

Multi – Year Accessibility Plan

Northern Dock Systems Inc. is dedicated to ensuring that individuals with disabilities have equal access and opportunities to participate in our services. We believe in treating people with disabilities with respect, dignity and independence while integrating them fully into our organization. To achieve this, we are committed to timely meeting the needs of individuals with disabilities by removing and preventing accessibility barriers. We also ensure to comply with Ontario's accessibility laws and meet our accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Information and Communications

At our organization, we work towards ensuring that every individual, including those with disabilities, has access to an inclusive feedback process. We make it a priority to consider the requirements of people with disabilities when communicating with them. In addition to this, on request, we can provide information about our services in accessible formats or with communication supports.

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

We recognize the importance of accessibility and are committed to working with the requester to determine the most suitable accessible format or communication support. However, if we are unable to convert the information or communication, we will provide the requester with a detailed explanation of why it cannot be converted, along with a summary of the unconvertible information or communication. Additionally, we adhere to internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in compliance with Ontario's accessibility laws.

Assistive Devices Clients and staff with assistive devices 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 & safety concern or may not be permitted for other reasons, we will strive to identify other measures that can be used to ensure the person with the disability can access our goods, services, or facilities.

Employment

As a company, we prioritize providing accommodations to our employees and job applicants throughout the recruitment and hiring process. When an applicant is chosen for an assessment or selection process, we notify them that accommodations can be made available upon request. We collaborate with the applicant to identify and provide appropriate accommodations. Additionally, upon extending an offer of employment to successful candidates, we inform them of our policies for accommodating individuals with disabilities.

Also, in the event of an emergency, we aim to assist employees with disabilities by providing them with tailored emergency information. With the employee's permission, we will also provide this information to a designated individual who can assist them during such situations. We will ensure that this information is given as soon as possible after we are made aware of the need for accommodation due to the employee's disability. We will regularly review this emergency information in several instances:

- when the employee moves to a different location within the organization,
- when their overall accommodation needs or plans are being reviewed, and
- when the employer is reviewing its general emergency response policies.

At our company, we have a clear procedure in place to support employees who have been absent from work due to a disability and require accommodations to return to work. In addition, we prioritize accessibility needs for all employees in our performance management, career development, and redeployment processes.

Training

To ensure that we create an inclusive and accessible environment that benefits both our clients and employees' needs, all NDS staff will undergo training regarding the following items:

- The purpose of accessibility legislation such as the Accessibility for Ontarians with Disabilities Act and requirements of regulations relating to customer service standards.
- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- What to do if a person with a particular type of disability is having difficulty accessing the company's services.

Strategies & Actions

As part of our standard practice, we ensure that all employees receive training promptly after being hired. We also provide updated training for any changes to our policies and procedures and our records are carefully documented with the dates and number of individuals who have received the training.

Information and Communication.

At NDS, we are committed to making our information and communication channels easily accessible to individuals with disabilities. To achieve this goal, we strive to stay up to date with the latest technological advancements that can aid in promoting accessibility. Additionally, we make it a point to regularly post updates on our internal communication board, ensuring that our employees are well-informed and knowledgeable about the latest accessibility standards and guidelines. We also closely monitor any changes to provincial regulations that may impact accessibility and update our website accordingly to remain compliant. Our dedication to accessibility helps us to better serve all members of our community, and we are constantly working to improve our practices in this area.

Employment

At NDS, we are dedicated to promoting fair and accessible employment practices. To ensure that we fulfill this commitment, we regularly review our recruitment policy and make exceptions where appropriate. Our goal is to create a welcoming and inclusive work environment for all employees, and we take this responsibility seriously. By continually evaluating our policies and practices, we strive to uphold our values of fairness and accessibility for all.

Training

NDS is dedicated to promoting accessibility for people with disabilities by providing comprehensive training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code. We stay



up to date with any changes to the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Standard for Accessibility in Employment (ISAR) regulations, and we strive to ensure that our employees receive regular training at least once every three years to keep them informed and up to date on the latest legislative developments related to accessibility. Our commitment to accessibility extends beyond compliance with legal requirements, and we aim to create an inclusive workplace where everyone can thrive.