

NIVO Accessibility Plan

Date: December 2, 2025

1. Introduction

NIVO is dedicated to ensuring that all individuals, including those with disabilities, have equal access to our services. This plan outlines our approach to identifying, removing, and preventing barriers to accessibility in compliance with the Accessible Canada Act and the CRTC Accessibility Reporting Regulations.

2. Accessibility Feedback Process

We have established a feedback process to collect and address comments from individuals regarding the accessibility of our services. Feedback can be provided through multiple channels:

- **Online:** <https://nivo.ca/en/>
- **Email:** info@nivo.ca
- **Phone:** 877-878-6486
- **Mail:** 50 Frank Nighbor Pl. Ottawa, ON Canada K2V 1B9

3. Identifying and Removing Barriers

We are committed to identifying and removing barriers that may prevent individuals with disabilities from accessing our services. Our approach includes:

- Regular audits of our physical and digital environments.
- Employee training on accessibility and inclusion.
- Collaboration with disability organizations to understand and address specific needs.

4. Accessibility Standards

NIVO adheres to the following accessibility standards:

- **Physical Accessibility:** Ensuring our facilities meet or exceed local accessibility regulations.
- **Communication Accessibility:** Providing accessible formats and communication supports upon request.

5. Training

All employees receive training on:

- The principles of accessibility and inclusion.

- Specific practices for providing accessible customer service.
- How to assist individuals with various types of disabilities.

6. Emergency Procedures

We have established emergency procedures that account for the needs of individuals with disabilities, including:

- Accessible emergency exits.
- Assistance plans for individuals who may need help during an emergency.

7. Continuous Improvement

NIVO is committed to continuous improvement in accessibility. We will:

- Regularly review and update our accessibility plan.
- Seek feedback from individuals with disabilities and other stakeholders.
- Report on our progress annually and adjust our strategies as needed.

8. Contact Information

For more information about this plan or to request accessible formats, please contact:

- **Email:** info@nivo.ca
- **Phone:** 877-878-6486
- **Mail:** 50 Frank Nighbor Pl. Ottawa, ON Canada K2V 1B9

9. Publication and Reporting

This accessibility plan is published on our website and will be reviewed and updated every three years. We will submit notices of publication and progress reports to the CRTC as required.

NIVO Accessibility Plan Version 1.0 Effective Date: December 2, 2025

Next Review Date: December 2, 2028