



The following sets forth The Northern Trust Company, Canada, The Northern Trust Company, Canada Branch & NT Global Advisors, Inc.’s (collectively “Northern Trust Canada”) policy for complying with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

I. General Terms

Providing Goods and Services

Northern Trust Canada is committed to making its services fully available to Ontarians with disabilities and providing the same level of *Signature Service* – a Northern Trust standard – to all clients, in a manner which respects the dignity and independence of persons with disabilities.

Communication

Communication between Northern Trust Canada and its clients is essential to successful relationships. Northern Trust Canada is committed to working with persons with disabilities in order to provide alternatives that facilitate open and complete communication.

Assistive Devices/Technology

Northern Trust Canada recognizes that some persons with disabilities require the use of assistive technology or other devices/equipment. Northern Trust Canada 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 Canada offices when they accompany individuals with disabilities.

Support Persons

Northern Trust Canada welcomes support persons who accompany a person with a disability, whether the support person is a family member, a friend or a volunteer.

Any customers with disabilities may be accompanied by a support person as long as the integrity of the relationship with the client/potential client with a disability is not compromised.

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 Canada 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 Canada contact information.

II. Training for Partners

Northern Trust Canada will ensure that all persons to whom this policy applies receive training as required by the AODA. In addition, training will be provided on a continuous basis to all newly hired partners of Northern Trust Canada as part of our onboarding process.

A record of training received by Northern Trust Canada partners will be kept by the Northern Trust Canada Compliance department. Training will include:

- The purpose of the AODA and the requirements of the Northern Trust Canada customer service policy.
- 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.

III. Accessibility of the Customer Service Policy

An electronic version of this policy is available on northerntrust.com/Canada. Hard copies are available in the Northern Trust Canada office located at 145 King Street West, Suite 1910, Toronto, Ontario Canada. Questions about this policy can be directed to the Senior Vice President, Chief Compliance Officer at cdr3@ntrs.com or by calling 416-775-2223.

IV. Modifications to this or other policies

Northern Trust Canada is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All Northern Trust Canada policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities

Version	Version Date	Approved By	Author
2.0	November 16 ,2017	Board of Directors	Clyde Roach
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