CLARENCE
FARM SERVICES LIMITED

Accessibility Plan 2027-2029

General

Executive Summary

At Clarence Farm Services, our commitment to accessibility and inclusion is rooted in our long-standing tradition of quality, service, and integrity. We believe that an inclusive environment benefits everyone, and we strive to ensure that our workplace, operations, goods, and services are open and welcoming to all. We are committed to building a safe, welcoming, and barrier-free environment for our employees, customers, and visitors across all of our retail stores and feed mill locations. Under the *Accessible Canada Act*, we are dedicated to identifying, removing, and preventing barriers across our operations.

Following an organizational transition since our initial accessibility plan, Clarence Farm Services is using the 2027 – 2029 cycle to re-establish a clear, practical baseline for accessibility across the company. This updated plan focuses on auditing current practices, standardizing company-wide processes, and improving communications and support.

Recognizing that our feed mill locations are more than 50 years old, we continue to balance practical, on-site adjustments with a commitment to embedding accessibility into any future renovations or new builds. Through steady, achievable steps over the next three years, Clarence Farm Services aims to foster an inclusive workplace to better serve our communities.

Accessibility Statement

Clarence Farm Services is dedicated to ensuring equal access to our premises, communications, goods, and services for all employees, customers, job applicants, suppliers, and visitors. We strive to create a welcoming, barrier-free environment that respects the dignity and independence of persons with disabilities.

Alternative Formats

As required by the Accessible Canada Act and its regulations, this Accessibility Plan, our feedback process, and our annual progress reports are available in alternative formats upon request. To request a format other than standard print (such as large print, electronic, or audio), please contact us using the details in the Feedback Process below.

Feedback Process

We are continuously working to improve our accessibility practices, and we welcome your input. Our feedback process allows employees and members of the public to share ideas, suggestions, or concerns regarding accessibility at Clarence Farm Services.

If you require support or accommodation while providing feedback, please let us know, and we will do our best to meet your needs. You may choose to submit feedback anonymously; however, if you provide your contact information, we are committed to acknowledging and responding to your feedback in a timely manner, using the format in which it was received.

How to Reach Us

Contact: Executive Administrator

Mailing Address: 70 Industrial Avenue, Truro, NS, B2N 6V2

Email: adminoffice@cfs.ca

Telephone: 1-902-895-4047

Employment

Clarence Farm Services understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for those with disabilities can contribute to a more diverse and welcoming workplace culture. We recognize that there are continuous opportunities to improve and we are committed to the following actions for our 2027 – 2029 plan:

Barrier	Action Item	Responsibility	Timeline
HR Policies and Documents	Audit existing hiring documents, job postings, and policies to ensure they meet or exceed accessibility standards	Human Resources	Year 1 (2027)
Inclusive Workplace Training	Review current accessibility training and determine any additional training requirements	Health and Safety	Year 1 (2027)
Workplace Accommodations	Review existing process for employees to request workplace adjustments or assistive tools	Human Resources	Year 2 (2028)

Built Environment

Clarence Farm Services recognizes that physical accessibility is essential to welcoming employees, customers, and visitors safely into our locations. Balancing the practical

realities of our established retail and multi-decade-old feed mill facilities with our ongoing commitment to inclusion, we have outlined the following actions for 2027 – 2029:

Barrier	Action Item	Responsibility	Timeline
Retail Store Accessibility	Assess accessibility status in retail stores (i.e. entrances, parking, pathways, etc.)	Health and Safety / Retail Operations Manager	Year 2 (2028)
Feed Mill Accessibility	Assess accessibility status in mills (i.e. trip hazards, lighting, signage, etc.)	Health and Safety / Mill Manager	Year 2 (2028)
Capital Planning	Integrate accessibility criteria into future facility upgrades, maintenance, or equipment purchases	Operations / Executive Leadership	Year 3 (2029)

Information and Communication Technologies (ICT)

Clarence Farm Services recognizes that digital tools, websites, and electronic platforms play an important role in how employees and customers interact with our business. As part of our 2027 – 2029 reset, we are committed to understanding our current digital landscape and identifying accessibility gaps in our technology by focusing on the following actions:

Barrier	Action Item	Responsibility	Timeline
Website	Review the company website, customer-facing digital forms, and common electronic documents for basic readability and format accessibility	Human Resources	Year 2 (2028)
Digital Tools	Assess software and digital tools used internally by staff to identify any major technological barriers to workplace participation	Health and Safety	Year 2 (2028)
Digital Guidelines	Establish guidelines for staff on creating accessible digital content (i.e. document formatting, alt text for images, etc.)	Human Resources	Year 3 (2029)

Communication (other than ICT)

Clarence Farm Services is committed to ensuring that our everyday interactions, notices, and public-facing communications are clear, understandable, and accessible to everyone. We want to ensure that information is never a barrier to doing business with us or working safely on our sites. For the 2027 – 2029 cycle, we commit to:

Barrier	Action Item	Responsibility	Timeline
Communication Materials	Audit standard customer-facing notices, signage in retail stores, and paper forms to ensure clarity and readability	Health and Safety	Year 1 (2027)
Alternative Formats	Review current alternative formats to identify any accessibility gaps	Health and Safety	Year 2 (2028)

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Procurement of Goods, Services and Facilities

Clarence Farm Services believes that accessibility should be considered at every stage of our purchasing and operational planning. By embedding accessibility into how we acquire goods and services, we can prevent barriers before they enter our business. For the 2027 – 2029 cycle, we commit to:

Barrier	Action Item	Responsibility	Timeline
Procurement Practices	Review current purchasing habits to identify possible accessibility gaps when buying equipment, office supplies, materials, or contracting services	Operations / Executive Leadership	Year 2 (2028)
Supplier Criteria	Draft a standardized checklist or set of questions for major vendors regarding accessibility standards for goods and services supplied to the company	Operations / Executive Leadership	Year 3 (2029)

Design and Delivery of Programs and Services

Clarence Farm Services strives to ensure that every customer, employee, and community member experiences equitable, respectful service when interacting with our retail stores and feed mill operations. To continuously improve how we deliver our services, we will focus on the following actions for 2027 – 2029:

Barrier	Action Item	Responsibility	Timeline
Service Animals and Support Persons	Establish a policy ensuring individuals with disabilities are permitted to be accompanied by their service animal and/or support person in areas that are open to the public	Human Resources	Year 1 (2027)
Customer Service Practices	Review and evaluate how staff handle customer assistance, inquiries, and in-store accommodations	Retail Operations Manager	Year 2 (2028)

Transportation

Clarence Farm Services operates delivery vehicles and feed trucks to serve our agricultural customers across the region. We recognize that transportation and logistics play a critical role in our operations, and we are committed to ensuring that our delivery practices, fleet considerations, and driver support measures account for accessibility. For the 2027 – 2029 cycle, we commit to the following actions:

Barrier	Action Item	Responsibility	Timeline
Delivery Logistics	Review how delivery drivers communicate and coordinate with customers who have accessibility needs or whose properties may present physical barriers	Logistics	Year 2 (2028)
Driver Accommodations	Evaluate process regarding driver accommodations and how the company supports drivers who may experience temporary or permanent physical impairments	Human Resources / Logistics	Year 3 (2029)
Delivery Protocols	Establish clear, standardized guidelines for delivery staff on safe, respectful customer interactions and handling special delivery requirements on-site	Human Resources / Logistics	Year 3 (2029)

Consultations

Under the *Accessible Canada Act*, organizations are required to consult with persons with disabilities when developing their accessibility plans. Because Clarence Farm Services recently underwent an organizational transition, our initial 2027–2029 planning cycle focuses primarily on establishing a reliable baseline through internal operational reviews, facility assessments, and management evaluations. Moving forward through this three-year cycle, we are committed to actively engaging with employees, customers, and community members who identify as having a disability to help shape our ongoing progress reports and future plan updates.