



**NISSIN TRANSPORT (CANADA) INC.**  
Supply Chain Logistics Provider

Policy: HR-P.APMYP
Issue Date: August 1, 2023

President
Junichi Tokumoto

## AODA Multi-Year Plan

This 2023-28 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 fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including dates on which training was provided and the number of individuals to whom it was provided.

**Nissin Transport (Canada) Inc.** has completed the following accessibility initiatives.

### **Customer Service**

We perform regular visits to our clients and arrange company events with customers and vendors. During these interactions, we seek feedback on how we can enhance accessibility for individuals with disabilities. The feedback is reviewed during monthly branch managers meetings.

### **Information and Communications**

We are 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.

We have 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. We are currently improving our website to provide an update on the services that we offer as well as to make our website more visually accessible.

## **Employment**

**Nissin Transport (Canada) Inc.** will accommodate people with disabilities during the recruitment and assessment process and will include this wording in all recruitment advertisements and will accommodate people with disabilities when 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.

We have 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.

## **Training**

**Nissin Transport (Canada) Inc.** has provided training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Future training will be provided in a way that best suits the duties and disabilities. Future training will be provided in a way that best suits the duties and needs of employees. For new employees, training will take place in the first six months of their employment.

## **Design of Public Spaces**

The Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces in our facilities include:

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

## **STRATEGIES AND ACTIONS**

### **Customer Service**

**Nissin Transport (Canada) Inc.** is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timelines as others.

We will continue to develop Customer Service policies to further enhance accessibility with our organization. We will include the use of service animals and support persons by individuals with disabilities in the policies. We aim to have the updated policies in place by March 2024.

### **Information and Communications**

**Nissin Transport (Canada) Inc.** is committed to making our information and communications accessible to people with disabilities. We are focused on improving our website to comply with AODA standards by July 2024.

### **Employment**

**Nissin Transport (Canada) Inc.** is committed to fair and accessible employment practices. We will ensure that the accessibility needs of employees with disabilities are taken into account when using performance management, career development and advancement and redeployment processes. Such provision will be incorporated in a new policy to be implemented by September 2024.

### **Training**

**Nissin Transport (Canada) Inc.** is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Future training will be provided in a way that best suits the duties and needs of employees. We 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 accessibility laws.

We will require all customer facing employees to attend the free AODA online training and/or the Access Forward AODA video training by December 2024.

### **Design of Public Spaces**

**Nissin Transport (Canada) Inc.** will meet accessibility laws when building or making major changes to public spaces. At present, we are not planning to build a new structure or make major changes to our existing parking spaces, outdoor paths of travel and service counters which are accessible. Our organization will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

### **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](mailto:mcaldwell@nissincda.com)

Accessible formats of this document are available free upon request from:

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