

**Northern Trust Company**  
**Toronto, Ontario Canada**

**Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Policy**

The following sets forth Northern Trust Company – Canada’s policy for complying with the requirements of the AODA.

**I. General Terms**

***Providing Goods and Services***

Northern Trust Company – Canada (“Northern Trust”) is committed to making its services fully available to Ontarians with disabilities. Northern Trust maintains that persons with disabilities should receive the same level of *Signature Service* – a Northern Trust standard – as persons who have no disabilities. Further, we believe that persons with disabilities should be treated with the same level of dignity and respect that is provided to any of our clients and it is our solemn promise to always adhere not only to the belief but also the practice.

We recognize the importance of independence and full integration for persons with disabilities. We will make every effort possible to ensure that our services are provided in ways that support that independence and integration.

***Assistive Devices/Technology***

Northern Trust recognizes that some persons with disabilities require the use of assistive technology or other devices/equipment. Northern Trust partners are committed to accommodating the use of such equipment in its facilities and over its communication channels. Persons who are deaf or hard of hearing and use telephone relay services, for example, will be fully accommodated. Verification of the identity of callers who use such services will follow the same protocol as verification for non-disabled persons.

Walkers, wheelchairs, larynx box machines and any other assistive devices used by persons with disabilities will be accommodated under this policy and the users of such devices will be welcomed.

***Service Animals***

Service animals, for example, guide dogs, will be permitted in Northern Trust offices when they accompany individuals with disabilities.

## ***Communication***

Communication between Northern Trust and its clients is essential to successful relationships. For persons who have disabilities that impact their ability to communicate, Northern Trust will provide alternatives that facilitate open and complete communication. Whether the alternative is larger fonts on printed or web content, sign language interpretation for those who are deaf or hard of hearing or readers for those who are blind, Northern Trust is committed to ensuring that clients are able to communicate fully with those Northern Trust representatives who manage their relationship(s).

## ***Support Persons***

### ***Notice of Temporary Disruption***

In the event of a temporary disruption of service, using the available channels – telephone, internet, office building signage, other – Northern Trust will post notices to provide details of the service disruption, including the reason for and anticipated length of the disruption, alternative methods of receiving service and Northern Trust contact information.

## **II. Training**

It is the policy of Northern Trust – Canada to train all of its employees on the requirements of the Accessibility for Ontarians with Disabilities Act. The program offered to the employees was developed and is administered by the Ontario Human Rights Commission. All members of the staff are required to take the course upon hire and to annually refresh their learning..

If and when there are changes made in the AODA that require additional training, Northern Trust is committed to providing updated training to the staff.

## **III. Reporting**

It is the policy of Northern Trust – Canada to comply with all reporting requirements stipulated in the AODA.

#### **IV. Accessibility of the Customer Service Policy**

An electronic version of this policy is available on [northerntrust.com/Canada](http://northerntrust.com/Canada). Hard copies are available in the Northern Trust – Canada office located at 145 King Street West, Suite 1910, Toronto, Ontario Canada.

For persons who are blind, a member of the Compliance staff or a designated employee in the Toronto office will always be available to read the policy.