



NTN BEARING CORPORATION OF CANADA LIMITED

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)**  
**ACCESSIBLE CUSTOMER SERVICE STANDARD POLICY**

The following policy has been established by NTN Bearing Corporation of Canada Ltd (NTN) in Ontario in response to the Customer Service Standard of Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

The Customer Service Standard was developed to remove barriers and increase accessibility to goods and services for persons with disabilities - in a manner equal to those who do not have a disability, and in a manner that respects the dignity and independence of the person who has the disability.

The purpose of this Statement of Policy and Procedure is to make NTN more accessible to people with disabilities and to everyone who visits our Company or who attempts to obtain our goods and services. NTN is governed by this policy as well as the Integrated Accessibility Standards Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

This policy will be posted in the workplace and on the NTN Canada website, where it will be available to the general public. A copy of this policy or other relevant information may be provided to a customer / visitor with a disability in a manner that considers their disability, upon request.

**Scope**

This policy applies to all persons who deal with members of the public or other third parties on behalf of NTN, or who are responsible for developing NTN Canada's policies, including employees, agents, volunteers, and contractors of NTN, whether engaged on a full-time, part-time, temporary, casual, or contract basis.

**Commitment**

Any policy of NTN that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. NTN is committed to excellence in serving all customers, including those customers who may have a disability, through the following means:

Communication with Persons who have Disabilities

Employees will communicate with people who have a disability in a respectful and dignified manner, considering their type of disability, and their preferred method of communication. Communication methods with persons with disabilities may include written format, verbally in person, telephone, email or video conferencing (virtually).

Assistive Devices

Customers / visitors to NTN who have assistive devices will be permitted to use their own devices when on NTN premises. If there is a physical, technological or other type of barrier that prevents the use of assistive devices on NTN premises, there will be an attempt to remove that barrier first. If the barrier is unable to be removed, the customer / visitor will be asked what other methods of service are possible. NTN will make reasonable effort to provide alternative means of service and assistance to the customer / visitor who has a disability.

Posted December 2023



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### Service Animals

A guide dog or service animal that accompanies a customer or visitor to our facility will be welcomed, and at all times, will be permitted to remain with the customer or visitor who has the disability. Service animals are allowed on the parts of our Company's premises that are open to the public. It is the responsibility of the customer / visitor using the Service Animal to ensure the Service Animal is kept in control at all times.

### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises and will not be prevented from having access to their support person. NTN may require a customer / visitor with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of that customer / visitor with the disability or the health or safety of others on the premises.

### Notice of Temporary Disruptions to Services

NTN will make a reasonable effort to inform customers and visitors of any significant planned or unexpected disruption to the services or facilities typically used by people with disabilities. The reason for the disruption, anticipated length of time, and a description of alternative facilities or services, if available, will be communicated. Depending on the type of disruption, the notification format may include a posting within our facility, a verbal announcement, or an email communication to employees.

### **Training**

NTN will provide training to those employees covered under the scope of this policy about the provision of our goods and services to persons with disabilities:

- a) employees, volunteers and others who deal with the public or other third parties on our behalf;
- b) every person who participate in developing NTN's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard
- 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 the equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services (wheelchair ramps, wheelchair parking spots, handicap wheelchair accessible restrooms, wheelchair-accessible entrance doors, accessibility features of the NTN Canada website).
- What to do if a person with a disability is having difficulty in accessing NTN's goods and services, communications, or information systems



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**Feedback**

Customers / Visitors who wish to provide feedback on the way NTN provides goods, services, communications, or information to persons with disabilities may do so using any of the following methods:

Contact Human Resources by telephone:

905-826-5500 ext. 145

905-564-2700 ext. 242

Contact Human Resources by email: [communications@ntncanada.com](mailto:communications@ntncanada.com)

Contact Human Resources in writing:

NTN Bearing Mfg. Canada  
Attn: Human Resources Manager  
6740 Kitimat Road  
Mississauga, ON, L5N 1M6

NTN Bearing Corporation of Canada Ltd  
Attn: Human Resources Manager  
305 Courtney Park Drive West  
Mississauga, ON, L5W 1Y4

Contact Human Resources via the NTN Canada website: [www.ntn.ca](http://www.ntn.ca) (General Information: drop down menu for "accessibility")

Provide Feedback in Person or in writing to Human Resources by visiting either NTN Canada Location noted above.

NTN will respond to feedback received as soon as practicable. Responses will be provided in the format as requested by the customer (email, telephone or in writing, as possible). Responses will acknowledge receipt of the customer's feedback, as well as a plan that may be required for further action if required. NTN may use feedback received from customers / visitors to evaluate the effectiveness of its ability to provide access and service to persons with disabilities.