

SEI INVESTMENTS CANADA COMPANY (“SEI”)

ACCESSIBILITY POLICY (THE “POLICY”)

Last Modified: October 2017

SEI’S COMMITMENT TO ACCESSIBILITY

SEI is committed to improving accessibility and has put the following policies into practice as required by the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

SEI is committed to training staff on Ontario’s accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. General Training will be provided in a way that best suits the duties of employees.

SEI is committed to meeting the communication needs of people with disabilities.

Any SEI policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

EMPLOYMENT

SEI will notify the public and its employees that, when requested, SEI will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, SEI will provide customized workplace emergency information to employees who have a disability.

If using performance management, career development and redeployment processes, SEI will take into account the accessibility needs of employees with disabilities.

ACCESSIBLE CUSTOMER SERVICE

SEI is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

SEI understands that obligations under 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.

SEI is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

SEI is committed to excellence in serving all customers including people with disabilities.

SEI’s accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing SEI’s goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access SEI’s goods, services or facilities.

SEI will ensure that SEI staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

COMMUNICATION

SEI will communicate with people with disabilities in ways that take into account their disability and will work with the person with a disability to determine what method of communication works for them.

SERVICE ANIMALS

SEI welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When SEI cannot easily identify that an animal is a service animal, SEI staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, SEI will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded; and
- discuss with the customer another way of providing goods, services or facilities.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, SEI might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability; and/or
- others on the premises.

Before making a decision, SEI will:

- consult with the person with a disability to understand their needs;
- consider health or safety Support persons;
- reasons based on available evidence; and
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities SEI will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

TRAINING

SEI will provide accessible customer service training to:

- all employees;
- anyone involved in developing SEI policies;
- anyone who provides goods, services or facilities to customers on SEI's behalf.

Staff will be trained on accessible customer service within 30 days after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- SEI's policies related to the customer service standard;
- 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; and
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing SEI's goods, services or facilities.

Staff will also be trained when changes are made to SEI's accessible customer service policies.

FEEDBACK PROCESS

SEI welcomes feedback on how we provide accessible customer service. Customer feedback will help SEI identify barriers and respond to concerns.

Customers can provide feedback through on the way SEI provides goods, services or facilities to people with disabilities through SEI's regular feedback handling procedures, which includes documenting any complaints and escalating complaints to SEI's Chief Compliance Officer if they cannot be resolved. SEI will respond to feedback in a manner that takes into account the person's disability.

Customers who wish to provide feedback on the way SEI provides goods, services or facilities to people with disabilities can provide feedback through any of the contact methods listed on SEI's website at: <http://seic.com/enCA/contact-us.aspx>

SEI will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

NOTICE OF AVAILABILITY OF DOCUMENTS

SEI will notify the public that documents related to accessible customer service, are available upon request by posting a notice on seic.com.

SEI will provide this document in an accessible format or with communication support, on request. SEI will consult with the person making the request to determine the suitability of the format or communication support. SEI will provide the accessible format in a timely manner and, at no additional cost.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any SEI policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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