



## NATIONAL LOGISTICS SERVICES (NLS) MULTI-YEAR ACCESSIBILITY PLAN

This 2014-21 accessibility plan outlines the policies and actions that NLS has, or will, put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

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NLS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Training**

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NLS will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

We will take the following steps to ensure employees are provided with training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Develop appropriate training content.
- Deliver initial training to current employees prior to January 1, 2015.
- Training shall also be provided to new hires as part of their orientation as soon as practicable.
- Maintain a record of training provided.
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

### **Information and Communications**

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NLS is committed to making company information and communications accessible to persons with disabilities. We will incorporate new accessibility requirements under the Information and Communication Standard to ensure that our information and communication systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

#### ***Accessible Emergency Information***

Effective **January 1, 2012**, public safety information that is prepared by NLS and made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### ***Accessible Websites and Web Content***

Should we launch a new internet website or significantly refresh an existing internet website on or after **January 1, 2014**, we will ensure that the website and all content on that website that has been posted since January 1, 2012, conforms to the Web Content Accessibility Guidelines 2.0, Level A.



In order to ensure all of our internet websites, and all content posted on those websites since January 1, 2012, conforms to the WCAG 2.0 Level AA by January 1, 2021 we will:

- Audit all websites and content for Level AA compliance.
- Implement the necessary changes to bring the websites and web content into conformance with applicable Level AA requirements.

### ***Feedback***

We will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- We will identify all existing feedback processes and review those processes for accessibility.
- Should any barriers to accessibility be identified, we will take steps to remove these barriers prior to January 1, 2015.

### ***Accessible Formats and Communication Supports***

We will ensure that all of our publicly available information is made accessible upon request by **January 1, 2016**. Where a request for an accessible format or for communication supports is received, we will:

- Consult with the individual making the request to determine their accessibility needs and what would be a suitable format or support.
- Provide the requested information in a timely manner.
- Provide the information at regular cost (if any).

### **Employment**

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NLS is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle. NLS will implement the following plans by January 1, 2016:

#### ***Recruitment, Assessment and Selection***

- A review and, as necessary, modification of existing recruitment policies, procedures and processes.
- Specifying that accommodation is available for applicants with disabilities on job postings.
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs.
- Inclusion of notification of NLS policy on accommodating employees with disabilities in offer of employment letters.

#### ***Return to Work (RTW) and Individual Accommodation Plan (IAP)***

NLS will develop and put into place documented IAP and RTW plans for Team Members that have loss time due to a disability.

We will develop plans that include:

- The employee's participation in the development of the plan.



- Individual assessment (NLS may request outside expertise by medical or other service that pertain to the disability).
- Timelines to complete the plan.
- Ensure the privacy of the employee information.
- Provide reasons for any denial to the employee.
- Provide the plan in a format that accommodates the employee's disability

***Performance Management, Career development and Re employment***

We will take into account the accommodation needs and/or IAP of a employee when:

- Using performance management processes.
- Providing career development and advancement information.
- Using re employment procedures.
- Assessing performance.
- Notification of ability to provide accommodation on internal job postings.

**DESIGN OF PUBLIC SPACES STANDARD**

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NLS will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. NLS will meet these standards by **January 1, 2017**.

**FOR MORE INFORMATION**

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For more information on this Accessibility Plan, or for a copy of this plan in an accessible format, please contact National Logistics Services by any of the following means:

**By telephone:**

416-246-9536

**By email:**

hr@nls.ca

**By regular mail:**

Please forward your comments & questions to the following address:  
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Etobicoke, ON  
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