

## Accessibility Policy

At Northbridge, we strive to provide an open and accessible work environment for all clients, brokers, employees and the general public. In the act of providing its services, Northbridge will follow the principles of dignity, independence, integration and equal opportunity. This policy is compliant with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties whom act on behalf of Northbridge, including when the provision of goods and services occurs on the premises controlled by Northbridge. This policy also applies to everyone who participates in the development of Northbridge's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Northbridge will make a reasonable effort to ensure that its policies, practices and procedures, whether on or outside Northbridge controlled premises, are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all individuals receive the same value and quality of service;
- enabling individuals with disabilities to do things they need to do, at their own pace to obtain goods and services so long as this does not present a safety risk;
- using alternative methods when possible to ensure that individuals with disabilities have access to the same services, in the same place and in a similar manner and providing adequate notice should any service disruptions temporarily prevent access;
- taking into account individual needs when providing goods and services;
- communicating in a manner that takes into account the individual's disability;
- ensuring that job accommodations are provided for employees with disabilities; and
- ensuring that accessibility will be considered during all phases of the employment relationship, including performance management and career development.

In this respect, Northbridge will allow individuals with disabilities to use their own assistive devices, support persons, guide dog or other service animal as required when accessing services provided by Northbridge. Should there be a safety or other concern regarding the use of a particular assistive device, guide dog or service animal, the individual and Northbridge will work together to provide a mutually agreeable solution.

In the event of a temporary disruption in the provision of goods or services that individuals with disabilities may use, efforts will be made to provide notice on our website, or if unavailable, by posting on our premises.

In order to ensure that we are continually meeting and improving upon this goal, Northbridge will provide the opportunity for individuals to provide feedback on the accessibility of our services. If you would like to provide feedback please contact Human Resources at (416) 350-4400.

Northbridge will provide training to all current and new staff members to ensure that accessibility is an integral part of our daily business operations.

Should you have any questions or concerns regarding the use of a specific assistive device, please contact Human Resources using the information below.

Please note that all documents related to this policy are available in various formats by contacting Human Resources at:

Northbridge Place  
Human Resources Department  
105 Adelaide St. W.  
Toronto ON M5H 1P9

Phone: (416) 350-4400

Email: [human.resources@nbfc.com](mailto:human.resources@nbfc.com)

Alternatively, you may contact us by any of the means noted above to request a copy of this policy in a format that takes into account any disability you may have.