



NEI Multi-Year Accessibility Plan (2014 – 2021)

Statement of commitment

NEI Investments is committed to treating 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 disability in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontario with Disability Act.

We welcome feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility policy and Multi-Year Accessibility Plan are available under the Legal link on our corporate website at www.neiinvestments.com.

Information on Communications

NEI Investments 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.

1. Accessible websites and web content

From January 1, 2014, NEI's website and web content will conform to Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0). NEI Investments will ensure that all of its website complies with WCAG 2.0 Level AA by 2021.

2. Feedback, accessible formats and communication supports:

By January 1, 2015 NEI Investments will have processes for receiving and responding to feedback which are accessible to customers with disabilities.

Feedback, including complaints will be accepted in the format most convenient to the person providing feedback including phone, mail, fax or email.

By January 1, 2016 in Ontario, upon request NEI Investments will:

- provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner.
- Consult with the person making the request to determine the suitability of the accessible format or communication support
- Notify the public regarding the availability of accessible formats and communication supports

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Accessible Emergency Information

NEI Investments is committed to providing the customers and clients with publicly available emergency information in an assessable way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

NEI Investments will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities by January 1, 2015. Training will be provided in a way that best suits the duties of employees. We will keep and maintain a record of the training provided, including the dates that the training was provided and the names of individuals to whom it was provided.

Employment

NEI Investments is committed to fair and accessible employment practices. By January 1, 2016, we will take the following steps to notify the public and our employees that, when requested, NEI Investments will accommodate people with disabilities during the recruitment and assessment processes.

1. Recruitment

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures
- Specify that accommodation is available for applicants with disabilities in recruitment related materials and during scheduling of interviews and assessments
- If an applicant request accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability
- Develop and provide appropriate training to employees responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner
- When making offers of employment, notify the successful applicant of NEI's policies for accommodating people with disabilities

2. Return to work from disability-related leaves

- Review and, as necessary, modify and document existing return to work processes for employees who have been absent from work due to a disability and require accommodation in order to return to work
- Ensure documented individuals accommodation plans comprise part of the return to work

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- Develop and provide appropriate training to managers and other employees responsible for supporting the return to work process for colleagues who require accommodation in order to return to work, and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis

3. Performance management, career development and redeployment

- NEI Investments will take into account the accessibility needs of employees with disabilities when using performance management process and providing career development to its employees with disabilities
- review and, as necessary, modify existing performance management, career development and redeployment processes
- Develop and provide appropriate training to managers and other employees responsible for supporting or impacting performance management, career development and advancement, and redeployment processes

Design of Public Spaces

NEI Investments will meet Accessibility Standards for the Design of Public Spaces when building or making a major modification to our waiting area. In the event of service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan,

please contact Daniella Douglas at:

Phone: 1-888-809-3333 ext. 6277

Monday to Friday 9:00 a.m. to 5:00 p.m. EST

Fax: (416) 594-3370

Email: ddouglas@NEIinvestments.com

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