

NDI ACCESSIBILITY POLICY

Last reviewed July 2023

NDI STATEMENT OF COMMITMENT

At NDI we believe in the dignity and worth of all individuals, and promote inclusivity and accessibility in how we do business. We're committed to minimizing barriers to persons with disabilities in the provision of NDI's goods and services, and endeavour to align our policies, practices, procedures and services with core principles of independence and dignity, integration and equal opportunity. We will continually monitor and evaluate the implementation of NDI's Accessibility Plan and Accessibility Policy, and will collaborate and solicit feedback related to NDI's accessibility initiatives.

PURPOSE

The purpose of this policy is to outline NDI's compliance with the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, and to maintain a standard of awareness and best practices related to accessibility and integration related to NDI's customer service, communication and employment standards.

POLICY GUIDELINES

NDI will make a reasonable effort to ensure that our policies, procedures and practices pertaining to customer service, communication and employment standards align with the AODA as follows:

Communication:

NDI supports the independence and integration of persons with disabilities. When communicating with a person with a disability, individuals working on behalf of NDI will do so in a manner that takes into account the person's disability and will make a reasonable effort to have the person with a disability understand both the content and intent of the communications. Where possible, NDI print material will be made available in alternative accessible formats upon request.

Use of Assistive Devices, Service Animals and/or Support Persons:

Persons with disabilities are welcome to use a personal assistive device to obtain, use or benefit from NDI's goods and services. NDI will make every effort to allow for the use of a personal assistive device unencumbered.

NDI welcomes support persons to accompany persons with disabilities on an NDI premises in order to help with communication, mobility, personal care or other reasons related to his/her disability.

Persons with disabilities on an NDI premises are welcome to be accompanied by a guide dog or other service animal for reasons related to his/her disability, except as prohibited by law or when another individual's health and safety could be seriously compromised by the presence of a service animal.

Training:

NDI is committed to providing training to all employees and other representatives of NDI who deal with the public or other third parties on behalf of NDI, as well as those who are involved in the development of policies, programs, practices that deal with the provision of NDI's goods and services.

Feedback:

NDI welcomes the opportunity for collaboration and feedback related to the achievement of the accessibility requirements and standards outlined in this policy.

As it relates to the provision of NDI's goods and services, individuals representing NDI will accept verbal feedback and will use sensitivity and diplomacy to address any issues immediately when possible. Feedback may also be conveyed in person at NDI's facility in Waterloo, toll free via telephone (877-634-6340) and/or via email (access@ndigital.com).

NDI is committed to responding to and investigating all complaints of discrimination based on disability. If a complaint is found to have merit, immediate steps will be taken to end the conduct at issue.

NDI ACCESSIBILITY PLAN

NDI has established a multi-year Accessibility Plan for the Waterloo site, which is maintained on an ongoing basis on Compass. The purpose of the Accessibility Plan is to proactively identify, remove and prevent barriers to persons with disabilities in NDI's policies, programs, practices and services in Ontario. Copies of NDI's Accessibility Plan and Policy will be provided to external parties upon request.