



AODA MULTI-YEAR ACCESSIBILITY PLAN

National Energy Equipment Inc. (NEEI) is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Statement of Commitment

NEEI is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

NEEI is committed to developing, implementing and maintaining policies that govern how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, NEEI has established, maintained and documented a Multi-Year Accessibility Plan. This plan is reviewed and updated at least once every five (5) years to identify progress made in addressing barriers and will be posted on the NEEI website (www.nee.ca) as well as the internal staff Intranet.

Standards of Accessibility under AODA:

I. General Requirements

(i) Accessible Emergency Information

NEEI is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

NEEI has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires

assistance, with the employee's consent, the workplace emergency response information will be given to the designated employee.

NEEI has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. NEEI will continue to review the individualized workplace emergency response plans when necessary and as applicable.

(ii). Accessibility policies and plans

NEEI has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

(iii). Training

Accessibility and inclusion of people with disabilities is a core value for NEEI and for that reason, NEEI provides training to employees on Accessibility Standards, as applicable and on the Human Rights Code as it relates to people with disabilities. The training provided is specific and appropriate to the employee's position.

Training is provided to all employees, whether full time, part time, contract or seasonal.

Training is provided as soon as possible after an employee joins the organization, however every effort is made to have this training completed as part of the initial onboarding process.

As applicable, training is also provided when changes occur to an employee's position/status (i.e. change in job duties, promotion etc.) and appropriate to an employee's current job duties.

Training will also be provided/updated if and when our accessibility policies change.

Training records are maintained.

II. Customer Service Standard

NEEI uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- the provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.

- NEEI employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way NEEI provides goods and services to people with disabilities. This feedback can be made: verbally, by e-mail, by feedback card or in writing.

A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.

III. Information and Communications Standard

NEEI 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. We want to achieve the most effective and efficient access to information for all users.

The following items/areas are still be in effect or are currently in process:

- establish a feedback process that is accessible
- update our Corporate website (www.nee.ca) to ensure its content is fully accessible, meeting WCAG 2.0 standards
 - o scheduled to be completed by January 1, 2021

NEEI will review the following steps to ensure compliance with this standard:

- assess accessibility of existing website organization and content
- consult with persons requesting alternative formats
- when applicable, post a notice on the website and on premises that information is available in a variety of accessible formats
- establish a plan/familiarize with sources and time-frames for formatting that is not feasible to do in-house. i.e. captioning, video-description and conversion to Braille or audio and any other formatting.

Self-Serving Kiosk

“Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

At this time, NEEI. is not aware of any kiosks being utilized. Should this change in the future, NEEI will ensure it meets this requirement.

IV. Employment Standard

NEEI is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, NEEI will accommodate people with disabilities throughout the recruitment and onboarding process.

Recruitment

NEEI is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any type will be required to complete the Accessibility Standards online course that includes the Employment Standard module.

NEEI has taken the following steps to ensure compliance with this standard:

- specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments
- when making offers of employment, notify successful applicant of policies for accommodating employees with disabilities
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable after hiring
- provide updated information on accommodations policies to employees when changes occur
- consult with employee to determine suitability of format or support.

Documented Individual Accommodation Plans

NEEI is committed to producing and providing documented individual accommodation that includes the following:

- participation of the employee requiring the individual accommodation plan
- ability to request outside medical evaluation to determine if accommodation can be achieved and how
- high level of privacy
- regular review and updates
- reason for denial if applicable
- the means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee
- include individualized workplace emergency response information, if required.

Return to Work

(NEEI) is committed to supporting employees who have been absent from work due to a disability and committed to supporting employees who require disability related accommodations with their return to work.

As such, Individual Return to Work Plans and Individual Accommodation Plans have been put into place.

Performance Management, Career Development & Redeployment

NEEI is committed to ensuring the accessibility needs of employees with disabilities needs are taken into account with regards to performance management, career development and redeployment processes.

V. Transportation Standard

If applicable, NEEI is committed to maintaining policies, planning for accessibility and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the Accessibility for Ontarians with Disabilities Act. All staff that are involved in transporting people will complete the Accessibility Standards online course that includes Transportation Standard module. Records will kept of the training provided.

VI. Design of Public Spaces

NEEI will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if applicable.

NEEI will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

Contact Details

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available upon request.