



Accessibility for Ontarians with Disabilities Act (AODA)

It is the goal of the Ontario government to make Ontario barrier-free by 2025. As we move closer to that date, Noble needs to become more accessible and responsive to the needs of persons with disabilities.

The AODA requires that every provider of goods or services make reasonable efforts to ensure its policies, practices and procedures are consistent with the following principles:

1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or service
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

To comply with the AODA requirements and Noble's commitment, Noble must have the following in place:

- **AODA Policy**
 - Outlining Noble's commitment
- **Communications**
 - Communicating the policy to all of our employees
 - Communication with Noble's customers with disabilities
- **Guide Dog / Service Animal**
 - Allowing service animals into our branches
- **Support Person**
 - Allowing the use of a support person when required
- **Temporary Disruption**
 - Informing customers of disruptions through communications or Noble's website
- **Training**
 - Provide training to all Noble employees or contractors who provide services to Noble customers or the general public
- **Feedback**
 - Provide the tools for customers to provide feedback on our product and services

Noble must evaluate all of our locations to determine our accessibility for our customers, contractors and employees who may have disabilities. Once the evaluation has been completed, a plan must be put in place to address any deficiencies.

Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with our employees.