

NielsenIQ Canada AODA Multi-year Integrated Standards Plan

PART I - GENERAL OVERVIEW INTEGRATED STANDARDS			
I. General Overview			Deadline: Multi-Year Plan
	DELIVERABLES	Responsibility	Status
Goal	The goal of the NielsenIQ Canada Integrated Standards Plan is to prevent and remove barriers to accessibility. Addresses the general purpose of the Standards, and general requirements regarding accessibility policies, plans and training.	Human Resources	
Assessment	Develop an organization assessment format including a variety of organizational existing practices. Seek feedback from employees, clients, Health and Safety committee, and people with disabilities. Conduct a physical review of our facilities. Identify any accessibility barriers.	Human Resources	
Establishment of Accessibility Policies (Section 3)	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meetings its AODA requirements. Policy must be in writing and include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. The policy must be publicly available, and provided in an accessible format upon request.	Human Resources	
Multi-Year Accessibility Plan (Section 4)	Establish, implement, maintain and document a multi-year accessibility plan, which outlines NielsenIQ's strategy to prevent and remove barriers and meet its AODA requirements. The plan must be reviewed and updated at least once	Human Resources/Communications	

	every five years. The Company must post the accessibility plan on the company's website in an accessible format.		
Procuring or Acquiring Goods, Services or Facilities (Section 5)	Applies to public sector or governmental agencies.	Not Applicable	Not Applicable
Self-Service Kiosks (Section 6)	For organizations with point of sale devices.	Not Applicable	Not Applicable
Training Part I – s. 7	I: Educational & Training Resources and Materials Deadline: January 1, 2015		
	DELIVERABLES	Responsibility	Status
Develop Integrated Standards and HR Code Training (independent self-study).	On-line training provided to all associates, training format incorporated into onboarding for all new associates. All NielsenIQ programs provide educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability. Records to be kept of all participants.	Human Resources	COMPLETE
Provide program information in accessible format.	All employee records and information on program requirements, schedules and descriptions are available in an accessible format upon request.	Human Resources	ON REQUEST

PART II: INFORMATION AND COMMUNICATION STANDARDS

AODA Standards / Regulation Reference O. Reg. 191/11, Part II – s. 11	II: Feedback Processes Deadline: January 1, 2015		
	DELIVERABLES	Responsibility	Status
Ensure feedback processes are accessible to create, provide and receive information and communications in ways that are accessible for people with disabilities.	NielsenIQ will receive and respond to feedback from clients, customers, employees, and members who have a disability, on request. Considerations will include offering a format that is accessible for people with disabilities.	Human Resources/Communications	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 12	II: Accessible Formats and Communication Supports Deadline: January 1, 2016		
	DELIVERABLES	Responsibility	Status
Provide accessible formats and communication support.	All areas of NielsenIQ provide accessible formats and communication support in a timely manner, as required due to accessibility needs.	Human Resources/Communications	ON REQUEST
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 13	II: Emergency Procedure Plans and Public Safety Information Deadline: January 1, 2012		
	DELIVERABLES	Responsibility	Status
Make emergency procedures and safety information accessible upon request.	Posting Health and Safety policies and processes on Website.	Human Resources/Health and Safety Committee	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 14	II: Accessible Websites and Web Content Deadline: January 1, 2021		
	DELIVERABLES	Responsibility	Status
Ensure websites and web content conform to guidelines.	External web site conforms to Web Content Accessibility Guidelines.	IT/Communications	IN PROGRESS
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 15	II: Educational & Training Resources and Materials Deadline: Not Applicable		
	DELIVERABLES	Responsibility	Status
NielsenIQ is not a designated educational or training institution (Part II, Section 15 2-2)	Not Applicable	Not Applicable	Not Applicable
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 16	II: Training to Educators Deadline: Not Applicable		
	DELIVERABLES	Responsibility	Status

NielsenIQ is not a designated educational or training institution (Part II, Section 15 2-2)	Not Applicable	Not Applicable	Not Applicable
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 17	II: Producers of Educational or Training Materials		Deadline: Not Applicable
	DELIVERABLES	Responsibility	Status
NielsenIQ is not a designated educational or training institution (Part II, Section 15 2-2)	Not Applicable	Not Applicable	Not Applicable
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 18	II: Libraries of Educational and Training Institutions		Deadline: Not Applicable
	DELIVERABLES	Responsibility	Status
NielsenIQ is not a designated educational or training institution (Part II, Section 15 2-2)	Not Applicable	Not Applicable	Not Applicable
AODA Standards / Regulation Reference O. Reg. 191/11, Part II - s. 19	II: Public Libraries		Deadline: Not Applicable
	DELIVERABLES	Responsibility	Status
NielsenIQ is not a designated educational or training institution (Part II, Section 15 2-2)	Not Applicable	Not Applicable	Not Applicable

PART III EMPLOYMENT STANDARDS – Compliance January 1, 2016

Goal	The goal of the NielsenIQ Canada is to provide accessibility across all states of employment life cycle.		
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 22	III: Recruitment, General		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Notify about accommodation in recruitment process.	Prospective applicants are advised of the availability of accommodation.	Human Resources	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 23	III: Recruitment, Assessment or Selection process		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Notify applicants selected that accommodation are available upon request.	Selected applicants are advised of the availability of accommodation.	Human Resources	COMPLETE
Provide suitable accommodation upon request.	Applicants with disabilities receive appropriate accommodation.	Human Resources	UPON REQUEST
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 24	III: Notice to Successful Applicants		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Notify successful applicants of accommodation policies.	New employees are advised of the accommodation policy.	Human Resources	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 25	III: Informing employees of supports		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Notify employees of policies supporting employees with disabilities.	All employees are advised of the Accessibility for Persons with Disabilities Policy.	Human Resources/Communications	COMPLETE
Provide information on AODA Policy to new employees.	All new employees receive information about the AODA policy during orientation.	Human Resources	COMPLETE
Provide updated information on accommodation policies.	Revise website and inform employees of any policy changes.	Human Resources/Communications	COMPLETE

AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 26	III: Accessible Formats and Communications Supports for Employees		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Provide accessible formats and communications supports for job or workplace information.	Alternative formats and supports are provided upon request, in consultation with employee; conversion-ready documents and electronic communications are the established standard for all NielsenIQ communications.	Human Resources/Communications	UPON REQUEST
Consult with employee to determine suitability of format or support.	NielsenIQ employee can request accessible formats to meet the employee needs.	Human Resources/Communications	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 27	III: Workplace Emergency Response Information		Deadline: January 1, 2012
	DELIVERABLES	Responsibility	Status
Provide individualized workplace emergency response information.	NielsenIQ has Personal Emergency Plan for all employees as required.	Health and Safety Committee	COMPLETE
Review individualized workplace emergency response information.	NielsenIQ reviews Personal Emergency Plan as least annually.	Health and Safety Committee	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 28	III: Documented Individual Accommodation Plans		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Develop written process for documented individual accommodation plans. Include prescribed elements in process: • How employee can participate. • How employee will be assessed. • How accommodation request can be achieved. • How employee's personal information will remain private. • How, and how often, plan will be reviewed and updated. • How reasons for denied request will be communicated. • How plan will be provided to employee.	NielsenIQ provides individual written accommodation plans for all employees who require the individualized plan.	Human Resources	COMPLETE

AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 29	III: Return to Work Process		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Develop a documented return-to-work process. Include steps employer will take; use documented individual accommodation plans.	A detailed return to work process for all employees who are ill, injured or required accommodation.	Human Resources	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 30	III: Performance Management		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Include accessibility consideration in performance management processes.	Revamped performance management process to ensure accommodation needs are met.	Human Resources	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 31	III: Career Development		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Include accessibility considerations in career development and advancement processes.	Policies that support accessible career development and advancement.	Human Resources	COMPLETE
AODA Standards / Regulation Reference O. Reg. 191/11, Part III - s. 32	III: Redeployment		Deadline: January 1, 2016
	DELIVERABLES	Responsibility	Status
Include accessibility considerations in redeployment processes.	Policy that supports accessible redeployment processes.	Human Resources	COMPLETE
PART IV TRANSPORTATION STANDARD			
AODA Standards / Regulation Reference O. Reg. 191/11, Part IV	IV: Transportation Standard		Deadline: Not Applicable
	DELIVERABLES	Responsibility	Status
Applicable to transportation providers.	Not Applicable	Not Applicable	
DESIGN OF PUBLIC SPACES STANDARD			
AODA Standards / Regulation Reference O. Reg. 191/11, Part IV	Design of Public Spaces Standard		
	DELIVERABLES	Responsibility	Status
Requirements for specific features of our physical environment that will make it easier for people with disabilities to move through, use and enjoy.	Ensure procedures are in place for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order.	Human Resources/Facilities/Joint Health and Safety Committee	COMPLETE