

# Integrated Accessibility Standards Policy

Effective date // December 2017

Revised date // November 2023

## Purpose

The following policy has been established by Moneris Solutions Corporation and Moneris Services Corporation (collectively, "Moneris") to govern the conduct of its business in accordance with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.

Moneris will abide by this policy as well as Moneris' 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

Moneris is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to **making every reasonable effort to accommodate** 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 is implemented in accordance with the time frames established by the Regulation.

## Accessibility plan

Moneris has developed, documented and continues to maintain a multi-year Accessibility Plan outlining the Moneris' strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

This multi-year, multi-faceted Accessibility Plan will be reviewed and updated periodically and will be posted on the company's website. Upon request, Moneris will provide a copy of the Accessibility Plan in an accessible format.

## Training employees and volunteers

Moneris will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities to:

- all its employees and volunteers;
- all persons who participate in developing Moneris' 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, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as part of the new hire orientation process.

## **Kiosks**

Moneris Solutions will have regard for accessibility criteria when designing, procuring or acquiring self-service kiosks, including point-of-sale equipment.

## **Information and communications standards**

### **Feedback**

Moneris will continue to ensure that its process for receiving and responding to feedback 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, Moneris will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability, at no additional or extra cost to such person.

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

Moneris will also notify the public about the availability of accessible formats and communication supports.

### **Accessible websites and web content**

Moneris will ensure that its publicly accessible websites and web content are compliant with WCAG 2.0 accessibility levels in accordance with the Regulations. By or prior to January 1, 2021, all of Moneris' internet websites and web content will comply with WCAG 2.0 Level AA, other than as permitted under the Regulations.

## **Employment standards**

### **Recruitment**

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

### **Recruitment, assessment or selection process**

Moneris will notify job applicants, when they are individually selected to participate further 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 requires an accommodation, Moneris will 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 disability.

### **Notice to successful applicants**

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

### **Informing employees of supports**

Moneris 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 take into account 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, Moneris 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, Moneris will consult with the employee making the request.

### **Workplace emergency response information**

Moneris will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Moneris is aware of the need for accommodation due to the employee's disability. Moneris will provide this information as soon as practicable after becoming aware of the need for accommodation.

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

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

### **Documented individual accommodation plans**

Moneris will maintain a written process for the development of documented individual accommodation plans for employees with disabilities (referred to in the *Workplace Accommodation for People with Disabilities Policy and Procedure*).

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **Return to work process**

Moneris 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 accommodations in order to return to work (referred to in the *Workplace accommodation for people with disabilities policy and procedure*).

The return to work process outlines the steps Moneris 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).

\*\* Employees who require Individualized Workplace Emergency Response Information, an Individual Accommodation Plan or a Return to Work Plan will provide to Moneris the necessary information to support their Individual Workplace Accommodation or Return to Work needs. Employee may access procedure and documents via My Moneris.

### **Performance management, career development and advancement & redeployment**

Moneris will take into account 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. Reasonable accommodations will be considered to support employees with disabilities in meeting their existing performance requirements/goals, and is not an exercise to remove job accountability. Moneris is not obligated to change performance requirements as a form of accommodation.

The return to work process outlines the steps Moneris Solutions 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).