

## **Northern Trust Canada Customer Service Policy**

The following sets forth The Northern Trust Company, Canada, The Northern Trust Company, Canada Branch and NT Global Advisors, Inc.'s (collectively "Northern Trust Canada") policy in connection with Northern Trust Canada's commitment to making continuing efforts to create a more accessible environment for our customers—reflecting our founding principles of service, expertise and integrity. Included in this commitment is Northern Trust Canada's endeavors to secure compliance with requirements under Canadian accessibility laws that are applicable to the relevant Northern Trust Canada entity ("Accessibility Law").

### **I. General Terms**

#### ***Providing Services***

Northern Trust Canada is committed to making its services fully available to customers with disabilities and providing services in a manner which respects the dignity and independence of persons with disabilities. Northern Trust Canada maintains an Accessibility Plan including any applicable progress reports as required under Accessibility Law. This Accessibility Plan includes Northern Trust Canada's identification of barriers to customer accessibility and its planned efforts to remove and prevent such barriers.

#### ***Communication***

Communication between Northern Trust Canada and its customers is essential to successful relationships. Northern Trust Canada is committed to meeting its obligations under the Accessibility Law and working with and obtaining feedback from persons with disabilities in order to facilitate effective 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 officers and employees are committed to accommodating the use of such equipment in its facilities and over its communication channels.

#### ***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 normally available customer communication channels (such as office building signage or its website) 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 Employees**

Northern Trust Canada will ensure that all employees to whom this policy applies receive training as required by the Accessibility Law. In addition, training will be provided on an ongoing basis to all newly hired employees of Northern Trust Canada as part of our onboarding process.

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

- The purpose of the Accessibility Law 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.
- How to use equipment or devices available on Northern Trust Canada's premises or otherwise provided by Northern Trust Canada that may help with the provision of services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing Northern Trust Canada's services.

## **III. Feedback**

Northern Trust Canada welcomes feedback and input regarding this Customer Service Policy and accessibility matters, as we continue our work to identify, remove and prevent barriers to accessibility. Please contact us at:

**Email:**

Chief Risk and Compliance Officer, Canada, at [canadaaccessibility@ntrs.com](mailto:canadaaccessibility@ntrs.com)

**Phone:**

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

**Mail:**

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

If desired, feedback may be submitted anonymously. Please do not include any personal information if the feedback is submitted anonymously. Northern Trust Canada will acknowledge receipt of feedback in the same manner in which it is received, unless the feedback is received anonymously.

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

This Customer Service Policy 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 Customer Service Policy, please contact us through the contact information provided above.

**V. Ongoing Development of the Customer Service Policy**

Northern Trust Canada is committed to developing policies and procedures relating to customer service that promote accessibility for people with disabilities. At Northern Trust Canada, we believe ensuring accessibility for all our customers is critical to our shared success.