

**Nissan Canada Inc.**  
**Accessibility Policies and Multi-Year Accessibility Plan**  
**(the “Accessibility Plan”)**

(Ontario Regulation 191/11) of the *Accessibility for Ontarians with Disabilities Act, 2005*  
 (“AODA”)

**Introduction**

The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that, effective January 1, 2014, Nissan Canada Inc. (“Nissan”) establish, implement, maintain and document its accessibility policies and multi-year accessibility plan (the “Accessibility Plan”), which outlines Nissan’s strategy to prevent and remove barriers for persons with disabilities and meet its obligations under the IASR.

The Accessibility Plan will be posted on Nissan’s website and will be available in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.

**Application**

The Accessibility Plan applies to all employees, visitors and clients of Nissan, and, where indicated, to Nissan’s independent contractor representatives.

**Our Commitment**

In fulfilling our mission, Nissan strives to treat all individuals in a manner that allows them to maintain their dignity and independence. Nissan promotes integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. We will seek to achieve this by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

This Accessibility Plan outlines Nissan’s strategies to achieve accessibility generally and meet IASR requirements in the following areas:

1. Workplace Emergency Response Information;
2. Training;
3. Information and Communication;
4. Employment; and
5. Design of Public Spaces Standards

**Accessibility Standards for Customer Service**

Since January 1, 2012, Nissan has been committed to compliance with the Accessibility Standards for Customer Service Regulation (O.Reg.429/07) under the AODA, which involves providing of products and services in a way that respects the dignity and independence of people with disabilities.

## **1. WORKPLACE EMERGENCY RESPONSE INFORMATION**

Where Nissan is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as required and as soon as practicable.

### **Action Taken**

The following measures have been implemented by Nissan effective January 1, 2012 in order to address emergency response as it relates to employees with disabilities:

- individualized workplace emergency response information procedures have been developed for employees with disabilities, as required;
- emergency response information forms will be prepared for employees who disclose a disability and who require workplace accommodation according to their disabilities;
- where required and with the employee's prior consent, Nissan will provide assistance to employees with disabilities during workplace emergencies or disasters. Plans for such assistance will be set out in the employee's individualized emergency plan;
- individualized emergency plans have will be communicated to an employees' respective managers and safety personnel on an 'as needed' basis; and
- on a regular, ongoing basis, and as per the applicable terms of the IASR, Nissan reviews and assesses its general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

## **2. TRAINING**

Nissan is committed to providing training on the requirements of the accessibility standards referred to in the IASR and on the *Human Rights Code*, as it pertains to persons with disabilities.

### **Planned Action**

In accordance with the IASR, Nissan will:

- ensure that appropriate training on the requirements of the IASR and the *Human Rights Code* as it pertains to persons with disabilities, is provided as soon as practicable to all employees, independent contractor representatives, volunteers, third-party service providers who provide services related to products, services and facilities on Nissan's behalf, and persons participating in the development and approval of Nissan's policies;
- maintain records of the training provided, including training dates and records of individuals to whom training was provided; and
- ensure that training is provided on any changes to Nissan's policies on an ongoing basis.

Required Legislative Compliance: January 1, 2015

Planned date for completion of training: Spring, 2015

### **3. INFORMATION AND COMMUNICATION**

Nissan is committed to making its information and communications accessible to persons with disabilities. Nissan will adhere to new accessibility requirements under IASR standards to ensure that information and communications systems and platforms are accessible and, upon request, provided in formats that meet the needs of persons with disabilities.

#### **Feedback, Accessible Formats and Communication Supports**

##### **Planned Action**

In accordance with the IASR, Nissan will:

- ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- as a general principle, where accessible formats and communication supports for persons with disabilities are requested:
  - provide or arrange for the provision of such accessible formats and communication supports;
  - consult with the person making the request to determine the suitability of the accessible format or communication support;
  - provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; and
- notify the public of the availability of accessible formats and communication supports.

Required Legislative Compliance:

Feedback – Compliant as of January 1, 2015

Accessible formats and communication supports – January 1, 2016

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

##### **Planned Action**

In accordance with the IASR, Nissan will work toward making its Ontario-based websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA by January 1, 2021.

Any new web content or new websites which Nissan develops or over which it has direct control prior to January 1, 2021 will be compliant with WCAG 2.0 Level A, except where expressly excluded under the IASR.

## **4. EMPLOYMENT**

### **Recruitment**

Nissan is committed to fair and accessible employment recruiting practices that include providing accessibility across all stages of the employment cycle.

### **Planned Action**

In accordance with the IASR, Nissan will do the following:

#### **(i) Recruitment General**

Nissan will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- reviewing and, as necessary, modifying existing recruitment policies, procedures and processes; and
- advising that accommodation is available for applicants with disabilities on Nissan's website and in job postings

#### **(ii) Recruitment, assessment and selection**

When applicants are selected to participate in an assessment or selection process, Nissan will notify them that accommodations are available upon request in relation to the materials or processes used in the assessment/selection process. This will include:

- review and, as necessary, modification of existing recruitment policies, procedures and processes;
- inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment; and
- consultation with applicants who request accommodation and arrangement for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs.

#### **(iii) Notice to Successful Applicants**

When making offers of employment, Nissan will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- review and, as necessary, modification of existing recruitment policies, procedures and processes; and
- inclusion of notification of Nissan's policies on accommodating employees with disabilities in offer of employment letters.

Required legislative compliance: January 1, 2016

### **Provision of Accessible Formats and Communications Supports**

In accordance with the IASR, Nissan will inform all employees of policies that support

employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take employees' accessibility needs into account. This will include:

- informing current employees and new hires of Nissan's policies;
- providing information as soon as practicable after the new employee begins employment, preferably in the orientation process;
- keeping employees up to date on changes to existing policies on job accommodations with respect to disabilities;
- providing or arranging for provision of accessible formats and communications supports, upon request, for:
  - information that is needed in order to perform an employee's job;
  - information that is generally available to employees in the workplace; and
- in meeting the obligations to provide the information that is set out above, Nissan will consult with the requesting employee in determining the suitability of accessible formats or communications supports.

Required legislative compliance: January 1, 2016

#### **Documented Individual Accommodation Plans/Return to Work Process**

NISSAN will incorporate new accessibility requirements under the IASR to ensure that barriers in accommodation and return to work processes are eliminated and corporate policies surrounding accommodation and return to work are followed, where applicable.

#### **Planned Action**

Nissan's existing policies include steps that Nissan will take to accommodate employees with disabilities and facilitate employees' return to work after absence due to disability. Nissan will review and assess existing policies to ensure they include a process for the development of documented individual accommodation plans for employees with disabilities, as required.

In accordance with the provisions of the IASR, Nissan will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- information regarding the manner in which the employee requesting accommodation can participate in the development of the plan;
- information regarding the means by which the employee is individually assessed;
- information regarding the manner in which Nissan can request an evaluation by an outside medical or other expert, at Nissan's expense, to assist in determining if and how accommodation can be achieved;
- steps to protect the privacy of employees' personal information;
- information regarding the frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;

- reasons for denial where an individual accommodation plan is denied;
- information regarding the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- the following will be included if individual accommodation plans are established:
  - any individualized workplace emergency response information that is required;
  - any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
    - information necessary to perform the employee's job;
    - information generally available to employees in the workplace; and
- identify any other accommodation that is to be provided to the employee.

Nissan will ensure that the return to work process as set out in its existing policies outlines:

- steps Nissan will take to facilitate return to work after a disability-related absence;
- development of a written individualized return to work plan for employees; and
- the use of individual accommodation plans in the return to work process.

Required Legislative compliance: January 1, 2016

### **Performance Management, Career Development and Redeployment**

Nissan will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- when using its performance management process in respect of employees with disabilities;
- when providing career development and advancement to employees with disabilities; and
- when redeploying employees with disabilities.

### **Planned Action**

In accordance with the IASR, Nissan will:

- review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
- take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
  - assessing performance;
  - managing career development and advancement; and
  - redeployment, as required.
- review, assess and, as necessary, include accessibility criteria in performance management workshops;
- take into account the accessibility needs of employees with disabilities when providing career development and advancement, including notification of the ability to provide accommodations on internal job postings; and

- take into account the accessibility needs of employees with disabilities when redeploying employees, including review and modification of employee transfer checklist, as required

Required legislative compliance: January 1, 2016

## **5. DESIGN OF PUBLIC SPACE STANDARDS**

While Nissan has no current plans for new construction or redevelopment of its existing facilities at this time, Nissan is committed to incorporating barrier free design principles into public spaces that are newly constructed or redeveloped on or after January 1, 2017, as set out in the Integrated Accessibility Standards.

For more information on this Accessibility Plan or for accessible formats of the Accessibility Plan, please contact: **Catherine Magill, HR Manager**