

Accessibility Policy

Northern Dock Systems under the Accessibility for Ontarians with Disabilities Act strives to provide services in a manner that is accessible to all our clients and employees that respects the dignity, independence, and integration of people with disabilities.

Accessibility 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.

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 & Communication

In our organization, we strive to ensure that everyone, including those with disabilities, has access to an inclusive feedback process. We take into consideration the needs of people with disabilities when communicating with them and when requested, we can provide information about our services, in accessible formats or with communication supports:

- a) in a timely manner, taking into account 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 understand that accessibility is important and will work with the requester to determine the best accessible format or communication support. However, if we are unable to convert the information or communications, we will provide the requester with a detailed explanation as to why and a summary of the unconvertible information or communications.

We do also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance 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.

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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.

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