



ATTN: ALL NCS CANADA, INC EMPLOYEES

Reviewed: May 19, 2023

Approved: June 1, 2023

Expires: June 1, 2024



The Accessibility for Ontarians with Disabilities Act (AODA)

To comply with the Ontario Human Rights Code ("Code") and the Accessibility for Ontarians with Disabilities Act ("AODA") that ensure equal employment opportunities to qualified individuals with a disability, NCS will make reasonable accommodations for the known disabilities of an otherwise qualified individual who is an applicant or an employee unless undue hardship would result for that individual or NCS Canada, Inc ("Company").

If you require an accommodation in accordance with the requirements of the Code, you should contact your Supervisor/Manager or Human Resources.

The AODA aims to establish standards that provide Ontarians with disabilities the same opportunity of access to and benefit from goods, services, facilities, accommodation, and employment as are provided to other persons. Regulations established under the AODA are being phased in and become effective over a period of years. This policy applies to NCS and the purpose of this policy is to establish the Company's commitment to complying with the AODA and its accessibility regulations. The policy includes regulations relevant to the Company and will be updated as new regulations come into effect. Although this policy is legislatively applicable in Ontario, NCS will apply the principles of AODA to all its employees interprovincially, where applicable.

NCS is committed to applying the principles and regulations of the AODA to our daily operations, and to expanding access and support to all clients, employees, and visitors with disabilities by having a barrier-free environment as our goal to enable individuals access to our products and services, and ensure employee success.

To ensure AODA obligations are achieved, NCS complies with the Accessibility Standards in this policy. The Company uses reasonable efforts to ensure its policies, practices and procedures address the AODA standards in our daily operations and that they are consistent with the key principles of dignity, equal opportunity, independence, and integration.

This policy applies to all employees, contract workers, volunteers or persons who represent the Company, and to all organizational activities, functions, and premises. The Accessibility Standards in this policy are consulted on to determine the specific scope of application.

Our Commitments and Responsibilities

1. This policy is based on and in compliance with the AODA, the Accessibility Standards for Customer Service Regulation, O Reg 429/07, and the Integrated Accessibility Standards Regulation 191/11.
2. NCS is committed to providing training on the requirements of the accessibility standards referred to in the AODA, its Regulations, and on the Human Rights Code as it pertains to persons with disabilities.

3. Managers and supervisors are responsible for participating in training related to this policy and for compliance with the principles and regulations of the AODA as set out in this policy.
4. All persons who deal with members of the public or other third parties on behalf of NCS, whether the person does so as an employee, agent, volunteer or otherwise, are responsible for being aware of this policy and for participating in training related to this policy, and for applying the principles and regulations of the AODA.
5. Compliance with AODA Accessibility Standards.

NCS will follow and comply with the standards which are relevant to our business, and the Company commits to ensure operational policies and procedures are developed under the AODA standards and compliance requirements. The purpose of this policy is to inform employees, clients and others of the means by which NCS achieves its commitment to fully comply with AODA and its Accessibility Standards.

NCS shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, in order to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

NCS ensures that AODA Customer Service Standard requirements are met by:

1. Having established policies, practices and procedures on providing goods or services to people with disabilities.
2. Clients or employees can use their own personal assistive devices to access goods and services and to use services.
3. NCS will communicate with a person with a disability in a manner that is respectful and attentive to his or her disability.
4. NCS allows people with disabilities to be accompanied by their Guide Dog or Service Animal in areas that are open to the public, unless the Service Animal is excluded by law, in which case a resolution will be found to provide services and accommodation to the person with a disability.



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