilot Diamond Tools Ltd. is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.

Pilot Diamond Tools Ltd. understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. 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.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

Accessibility Policies and Plans

Pilot Diamond Tools Ltd. will implement the following to ensure compliance with AODA standards.

- Create and make public a statement of commitment.
- Develop and implement company-specific accessibility policies. Pilot Diamond Tools Ltd. policies and procedures will be reviewed to identify current and future barriers to accessibility. Identified barriers will be addressed and policies will be amended.

Accessible Emergency Information

Pilot Diamond Tools Ltd. is committed to providing our employees and visitors with available emergency information in an accessible way upon request. We will provide employees with disabilities with individualized emergency response information when necessary.

Customer Service

Pilot Diamond Tools Ltd. has a plan to implement the following changes to fulfill any employee and or visitor needs who may have disabilities.

- Install automatic door opening devices to our main doors, employee entrance and doors into the main production area
- Update our employee bathrooms to enable wheelchair access
- Replace our current fire alarm bells with a bell and visual strobe light combination

Training

Pilot Diamond Tools Ltd. will provide Accessibility for Ontarians with Disabilities training to all employees.

Pilot Diamond Tools Ltd. has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that considers the accessibility needs of a person with a disability.
- This training will be conducted upon hire and is a part of Pilot Diamond Tools Ltd. new hire orientation.
- Keep and maintain a database of the training participant's names and dates of completion.

Information and Communication

Pilot Diamond Tools Ltd. is committed to meeting the communication needs of people with disabilities. Our plan to comply with AODA standards regarding information and communication are as follows:

- Pilot Diamond Tools Ltd. will make all company websites and content on our site conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.
- We will consult with external website developers to ensure understanding and implementation of the required technical standards for compliance with AODA standards.
- Upon request, be able to receive and respond to feedback from clients, individuals inquiring about Pilot Diamond Tools Ltd., our employees and any visitors who have a disability.

Recruitment

Pilot Diamond Tools Ltd. is committed to fair and accessible employment practices. We will take the appropriate steps to notify the public that, when requested, Pilot Diamond Tools Ltd. will accommodate people with disabilities during the recruitment and assessment processes.

Return to Work

Pilot Diamond Tools Ltd. maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work. The return-to-work process outlines the steps Pilot Diamond tools Ltd. will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return-to-work process will not replace or override any other return to work process created by or under any other statute.

Design of Public Spaces

Pilot Diamond Tools Ltd. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor public eating areas
- Outdoor paths of travel like ramps, curb ramps, rest areas and accessible pedestrian signals

Multi-Year Accessibility Plan

Pilot Diamond Tools Ltd. will take the following steps to ensure compliance with AODA standards regarding the multi-year accessibility plan.

- Create and make public a multi-year accessibility plan.
- Provide the plan in accessible formats upon request.
- Review the plan every five (5) years.