



Canada

Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standard Policy

Revised date: December 2023

Our mission:

NielsenIQ is the world's leading provider of global marketing information, consumer insights, business media products, and services. Our mission is to provide clients with the most complete understanding of consumers and markets worldwide.

Our commitment:

NielsenIQ 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 with respect to NielsenIQ's programs, services and facilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the objectives and requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").

Purpose

The goal of the AODA is to create a more accessible Ontario by identifying, and, to the extent possible, preventing and eliminating barriers experienced by persons with Disabilities.

Scope

All Ontario employees who work on behalf of NielsenIQ are expected to conduct themselves in accordance with this policy.

Responsibility

All Ontario employees acting on behalf of NielsenIQ are responsible for complying with this Policy.

Training

NielsenIQ will provide training to employees, volunteers and other staff members on Ontario's 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. Records of the training provided, including the training protocol, the dates on which the training is provided and the names of individuals who attended the training will be maintained in accordance with the requirements of AODA.

Accessible Formats

Upon request, NielsenIQ will provide or arrange for the provision of Accessible Formats and Communications supports for persons with Disabilities in a timely manner that takes into account the person's accessibility needs. NielsenIQ will work collaboratively with the person making the request to determine the suitability of an Accessible Format or Communication Support. NielsenIQ will also notify the public about the availability of Accessible Formats and Communication Supports.

Accessible Emergency Information

NielsenIQ will provide employees with disabilities with individualized emergency response information if Nielsen is made aware of the need for accommodation.

Information and Communications

NielsenIQ 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.

NielsenIQ will take steps to make all new websites and content on those sites conform with AODA standards.

Employment

NielsenIQ is committed to fair and accessible employment practices. We will take steps to notify the public and staff that, when requested, NielsenIQ will accommodate people with disabilities during the recruitment and assessment processes and during the career development, advancement and redeployment processes.

Individual Accommodation Plans

NielsenIQ provides accommodation plans and return-to-work processes for persons that have been absent due to a disability.

Feedback Process

Feedback can be made by email or verbally. [Click here](#) to complete a form to contact us. If you prefer to speak with someone, please call (905) 475-1131 and ask to speak with the Human Resources department.

Modifications to this or to other policies

We are committed to developing policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of NielsenIQ that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to create a more accessible Ontario by preventing and removing barriers for persons with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Human Resources Department.