



NTN BEARING CORPORATION OF CANADA LIMITED

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)**  
**INTEGRATED ACCESSIBILITY STANDARDS POLICY**

The following policy has been established by NTN Bearing Corporation of Canada Ltd (NTN) in Ontario to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to remove barriers and increase accessibility for persons with disabilities in the areas of information and communications, employment, and the design of public spaces.

NTN is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

**Commitment**

NTN is committed to treating all people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. This policy will be implemented in accordance with the time frames established by the Regulation.

NTN is further committed to ensuring that every employee receives equitable treatment with respect to employment opportunities such as training, performance management and career development, without discrimination. Any employee requiring accommodation in accordance with the Human Rights Code and/or the AODA and its provisions will receive such in a timely manner.

**Multi-Year Accessibility Plan**

NTN will develop, maintain and document a Multi-Year Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company’s website. Upon request, NTN will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

**Training Employees**

NTN will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulations and on the *Human Rights Code* as it pertains to persons with disabilities, to:

- All employees and volunteers when applicable;
- All persons who participate in developing NTN’s policies; and,
- All other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees and other persons.

Employees will be trained when changes are made to the Integrated Standards Accessibility Policy. New employees will be trained as a part of their employee orientation and onboarding program. NTN will keep a record of the training it provides.

**Posted: December 2023**



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## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

NTN will continue to ensure that its process for receiving and responding to feedback from customers, and the general public is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

### **Accessible Formats and Communication Supports**

Upon request, NTN will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner for NTN Canada specific Information and Communications. These accessible communication supports will consider the person's accessibility needs.

NTN will consult with the person making the request in determining the suitability of an accessible format or communication support.

NTN will also notify the public as needed about the availability of accessible formats and communication supports. No additional fee will be charged for providing communications in an accessible or alternate format.

### **Accessible Websites and Web Content**

NTN will ensure that our Internet website conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA in accordance with this legislation, except where this is impractical.

## **EMPLOYMENT STANDARDS**

### **Recruitment, Assessment and Selection Process**

NTN will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

NTN will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodation is available upon request in relation to the materials or processes to be used.

If a selected applicant requests accommodation, NTN will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, NTN will notify the successful applicant of its policies for accommodating employees with disabilities.

**Posted: December 2023**



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### **Informing Employees of Supports**

NTN will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, NTN will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, NTN will consult with the employee making the request.

### **Workplace Emergency Response Information**

NTN will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary. If NTN becomes aware of an employee's need for individualized accommodation and support during an emergency due to the employee's disability, NTN will develop an individualized emergency response plan with the employee. NTN will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, NTN will, with the consent of the employee, provide the workplace emergency response information to the person designated by NTN to assist the employee.

NTN will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodation needs or plans are reviewed.

### **Documented Individual Accommodation Plans**

NTN will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans.

These plans will also include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

### **Return to Work Process**

NTN maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodation to return to work. The return-to-work process outlines the steps NTN will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).



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## **Performance Management, Career Development and Advancement & Redeployment**

NTN will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

## **DESIGN OF PUBLIC SPACES**

Accessibility requirements will be taken into consideration for any newly constructed or redeveloped public spaces including service counters, waiting areas, eating areas and parking.

## **QUESTIONS**

If anyone wishes to ask questions or provide feedback on the contents of this policy or on the manner in which NTN addresses accessibility or provides goods, services, communications or information to persons with disabilities, they may do so using any of the following methods:

Contact Human Resources by telephone:  
905-826-5500 ext. 145  
905-564-2700 ext. 260

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.