



NTN Bearing Corporation of Canada Ltd. ("NTN") is an organization that is subject to the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005*, ("AODA"), the purpose of which is to ensure greater accessibility for Ontarians of all abilities.

Under the AODA, Ontario organizations, including NTN, are required to develop multi-year accessibility plans in support of making Ontario barrier-free and fully accessible by 2025. This Multi-Year Accessibility Plan outlines NTN's compliance with the AODA, including the requirements as set out by the Integrated Accessibility Standards Regulations. NTN is committed to fulfilling its obligations under the AODA and making its premises and services accessible.

Commitment

NTN Canada is committed to respecting the core principles of accessibility legislation: dignity, independence, integration and equal opportunity, as described in the AODA. Our Multi-Year Accessibility Plan outlines our past accomplishments and future strategy to prevent and remove barriers for persons with disabilities. NTN Canada is committed to reviewing and updating the multi-year accessibility plan at least once every 5 years.

This Accessibility Plan is available to all NTN Canada employees and the general public via the NTN Canada website. An accessible format of this document may be requested at no charge using the contact information below.

Contact Information

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

Human Resources by email: communications@ntncanada.com

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 (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.

Multi-Year Accessibility Plan

Initiative	Requirement	Action	Status Update	Compliance Date
Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	NTN has established policies for the Customer Service Standard and the Integrated Accessibility Service Regulations under the AODA. Policies were first implemented in March 2014.	Complete	2014
	Organizations shall include a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies	A statement of commitment is included in the Customer Service Policy and IASR Policy as well as in the Multi-Year Plan.	Complete	2020
	Large organizations shall: a) prepare 1 or more documents describing their policies; and b) make the documents publicly available and shall provide them in an accessible format upon request	Policies are posted at NTN Canada facilities as well as posted on NTN Canada website. A copy of the accessibility policies may be provided in an accessible format upon request.	Complete	2016
Accessibility Plans	Large organizations shall: (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; (c) review and update the accessibility plan at least once every five years	NTN Canada's First Multiyear plan 2015-2019 was created, implemented and maintained. NTN Canada has reviewed the multi-year plan which will further guide our accessibility initiatives. This updated multi-year plan is posted on our NTN Canada website.	Complete	2023
Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities to: (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; (c) all other persons who provide goods, services or facilities on behalf of the organization. d) Records of training will be kept	Training on accessibility and the Human Rights Code was first provided to NTN Canada employees in 2014. Newly hired employees receive training as part of their orientation / onboarding program. Training records are maintained.	Ongoing	2014
Feedback	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	NTN Canada accessibility policies outline various methods for how feedback may be received / responded to. An accessible format / communication support for receiving / responding to the feedback will be made available to persons with disabilities upon request.	Complete	2016

Initiative	Requirement	Action	Status Update	Compliance Date
	The above noted accessible format / communication supports as requested will be provided in a timely manner that a) takes into account the person's accessibility needs due to their disability; and (b) at a cost that is no more than the regular cost charged to other persons.	When possible NTN will provide accessible formats and communication supports as requested, in a timely manner, and at no additional cost to the individual.	Complete	2021
Accessible Formats & Communication Supports	The organization shall consult with the person making the request in determining the suitability of an accessible format or communication support	Human Resources will consult with the individual to determine the suitability and availability of an accessible format or communication support as requested.	Complete	2021
	Every obligated organization shall notify the public about the availability of accessible formats and communication supports	NTN Canada accessibility policies are physically posted at the locations as well as on the NTN Canada website thus indicating to the public that accessible formats and communication supports may be made available upon request.	Complete	2016
Accessible Websites & Web Content	Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	NTN Canada's website was launched in 2019. WCAG 2.0, level A requirements were added to our website in Sept 2020. WCAG Level 2 requirements are in process.	In Process	In process
Recruitment	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	NTN Canada job postings include a statement advising candidates about the availability of accommodation during the recruitment process.	Complete	2017
	During the recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability	Candidates selected to advance in the recruitment process are advised about the availability of accommodation during the interview, testing and selection process. NTN relies on the applicant making an accommodation request at this stage.	Complete	2017
	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	NTN Canada's Letters of Employment to successful applicants advise of the availability of accommodation for employees with disabilities. Additional information on the Company's accommodation processes is provided during the New Hire Orientation.	Complete	2020

Initiative	Requirement	Action	Status Update	Compliance Date
	Every employer shall inform its employees of its policies to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	NTN Canada accessibility policies are available by hard copy and/or electronically to employees and advise that NTN will provide job accommodation and supports to its employees with a disability, taking into account the employee's disability needs due to the disability. Electronic versions of the policies are available through the Company's internal shared drive system.	Complete	2020
Informing Employees of Supports	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Employees are informed of the availability of job accommodation and supports for employees who have a disability on their Letter of Employment and during their New Hire Orientation.	Complete	2020
	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	NTN Canada regularly reviews and updates its Company policies, including the accessibility policies. Any revisions are communicated to employees by email or in person.	Complete	2020
Accessible Formats and Communication Supports for Employees	When an employee with a disability so requests, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; (b) information that is generally available to employees in the workplace.	NTN Canada accessibility policies outlines the process for employees who require accommodation or communication supports to perform their job or for general workplace information.	Complete	2020
	The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	NTN Canada will consult with employees who make a request regarding the suitability of an accessible format or communication support.	Complete	2016
	Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of this need.	NTN Canada will consult with employees who have known accommodation / disabilities to determine the requirement for an individualized workplace emergency response plan. If required, such a plan will be developed after consultation with the employee and their Manager.	Complete	2016
Workplace Emergency Response Information	If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	NTN's process for creating an Individualized Workplace Emergency Response Plan includes a mechanism to obtain consent from the employee with the disability to share their information with those designated to provide assistance in the event of an emergency.	Complete	2016
	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability	The above action will be completed in a timely manner once NTN becomes aware of an employee's need for an individualized Workplace Emergency Response Plan due to a disability	Complete	2012
	Every employer shall review the individualized workplace emergency response information: (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; (c) when the employer reviews its general emergency response policies	NTN Canada workplace emergency response program includes a process detailing when an employee's individualized emergency response plan is to be reviewed; including but not limited to when an employee changes roles within the organization.	Complete	2012

Initiative	Requirement	Action	Status Update	Compliance Date
Documented Individual Accommodation Plans	Employers shall implement a written process for the development of documented individual accommodation plans for employees with disabilities	NTN Canada's Accommodation policy includes a process for the development of an individualized accommodation plan as requested by an employee with a disability or as deemed necessary.	Complete	2012
	<p>The development of the individual accommodation plans shall include the following:</p> <ol style="list-style-type: none"> 1. An employee requesting accommodation can participate in the development of the individualized plan. 2. The employee is assessed on an individual basis. 3. The employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if or how accommodation can be achieved. 4. The employee can request the participation of a union or other workplace representative in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency and manner in which the individual accommodation plan will be reviewed and updated. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 	NTN Canada's Accommodation Policy contains all noted requirements of individual accommodation plans.	Complete	2012
Return to Work Process	<p>Every employer shall implement a return to work process for its employees who have been absent from work due to a disability and who require disability related accommodations to return to work; and</p> <ol style="list-style-type: none"> (a) shall document the process. (b) outline the steps the employer will take to facilitate the return to work of such an employee, and (c) use documented individual accommodation plans, as part of the process 	NTN's Return to Work and Accommodation Policies outline the process for employees who were on a disability related leave to return to work or to re-integrate into the workplace. NTN will provide individualized accommodation plan if required.	Complete	2016
	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	NTN Canada's Accommodation Policy does not replace or override any other statute or duty of care required for our employees.	Complete	2016
Performance Management	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans in place.	NTN Canada will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management.	Complete	2020
Career Development & Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.	NTN Canada will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when considering career development and advancement opportunities for those employees.	Complete	2019
Redeployment	An employer that uses redeployment shall take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when redeploying employees with disabilities.	NTN Canada will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when considering redeployment of employees.	Complete	2020