

Nicola Wealth Accessibility Policy

Nicola Wealth Management Ltd. (Nicola Wealth) is committed to ensuring equal access and participation for people with disabilities. We believe in integration, and we are committed to: (a) meeting the needs of people with disabilities; (b) providing a barrier-free environment; and (c) barrier free services for all clients, prospective clients and employees. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulations (IASR). This policy is intended to guide our efforts to ensure that our offices, products, and services are accessible to all. This policy applies to all Nicola Wealth locations in Ontario, however all Nicola Wealth office locations endeavor to comply with and abide by the spirit of this policy. Our accessibility policy outlines the responsibilities of all employees who deal with the public on our behalf in providing services to people with disabilities.

Nicola Wealth is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. Nicola Wealth is committed to excellence in serving and providing our products and services to all clients. Our policy has been drafted with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities in mind.

Training

Nicola Wealth is committed to training employees, affiliates and others who deal with the public on our behalf in: (a) accessible client service, (b) Ontario's accessibility standards, and (c) aspects of the Ontario Human Rights Code that relate to persons with disabilities. Specifically, we will train all persons who participate in developing the organization's policies and all Nicola Wealth employees and affiliates in Ontario as soon as practicable after being hired and inform all persons when there are significant changes to our accessibility policy, practices and procedures. Records of the training provided, including the dates of training and individuals to whom it was provided are kept by the People & Culture team.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards and our policies;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment or devices that may help a client with disabilities access our products and services; and
- How to assist a person with disability who is having difficulty accessing our products and services

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities. We will ensure that our employees and affiliates are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our office in Ontario.

Communication

We communicate with people with disabilities in ways that take into account their disability. We will work with the person with disabilities to determine what method of communication works for them. We will train employees and affiliates who communicate with clients and prospects on how to interact and communicate with people who have various types of disabilities.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to clients. If we cannot identify that the animal is a service animal, we may ask the person to provide documentation from a regulated health professional.

Support Persons

A support person is always welcome to accompany a person with disabilities.

If it is possible that financial or confidential matters will be discussed, written consent for the support person to be present may be required to protect the privacy of all individuals involved.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to our services for clients and prospective clients with disabilities in Ontario, we will notify such clients promptly. This notice will specify the reason for the disruption, its anticipated length of time, and a description of alternative services or offices that may be available.

Feedback Process

Nicola Wealth aims to meet or surpass client expectations in servicing clients with disabilities. We welcome feedback on how we are doing in providing accessible client service. Client feedback will help us identify barriers and respond to concerns. Please direct all feedback to our Compliance Solutions team via:

Phone (toll-free): 1-800-219-8032

Fax: 604-739-6451

E-mail: compliance@nicolawealth.com

Mail:

Nicola Wealth Management Ltd.
5th Floor, 1508 West Broadway
Vancouver, BC V6J 1W8
Attn: Compliance Solutions

Upon request, all documents will be provided in alternative format to take into account a person's disability.

Notice of Availability of Documents

Any documents related to accessible customer service can be provided upon request. Requests can be sent by:

Phone (toll-free): 1-800-219-8032

Fax: 604-739-6451

E-mail: compliance@nicolawealth.com

Mail:

Nicola Wealth Management Ltd.
5th Floor, 1508 West Broadway
Vancouver, BC V6J 1W8
Attn: Compliance Solutions

Nicola Wealth will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

Nicola Wealth has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services in accessible formats or with communication supports:

- In a timely manner, taking into account the person's accessibility needs due to disability; and
- At a cost that is no more than the regular cost charged to other persons
- We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:
 - An explanation as to why the information or communications are unconvertible; and
 - A summary of the unconvertible information or communications

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

Nicola Wealth notifies all internal and external job applicants, in job postings that accommodation is available upon request. We will consult with the applicant to determine their specific needs to arrange for the accommodation.

When an offer of employment is made, Nicola Wealth will notify the successful applicant of its policies for accommodating employees with disabilities.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will review the individualized workplace emergency response information:

- a. when the employee moves to a different location in the organization;
 - b. when the employee's overall accommodations needs or plans are changed and
 - c. when Nicola Wealth reviews its general emergency response policies.
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Design of Public Spaces

We will meet accessibility laws when making major changes to existing public spaces in our Ontario offices. Our public spaces include waiting areas and client meeting rooms. In accordance with the IASR guidelines, we will ensure we have the required percentage of accessible seating space.

Changes to Existing Policies

Any policies of Nicola Wealth that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed. We are committed to client services policies that respect and promote the dignity and independence of people with disabilities. Changes to our policy may result from client or prospective client feedback, or changes to AODA and IASR guidelines.

This document is publicly available. Accessible formats are available upon request.
