



Multi-Year Accessibility Plan for NRI Distribution

NRI is committed to creating an accessible and inclusive environment for people with disabilities as per the Accessibility for Ontarians with Disabilities Act (AODA).

- List what NRI has done to remove and prevent barriers to accessibility (listed below for the 2024 year)
- Outline strategies NRI will put in place to meet Ontario’s accessibility laws and prevent barriers (provided in the table below for 2025 year)
- Make the multi-year plan publicly available on the website (January 2025)
- Review and update the policy annually (as outlined in NRI’s Accessibility policy to be every January)

NRI Strategies for 2025

AODA Compliance Requirement	NRI Action	Date Item Actioned
Has the organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR?	Policies created and implemented by the following actions: <ul style="list-style-type: none"> - Included in the Ontario Employee Handbook. Employees virtually acknowledged Handbook. - Written policy included on the employee communication board in the warehouse. - Tool Box Talk communication will occur with all team members in Ontario. Each team member will sign off. 	January 31, 2025
Has the organization established and implemented a multi-year accessibility plan? Does the organization post the accessibility plan on the organization’s website?	This document is the multi-year accessibility plan. This document will be updated annually and the revised version is posted on the NRI website.	January 17, 2025
Does the organization provide the accessibility plan in an accessible format when requested?	As per NRI’s Accessibility policies.	January 15, 2025

Does the organization update the accessibility plan at least once year 5 years?	As per NRI's Accessibility policy, the plan and the policy will be revised annually.	Annually starting in January 2025
<p>Does the organization provide training on the following:</p> <ul style="list-style-type: none"> - The AODA Integrated Accessibility Standards Regulation - The Human Rights Code as it pertains to people with disabilities 	<p>The People Experience Manager and People Experience Generalist completed the "Understanding the Accessibility for Ontarians with Disabilities Act (AODA)" course through HR Performance and Results.</p> <p>Onsite training will occur with leaders who are responsible for people (DC Manager and Operations Supervisors).</p> <p>Tool Box Talk communication will occur with all team members in Ontario. Each team member will sign off.</p> <p>Training document will be provided in the new employee onboarding experience for Ontario.</p>	<p>October 29, 2024 and December 15, 2024</p> <p>January 31, 2025</p> <p>January 31, 2025</p> <p>January 31, 2025</p>
Does the organization have a process for receiving and responding to feedback that is accessible to people with disabilities?	As per NRI's Accessibility policy. People will be able to bring this forward to their DC Manager or People Experience Rep. This will be included in the training.	January 31, 2025
Does the organization notify the public about the availability of accessible formats and communication supports with respect to the feedback process? Note: This requirement is applicable regardless of whether customers are permitted on your premises.	A laminated sign will be posted on the NRI front door.	January 31, 2025
Does the organization's internet websites conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)?	Ensure compliance of this standard	January 31, 2025
Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following: Staff and volunteers, people involved in developing accessibility policies, people providing	Customer Service Standard Module (30 – 40 minutes) to be completed by employees and the certificate to be kept in the employee file. Training to be completed by the following employees:	January 31, 2025

<p>goods, services or facilities on behalf of the organization.</p> <p>Does the training include:</p> <ul style="list-style-type: none"> - A review of the purposes of AODA - A review of the purposes of the Customer Service Standards - How to interact with persons of disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person - How to use equipment or devices available on the provider’s premises or otherwise provides by the provider that may help with the provision of goods, services or facilities to a person with a disability? - What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods, services or facilities? 	<ul style="list-style-type: none"> - DC Manager - Client Services Supervisor - Client Services Coordinators - Operations Supervisors - People Experience Generalist <p>Link to training: Customer Service Standard - AccessForward</p> <p>Complete an Accessibility Training Requirements Checklist annually to ensure that we are meeting the requirements.</p>	
<p>If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public?</p> <p>Does the notice of the disruption include all of the following:</p> <ul style="list-style-type: none"> - The reason for the disruption - Its anticipated duration - A description of available alternative facilities or services 	<p>In the case of disruption a sign will be posted on the NRI door and a notice will be posted on the NRI website.</p>	<p>January 31, 2025</p>
<p>Does the organization require a person with a disability to be accompanied by a support person when on the premises. Does the organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises.</p> <ul style="list-style-type: none"> - Consult with the person with a disability? - Determine a support person is necessary to protect the health 	<p>As per NRI’s Accessibility policy, we will consult with the person with a disability to determine their needs and include anything in a written accommodation agreement.</p>	<p>January 31, 2025</p>

<p>or safety of the person with a disability or others on premises?</p> <ul style="list-style-type: none"> - Determine that there is no other way to protect the health and safety of the person with a disability or others on premises? 		
<p>Does the organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information?</p> <p>Does the organization review the individualized workplace emergency response information for all of the following?</p> <ul style="list-style-type: none"> - When the employee moves to a different location in the organization? - When the employee’s overall accommodation needs or plans are reviewed? - When the organization reviews its general emergency policies? 	<p>As per NRI’s Accessibility policy, emergency response is reviewed for employee’s with disabilities.</p> <p>NRI will review the Emergency Response policy in the NRI Health and Safety program to ensure alignment. The Emergency Response policy in the Health and Safety program will be reviewed annually in conjunction with the Accessibility policy.</p> <p>Emergency response has been included in the individual accommodation agreements created for team members who require temporary or long term accommodation. The employee, People Experience Rep and the Supervisor / Manager are required to sign off on the accommodation agreement to ensure alignment and understanding. The document is put in the employee file and a copy is provided to the employee.</p>	<p>January 31, 2025</p> <p>December 15, 2024</p>
<p>Do any newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards?</p> <p>Does your organization’s multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order?</p>	<p>NRI has accessible parking spots and access ramps to the facilities. The space also has a reserved parking spot for pregnant people.</p> <p>NRI’s has a monthly facility inspection that identifies any preventative or emergency maintenance inside or outside the facility. Should something be identified as broken or not working, we have an established work order procedure so that it gets fixed in a timely manner by a member of the Facilities team.</p>	<p>Ongoing</p> <p>Ongoing</p>

Accessibility Items Actioned in 2024:

- The People Experience Manager and People Experience Generalist both received training from HR Performance and Results for AODA legislation. – October 31 and December 15, 2024
- Made NRI's information and communication accessible to employees and applicants with disabilities.
 - o Included in both internal and external job postings that NRI is an equal opportunity employer and that accommodations for job applicants with disabilities are available upon request. 2 options to contact Talent Acquisition will be provided in the job posting (email and phone number). – December 15, 2024
 - o Talent Acquisition to state that accessibility accommodations are available on request to support their participation. This was included in the pre-screening questions/process. – December 15, 2024
 - o Upon an offer of employment, the successful applicant will be made aware of NRI's policies for accommodating employees with disabilities. This has been added to the offer template so that applicants are aware accommodations are available. – December 15, 2024
- Ensured there are multiple ways for applicants to contact the Talent Acquisition team to request accommodation (email or phone). – December 15, 2024
- Ensured that the facility is accessible for employees or applicants with disabilities.
 - o Accessible parking lot for people with disabilities and a ramp to the front door.
 - o Accessible parking lot for pregnant people. – March 2024
 - o Wheelchair onsite for anyone who needs to utilize it. – January 2024
- Currently NRI provides sign language interpretation (on demand virtually) in some of our other regions. We have the ability to do this on request in almost real time (max 10 minute wait is the service level agreement).
- Informal request has been made to have meeting sessions recorded (as the team member has a learning disability) and they get information best from being able to listen to things multiple times.
- Individual accommodation plans for employees with temporary and long-term disabilities. After a request for accommodation, the Employee, People Experience Rep and Supervisor will create an accommodation agreement and sign off on it. A copy is placed in the employee's electronic file.
- A workplace emergency response was added to the accommodation agreement so that a People Experience Rep, the Supervisor/Manager and the employee are all in agreeance about what those expectations are. – December 15, 2024
- NRI has an established return to work (and stay at work) process that provides a tailored return to work plan to assist Employees with an occupational or non-occupational injury/illness to return to work as soon as the Employee is able. The return-to-work process is documented in NRI's Health and Safety program and outlines the steps that will be taken to facilitate an employee's return to work.
- A medical reimbursement process was created so that employees get quick and efficient reimbursement for Functional Assessment forms and medical/doctor's notes. – November 1, 2024
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- Operations Supervisors, DC Managers, and Assistant DC Managers received training on NRI's Safety Program (which included Return to Work, Stay at Work and Injury Management processes). This training started in January 2024 and concluded in May 2024. Training checklists were documented and placed in employee files. Employees received these communications via Tool Box Talks.
- NRI added additional mental health support in the NRI Benefits plans for permanent part-time and full-time employees.
 - o Effective January 1, 2025 there will be increased coverage for Clinical Counsellors.
 - o Effective February 1, 2025 NRI will move to a new Employee and Family Assistance Plan (EFAP) that will provide better support by providing mental health care and counselling, mental health navigator, 24/7 crisis support and work/life services. Employees will benefit from a comprehensive care plan tailored to their unique needs, from initial consultation and diagnostic assessment to ongoing treatment and support.
 - o Effective February 1, 2025 each employee on NRI's benefit plan will also have access to Telemedicine. Telemedicine is convenient 24/7 access to quality healthcare. There is on-demand and future appointment booking through phone, mobile app and web for appointments with Physicians.