



Multi-Year Accessibility Plan

Diebold Nixdorf is committed to support the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Establishment of accessibility policies

Deadline: January 1, 2014

Status: Completed

Requirements

- Develop, implement and maintain policies governing how Diebold Nixdorf will achieve accessibility through meeting its requirements under these standards.
- Prepare one or more written documents describing its policies.
- Make the documents publicly available and provide them in an accessible format upon request.

Compliance measures

- We have developed an accessibility policy governing how we will achieve accessibility objectives.
- This policy is available on our website and can be provided in an accessible format upon request.

Multi-Year Accessibility Plan

Deadline: January 1, 2014

Status: Completed

Requirements

- Establish, implement, maintain and document a multi-year accessibility plan.
- Post the accessibility plan on the website.
- Provide the plan in an accessible format upon request.

Compliance measures

- We are committed to examining and updating our existing accessibility plan at least once every 5 years and to maintaining it.
- The plan is available on our website and can be provided in an accessible format upon request.

Training

Deadline: January 1, 2015

Status: Completed

Requirements



- Ensure that training is provided on the requirements of the Integrated Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities to:
 - a. all employees and volunteers
 - b. all other persons who provide goods, services or facilities on behalf of DN
 - c. all new employees during onboarding

Compliance measures

- Our employees and representatives receive training, to the extent and in the manner best suited to their roles, on the Ontario accessibility legislation and the Human Rights Code as it pertains to persons with disabilities.

Information and communications standards

Feedback

Deadline: January 1, 2015

Status: Completed

Requirements

- Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities.
- Provide or arrange for the provision of accessible formats and communications supports for persons with disabilities, upon request.
- Notify the public about the availability of accessible formats and communication supports.
- Promptly process all negative feedback related to how we provide our products and services.

Compliance measures

- Our processes for receiving and responding to feedback are accessible to persons with disabilities or can be made available in an accessible format upon request.
- Feedback can be provided in person, by phone, email or through the website.

Accessible formats and communication support

Deadline: January 1, 2016

Status: Completed

Requirements

- Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:
 - a. in a timely manner that takes into account the person's accessibility needs due to disability
 - b. at a cost that is no more than the regular cost charged to other persons

Compliance measures

- Upon request and in a timely manner, we will provide information in an accessible format for persons with disabilities.
- We take into account the accessibility needs of persons with disabilities.
- Any associated cost will not be higher than the regular cost charged to other persons.

Service animals and support persons

Deadline: January 1, 2017

Status: Completed

Requirements

- Allow people with disabilities to be accompanied by their service animal or support person while accessing our services in service areas that are open to the public.
- Allow people with disabilities to be accompanied by a support person on our premises. Regarding confidential personal information, our staff reserve the right to request the consent of the person with a disability before discussing their file in the presence of the support person accompanying them. If deemed necessary, the staff member may have the support person sign a confidentiality agreement.

Compliance measures

We allow people with disabilities to be accompanied by their service animal or support person.

Emergency procedure, plans or public safety information

Deadline: January 1, 2012

Status: Completed

Requirements

- Prepare emergency procedures, plans or public safety information and make the information available to the public, and provide the information in an accessible format or with appropriate communication supports.
- Notify the public of any temporary disruptions to facilities or services with a notice prominently displayed at the location or on the website. Notices must provide the following information:
 - reason for the disruption
 - expected duration of the disruption
 - alternative options, if available, until the situation returns to normal

Compliance measures

- Upon request, we provide our clients and employees with emergency procedures, plans or public safety information in an accessible format.

Accessible websites and web content

Deadline: January 1, 2021

Status: Ongoing

Requirements

- Make DN websites and content compliant with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA).

Compliance measures

Under review with Global IT and Legal teams to comply with the WCAG 2.0, Level AA requirements.

- Web accessibility audits and tests on all Website sections
- User experience testing with people who have disabilities and limitations
- Web accessibility best practices in the areas of design, development and quality assurance

Employment standards

Deadline: January 1, 2016

Status: Completed

Requirements

- Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- Notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- Notify the successful applicant of DN's policies for accommodating employees with disabilities.
- Inform employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Where an employee with a disability so requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.
- Provide individualized workplace emergency response information to employees who have a disability. If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.
- Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.
- Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using a performance management process in respect of employees with disabilities.
- Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities.

- Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Compliance measures

- Guidelines on accessibility for people with disabilities were created and available on the HR Home policy portal.
- The recruitment and onboarding processes take the needs of people with disabilities into account. Accessible formats are available upon request.
- The return to work processes are in place to support employees with specific needs.
- Accommodation policy is available and posted on HR Home portal.
- Measures are taken and managers are provided with support to help employees stay at work. The benefits and working conditions offered to employees also support the goal of job retention.
- If required, tailored solutions for access to information and communication methods are implemented.
- If accommodations are required to meet an employee's accessibility needs, they are made. Workstation accommodations are made if necessary.
- All working conditions and skills development programs take the needs of employees with disabilities into account.