



THE NORTHERN TRUST COMPANY, CANADA BRANCH 2026 ACCESSIBILITY PROGRESS REPORT

GENERAL

On June 1, 2024, The Northern Trust Company, Canada Branch launched The Northern Trust Company, Canada Branch Accessibility Plan, outlining our commitment to identify, remove and prevent barriers to accessibility for persons with disabilities in accordance with the requirements of the Accessible Canada Act (ACA).

The Northern Trust Company, Canada Branch 2026 Accessibility Progress Report outlines activities taken and progress made from June 1, 2025 through May 31, 2026. This Progress Report builds on progress made from June 1, 2024 through May 31, 2025. Except where the context requires otherwise, references in this document to "Northern Trust," "we," "our," or similar terms means Northern Trust Corporation and its subsidiaries, including but not limited to The Northern Trust Company, Canada Branch, on a consolidated basis.

Alternate Formats

The 2026 Progress Report is in compliance with assistive technology. Print, large print, braille, audio formats and electronic formats compatible with adaptive technology are available upon request. To request alternate formats of this 2026 Progress Report or a description of the feedback process, please contact us through the contact information provided to the right.

Feedback

Northern Trust welcomes feedback through various channels/means regarding this 2026 Progress Report and any accessibility matters, as we continue our work to identify, remove and prevent barriers to accessibility.

Email:

Chief Risk and Compliance Officer, Canada
canadaaccessibility@ntrs.com

Phone:

Chief Risk and Compliance Officer, Canada
+1 800-636-5775

Mail:

Chief Risk and Compliance Officer, Canada
Northern Trust
145 King Street West, Suite 1910 Toronto, Ontario
M5H1J8 Canada

Northern Trust will acknowledge receipt of feedback in the same way it is received unless provided anonymously. Please do not include any personal information if submitting anonymously.

PROGRESS MADE TO REMOVE OR PREVENT BARRIERS TO EMPLOYMENT

Accommodation Process, Training and Information

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
<p>While Northern Trust maintains a dedicated disability accommodation process, there is an opportunity to enhance awareness of the process and ways employees can access.</p>	<ul style="list-style-type: none"> Highlight the reasonable accommodation request process by sharing information about it with Canada employees through live presentations and/or electronic messaging. 	<ul style="list-style-type: none"> Our Canada leadership team continues biannual communications to employees to reiterate our commitment to accessibility and to inform employees about the accommodation process. The communication allows employees to link directly to the Canadian Employee Handbook, which includes details on the accommodation request process.
<p>While Northern Trust has provided an accessibility training course for its employees in Canada, there is an opportunity to enhance employees' foundational awareness of accessibility in the workplace.</p>	<ul style="list-style-type: none"> Identify and review potential new courses to include within Northern Trust's existing learning resources management platform, including a foundational accessibility e-learning course for all employees. Leverage the existing Canada Business Resource Council (BRC) Inclusion team to include accessibility information and resources on its internal website. 	<ul style="list-style-type: none"> In the second quarter of 2026, a new e-learning course was introduced to all Canadian employees in alignment with Northern Trust's Canadian Accessibility Plan and communicated by our Canada leadership team. This self-paced online course is available through our learning platform and focuses on accessibility standards. The course aims to identify, remove and prevent barriers for people with disabilities. The training highlights requirements on accessibility in areas of customer service, information and communication, employment, transportation and the built environment. A document with links to resources such as the Employee Handbook, life safety support, digital accessibility tips, and Employee Assistance Program remains current and is available on the Canada BRC Inclusion Team site and the Abilities Business Resource Council site. A direct link to the 2026 training mentioned above is available on these sites, as well.

PROGRESS MADE TO REMOVE OR PREVENT BARRIERS TO EMPLOYMENT

Careers Site Accessibility-Related Information

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
<p>While the Careers site invites requests for reasonable accommodation, more information and resources regarding accessibility could be provided, in order to attract candidates with disabilities.</p>	<ul style="list-style-type: none"> Develop Careers site content to create a more welcoming environment for potential candidates with accessibility needs. 	<ul style="list-style-type: none"> Northern Trust’s external Careers site continues to highlight our commitment to accessibility. In addition, in 2026, the Careers site showcases our Director of Digital Accessibility and her work to drive the importance of accessible, inclusive digital experiences. Further, in our communications to candidates scheduling interviews for employment, Northern Trust highlights our commitment to providing reasonable accommodations.

BUILT ENVIRONMENT

Accessible Office Design

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
<p>Northern Trust has an opportunity to review accessibility enhancements as it proceeds with the planned Toronto office upgrades.</p>	<ul style="list-style-type: none"> Northern Trust, as part of the Toronto office space upgrade, will engage an architect who will ensure the design meets all building codes and all applicable laws governing the built environment, including those governing accessibility. Northern Trust will monitor construction to ensure the architect's design is implemented and all required approvals for the new space are granted and received. 	<ul style="list-style-type: none"> The Toronto office space upgrade was completed in 2025 and the architect provided a confirmation of compliance with accessibility requirements codified under applicable local law.
	<ul style="list-style-type: none"> As architectural designs are being developed for the new office space, accessibility features such as height adjustable desks and enhanced signage for wayfinding within the office space will be considered. 	<ul style="list-style-type: none"> All work has been completed on the Toronto office space upgrade. The current workplace offers features such as ergonomic chairs and height-adjustable desks for workstations and offices. A variety of settings support low stimulation such as focus rooms. The office signage package supports wayfinding throughout the office, inclusive of Braille.
	<ul style="list-style-type: none"> Northern Trust will continue to work with property management to address accessibility issues as they arise. 	<ul style="list-style-type: none"> Northern Trust's Global Health and Safety Program Manager attends Northern Trust's monthly Canada Workplace Health and Safety Committee meeting to provide oversight and assistance for health, safety and accessibility concerns. Northern Trust's Corporate Life Safety Standard provides guidance on completing emergency response drills, establishing Life Safety (Emergency Response) Teams and addressing employee accessibility needs as it relates to safety drills.

INFORMATION AND COMMUNICATION TECHNOLOGIES

Digital Tools/Resources and Technology Inventory

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
<p>While digital accessibility and design libraries have been created, there is an opportunity to promote greater awareness and usage of such libraries by Technology staff.</p> <p>Currently, there is no comprehensive aggregated inventory of existing technology tools and their digital accessibility levels.</p>	<ul style="list-style-type: none"> • Expand awareness of digital accessibility and design libraries for Technology employees. • Initiate efforts to create an aggregated inventory of existing technology applications with user interface and digital accessibility levels. 	<ul style="list-style-type: none"> • In 2026, Northern Trust’s Design Lab rolled out an updated Design System with components enhanced to include accessibility requirements. Monthly communications through internal communication channels and weekly office hours continue to offer opportunities for further information on accessibility. Additionally, a formalized process to request accessibility information or assistance was implemented in April 2026. • Work is also underway in 2026 to analyze the accessibility levels of key applications and identify opportunities for ongoing enhancements.

INFORMATION AND COMMUNICATION TECHNOLOGIES

Awareness of Accessibility-Related Digital Tools

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
<p>While Northern Trust employees may have some awareness of accessibility technology that exists in the company, there is an opportunity to enhance employee awareness of such technology.</p>	<ul style="list-style-type: none"> • Create an IT communications awareness campaign. 	<ul style="list-style-type: none"> • Northern Trust’s IT Communications and the IT Digital Accessibility team continued an ongoing awareness campaign specifically highlighting Accessibility Awareness Week for employees in May of 2026.



COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

Awareness of Other Accessibility-Related Resources

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
<p>While alternate formats for documents are available, access to alternate formats for documents can sometimes be challenging for employees to find or request.</p>	<ul style="list-style-type: none"> Identify ways to better educate employees on where to locate or request alternate formats for documents. 	<ul style="list-style-type: none"> Northern Trust publishes accessibility tips, quarterly. These tips provide partners with creative solutions when meeting employee and client needs for alternative document formats.
<p>Employees may not be aware of what it means to be a person with a disability and how it impacts their day-to-day activities.</p>	<ul style="list-style-type: none"> Increase employee awareness and education regarding the accessibility needs of individuals with disabilities, in order to enhance inclusivity of others. 	<ul style="list-style-type: none"> Northern Trust continues to publish a bi-weekly newsletter for employees in North America that includes accessibility-focused events and programming when relevant. Featured accessibility initiatives include Global Well-Being Week, International Day of People with Disabilities, Mental Health Awareness Month, and National Disability Employment Awareness Month.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Enhancing Accessibility through Supplier Partnerships

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
Some suppliers may not be aware of our expectations regarding accessibility in the products and services that we procure.	<ul style="list-style-type: none"> • Include accessibility considerations in future procurement policy. This will allow Northern Trust an opportunity to better assess accessibility in a potential new supplier's (at contract initiation) or a current supplier's (at contract renewal) products or services. 	<ul style="list-style-type: none"> • The Procurement Policy continues to emphasize accessibility in order to clarify Northern Trust's focus on accessible products and services and to facilitate the consideration of accessibility as part of the purchasing process.
Employees may need more awareness of the accessibility best practices when procuring goods and services from suppliers.	<ul style="list-style-type: none"> • Increase awareness among Procurement staff regarding accessibility and what to consider as part of one's role within Procurement. 	<ul style="list-style-type: none"> • In the second quarter of 2026, the Director of Digital Accessibility delivered an accessibility awareness session as part of a Procurement staff meeting.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Amplify Accessibility Process and Programs

BARRIERS IDENTIFIED	ACTIONS TO ADDRESS BARRIERS	STATUS ON ACTION STEPS
<p>Employees surveyed have highlighted some potential gaps in comprehensive awareness about the available accessibility programs, technologies and services, as well as the employee accommodations process.</p> <p>Employees surveyed have also highlighted the need for improved ways to navigate Northern Trust’s intranet to locate information regarding accessibility resources, including the employee accommodations process.</p>	<ul style="list-style-type: none"> • Increase connectivity between the Abilities BRC and the Canada BRC Inclusion team to increase employees’ knowledge and awareness about accessibility programs, technologies, and services. • Use additional intranet sites to enhance employee visibility of available accessibility resources. 	<ul style="list-style-type: none"> • The Canada BRC Inclusion Team and the Abilities BRC were among the sponsors of Mental Health Awareness Month programming in May 2026, supporting employee well-being. Both groups also maintain intranet sites that link to accessibility resources, program recordings, and training materials. • In April 2026, the Working Families BRC and the Abilities BRC co-sponsored a neurodiversity program focused on supporting children with disabilities.

TRANSPORTATION

Northern Trust does not provide transportation services and has not identified barriers under this area of focus in its Plan.

CONSULTATIONS

In developing this 2026 Progress Report, Northern Trust consulted virtually with representatives from two employee groups: the North America Abilities Business Resource Council (BRC) and the Canada BRC Inclusion team. A virtual consultation approach was used in order to engage as many employees from these groups as possible. During the consultation held on January 20, 2026, the participants reviewed the Plan's identified barriers, proposed actions and status updates. Feedback was given not only on the status but on other potential actions that could be taken.

Overall, the feedback from the Abilities BRC and Canada BRC Inclusion team was positive regarding the actions Northern Trust has taken to address accessibility barriers. Employees appreciated the annual updates to the accommodations resource that also now includes the Life Buddy support process, as well as easier access to the annual training required on the topic of accessibility. Employees were also very pleased with the features of the new office environment relative to accessibility support. Finally, there was appreciation for the events sponsored by the Abilities BRC and amplified by the Canada BRC Inclusion team through multiple communications channels.

The group noted a continued need to educate employees regarding available technology solutions, especially when interacting with clients who have accessibility needs. As such, the feedback from this consultation process will be used to inform how we continue to implement actions for the remainder of 2026 and in our development of the 2027 Canada Accessibility Plan.

Northern Trust will leverage future consultations to refine and develop future accessibility plans.

Feedback

Since launching The Northern Trust Company Canada Branch Accessibility Plan in June 2024, we did not receive any feedback through the established communications channels noted above. We encourage ongoing feedback to help inform our continued efforts in the accessibility space.