

**Niigon Machines, Ltd. (“Niigon”)
Accessibility for Ontarians with Disabilities Act (AODA)
Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)**

Niigon’s Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

Niigon takes its obligations under the IASR very seriously and will review and revise this Multi-Year Accessibility Plan annually, or more frequently, as deemed necessary.

Statement of Commitment

Niigon is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, visitors, and any other individual who enters our premises or accesses our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, Transportation, and the Built Environment.

Niigon has made a commitment to be accessible for everyone who uses our services and accepts the responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization’s compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines.

Providing an accessible environment is a shared effort, and as an organization, Niigon is committed to working with the necessary parties to make accessibility for all a reality. The AODA's key principles of integration, equality, dignity and independence will be applied regardless of whether an individual is: working within or visiting Niigon, accessing our information; or welcoming us into their place of employment.

Questions or concerns regarding Niigon’s Accessibility Policy and Multi-Year Accessibility Plan are to be directed to Human Resources or submitted via the company's Human Resources email. We encourage any individual interested in providing feedback to do so by any of the following means:

- In person to Niigon, 372 New Enterprise Way, Vaughan, Ontario.
- By telephone at 905-265-0277.
- By email to hr@niigonmachines.com

Multi-Year Accessibility Plan: 2013 – 2024

Customer Service				
Accessible Customer Service Policy				
Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
Develop and implement an AODA Policy addressing all requirements under the regulation.	Niigon has developed and implemented an AODA Policy specific to the organization. This policy is updated and maintained by Human Resources.	Completed / Ongoing	01/01/13	Human Resources
Develop and deliver training to all staff, volunteers, and new staff.	Training and refresher courses have been developed and delivered to all current staff. All new staff members are required to participate in and complete AODA Customer Service Training. Record of completed training is retained by Human Resources.			Department Managers
Develop and make public a process for receiving and responding to feedback from customers with disabilities.	Niigon has developed and made public a process for receiving and responding to feedback from customers with disabilities. Alternative formats are available upon request, including in-person presentations.			

Part I - General Requirements				
Accessibility Policies				
Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
Create and make public a statement of commitment.	Niigon has created and made public a statement of commitment. The statement of commitment is located on the company's website.	Completed	01/01/14	Human Resources
Develop and implement company-specific accessibility policies.	Niigon’s policies and procedures have been reviewed to identify current and future barriers to accessibility. The Accommodation Policy has been provided to all employees and will be provided to all new hires as part of their orientation package. Alternative formats are available upon request, including in-person presentations.			

Multi-Year Accessibility Plan

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
Create and make public a multi-year accessibility plan.	The Accessibility Plan has been created to include training, policy and procedure development to ensure the identification and removal of barriers.	Completed / Ongoing	01/01/14	Human Resources
Provide the plan in accessible formats upon request.	Requests for accessible formats of this document will be forwarded to Human Resources, who will work with the individual to determine the most suitable format.			
Review the plan every five (5) years.	This plan was last reviewed June 2021, and will be reviewed fully by January 1, 2024.			

Part II - Information and Communication Standard

Accessible Websites and Web Content

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A and AA	Niigon’s web developer department is fully aware of WCAG 2.0 level A. requirements and will ensure all new content and/or any upcoming edits to the website conform to established guidelines.	Completed / Ongoing	01/01/14	Human Resources
	Niigon’s I.T. department is fully aware of the WCAG 2.0 level A and AA requirements. Human Resources has established a compliance work plan with the Ministry.		06/30/21	Marketing I.T.

Feedback				
Accessibility Requirement	Niigon's Action Plan	Status	Compliance Deadline	Responsibility
Upon request, be able to receive and respond to feedback from guests or individuals inquiring about Niigon.	A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Receiving and responding to feedback will be included in all new hire inductions.	Completed / Ongoing	01/01/14	Human Resources Department Managers

Accessible Formats and Communication Supports				
Accessibility Requirement	Niigon's Action Plan	Status	Compliance Deadline	Responsibility
Upon request, provide accessible formats and communication supports to individuals with disabilities.	Train employees on guidelines/processes and ensure they are aware that requests that cannot be met immediately must be forwarded to Human Resources who will arrange for a suitable alternative.	Completed / Ongoing	01/01/16	Human Resources Department Managers
Notify the public of the availability of accessible formats and communication supports.	Make public Niigon's ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website.			

Workplace Emergency Response Information

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
<p>Create and implement individualized plans to assist employees with disabilities during an emergency.</p> <p>Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</p> <p>Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction.</p>	<p>Emergency planning information and directions are also included in relevant company policies which will always be provided and communicated to all current employees and provided to all new hires as a part of their induction package.</p> <p>The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.</p> <p>The process/policy used by Human Resources to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation.</p>	<p>Completed / Ongoing (based on employee needs)</p>	<p>01/01/13</p>	<p>Human Resources Department Managers</p>
<p>Review the individualized plan/information:</p> <ul style="list-style-type: none"> a. When the employee moves to a different department; b. When the employee's overall accommodation needs and plan are reviewed; and c. When the company reviews its general emergency response policies. 	<p>Individualized emergency plans include the requirement that the plan be reviewed:</p> <ul style="list-style-type: none"> a. If the employee moves to another department within the attraction that would affect that person's ability to respond to the emergency or evacuation; b. On a recurring timeline, to be established during the creation of the individualized emergency response plan. A review of the plan will also be initiated if requested by the employee; and c. When the company amends its emergency response and/or evacuation procedures. 			

Documented Individual Accommodation Plans

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
<p>Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Niigon will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan will include the following:</p> <ul style="list-style-type: none"> a. The manner in which an employee requesting accommodation can participate in the development of the accommodation plan. b. The means by which the employee is assessed on an individual basis. c. The manner in which Niigon can request the participation of a representative from the company in the development of the accommodation plan. d. The steps that will be taken to protect the privacy of the employee's personal information; e. The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. f. An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee; g. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability; h. The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the employee. i. The accommodation plan will also include an emergency response/evacuation plan if required by the employee. 	<p>Completed / Ongoing (based on employee needs)</p>	<p>01/01/16</p>	<p>Human Resources Department Managers</p>

Recruitment, Assessment and Selection

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
<p>Notify employees and the public about the availability of accommodation for applicants with disabilities.</p> <p>During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request.</p> <p>Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs without undue hardship to the company.</p> <p>Notify successful applicants of the company's policies for accommodating employees with disabilities.</p>	<p>Niigon has an accessibility statement posted on our job postings notifying applicants that reasonable accommodations will be made upon request. Successful applicants will be informed of the availability of accommodations relating to Niigon’s selection/assessment processes upon initial contact from the hiring manager or HR department.</p> <p>Any accommodation request pertaining to the company's selection/assessment methods that cannot be met with current alternate formats will be forwarded to Human Resources who will work with the individual to develop an acceptable alternative.</p> <p>When scheduling interviews, Niigon will include a statement in all email confirmations indicating to the applicant that accommodations are available.</p> <p>Our AODA Policy will be provided to all new hires as part of their induction package. Alternative formats of the policy will be made available upon request.</p>	<p>Completed / Ongoing</p>	<p>01/01/16</p>	<p>Human Resources</p> <p>Department Managers</p>

Accessible Formats and Communication Supports for Employees

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
<p>Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: Information that is needed in order to perform the employee's job; and Information that is generally available to employees in the workplace.</p> <p>Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format /communication support.</p>	<p>The availability of accessible formats and communication supports has been communicated to all employees through the company's AODA Policy. All future employees will be made aware of their availability through the same policy which is provided with the new hire onboarding package.</p> <p>Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions whereas information that is generally available in the workplace is typically provided in written policy format or electronically. Prior to providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports will be requested to notify Human Resources so that alternate arrangements may be made.</p> <p>Upon receiving a request, Human Resources will work with the employee and any individuals responsible for providing the information to deliver a suitable accessible format or communication support.</p>	<p>Completed / Ongoing (based on employee needs)</p>	<p>01/01/15</p>	<p>Human Resources Department Managers</p>

Information for Employees

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
<p>Communicate the company's policy on accommodating employees with disabilities to all staff members.</p> <p>Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.</p>	<p>Niigon’s AODA Policy has been developed. The policy will be posted on the company's employee bulletin boards and/or DataManager.</p> <p>Provide all new hires with the AODA Policy in their new hire package. The policy addresses all of the means by which Niigon will support employees with disabilities, including emergency planning/responses, accessible formats, communication supports, accessible performance management, career development and job change.</p> <p>Lastly, we will ensure all employees are informed of changes to the AODA Policy as they occur. Changes will be communicated via email.</p>	<p>Completed / Ongoing (based on employee needs)</p>	<p>01/01/16</p>	<p>Human Resources</p>

Processes to Accommodate Employees/Return to Work Process

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.	Assess IASR requirements and develop a template accommodation form and a return to work form that both address all applicable requirements.	Completed / Ongoing	01/01/16	Human Resources

Accessible Performance Management, Career Development and Job Changes

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
Ensure the organization's performance management and career development opportunities account for the accessibility needs, plans of employees and that these processes are inclusive and barrier-free.	Evaluate Niigon’s current performance management and career development processes to identify barriers. Identify/outline accessible performance management and career progression options to ensure consistent and clear communication to all employees.	Completed / Ongoing	01/01/16	Human Resources

Redeployment

Accessibility Requirement	Niigon’s Action Plan	Status	Compliance Deadline	Responsibility
Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.	As part of the redeployment process, Niigon will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department.	Completed / Ongoing	01/01/16	Human Resources

For More Information

For more information on this accessibility plan, please contact Niigon’s Human Resources Department by telephone at 905-265-0277 or by email at HR@niigonmachines.com or in person or by mail at 372 New Enterprise Way, Vaughan, Ontario.

Standard and accessible formats of this document are free on request from Niigon’s Human Resources Department.