



AN UNCOMMON SENSE
OF THE CONSUMER™

Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standard Policy

Date Revised	January 1, 2014
Our Mission	Nielsen 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	Nielsen 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 Nielsen’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 Nielsen are expected to conduct themselves in accordance with this policy.
Responsibility	All Ontario employees acting on behalf of Nielsen are responsible for complying with this Policy.
Training	Nielsen 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, Nielsen 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. Nielsen will work collaboratively with the person making the request to determine the suitability of an Accessible Format or Communication Support. Nielsen will also notify the public about the availability of Accessible Formats and Communication Supports.

**Accessible
Emergency
Information**

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

**Information and
Communications**

Nielsen 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.

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

Employment

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

**Individual
Accommodation
Plans**

Nielsen 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) 475-3344 and ask to speak with the Vice President, Human Resources.

**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 Nielsen 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.