



Procedure: HR-P.AAP.007

Issue Date: August 1, 2013

President

Junichi Tokumoto

AODA Accessibility Policies

This 2023-2027 accessibility plan outlines the policies and actions that Nissin Transport (Canada) Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Nissin Transport (Canada) Inc. 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.

Nissin Transport (Canada) Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We understand that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Accessible Emergency Information

Nissin Transport (Canada) Inc. is committed to providing their customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

Nissin Transport (Canada) Inc. will provide training to employees 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.

Nissin Transport (Canada) Inc. will hold training sessions on this accessibility plan and policy at our Mississauga and Alliston locations to ensure employees are provided with the training needed to meet Ontario's accessible laws. For new employees, training will take place in the first six months of their employment. In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the *Accessibility of Ontarians with Disabilities Act*, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Information and Communications

Nissin Transport (Canada) Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs when requested.



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We worked with our IT Consultants to make our website and content conform with WCAG 2.0, Level A and with WCAG 2.0, Level AA.

Nissin Transport (Canada) Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Our company has existing feedback processes in place that are accessible to people with disabilities upon request such as by telephone, email and mail.

Nissin Transport (Canada) Inc. will make sure all publicly available information is made accessible upon request.

Service Animals

Nissin Transport (Canada) Inc. welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities.

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities.

Service animals are prohibited in our warehouse to ensure that safety of the people with disabilities as well as the service animal.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Employment

Nissin Transport (Canada) Inc. is committed to fair and accessible employment practices.

Nissin Transport (Canada) Inc. will accommodate people with disabilities during the recruitment and assessment processes and will include this wording in all recruitment advertisements and we will accommodate people with disabilities when they are hired.



Once hired, successful applicants will be informed of our accommodation policies and will receive all information required to perform their job and all information generally available to employees in an accessible format as determined through consultation with them.

Nissin Transport (Canada) Inc. has put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability or for employees who require accommodation.

Nissin Transport (Canada) Inc. will ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and advancement and redeployment processes.

Nissin Transport (Canada) Inc. will provide workplace information in an accessible format to any employee that has requested it.

Nissin Transport (Canada) Inc. will take any necessary steps to prevent and remove other accessibility barriers identified by an employee with a disability.

Design of Public Spaces

Nissin Transport (Canada) Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel;
- Accessible off-street parking, and;
- Service counters and waiting areas.

In the event of a service disruption to its accessible parts of its public spaces, **Nissin Transport (Canada) Inc.** will notify the public of the service disruption and alternatives available.

For More Information and Feedback

For more information on this accessibility plan, or to have any form of communication made accessible, or to give feedback on any accessibility policy, please contact our Accessibility Co-ordinator, Melissa Caldwell at:

Phone: 705-434-3136

Email: mcaldwell@nissincda.com

Accessible formats of this document are available free upon request from: Nissin Transport (Canada) Inc.



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Revision No.	Revision Date	Revision
001	August 1, 2013	AODA compliance.
002	November 19, 2013	Revised to add in website section
003	August 10, 2015	Revised for updates Jan 1, 2016
004	June 9, 2016	Revised for updates Jan 1, 2017
005	November 18, 2016	Revised for updates Jan 1, 2017
	November 2, 2022	Annual review, no changes required
006	August 1, 2023	Revised, separating policies
007	April 1, 2024	Changed Lisa Bucci to Melissa Caldwell, Review and President's sign off



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I have been trained on and understand the above noted procedures and agree to adhere to them. If I do not adhere to them, I understand that I will be subject to Nissin's disciplinary procedures.

Print Name

Date

Signature