

Ontario AODA Employment Standards Policy

Policy Area:	Human Resources	Policy Owner:	Angeli Diderrich, Vice President Human Resources
Policy Name:	Ontario AODA Employment Standards Policy	Policy Sponsor:	Jennifer Manchester, Chief Human Resources Officer
Policy Summary:	This policy outlines Fiserv's commitment to ensuring equitable employment practices and workplace accommodation for applicants and employees with disabilities in Ontario, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).	Effective Date:	October 1, 2025
Policy Number:	HR.CAN.102	Last Review Date:	N/A

1. Purpose and Background

The purpose of this policy is to ensure that all applicants and the Company's current employees are aware of their rights under the Employment Standards set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (the "**AODA**"), O. Reg. 191/11: Integrated Accessibility Standards (the "**IASR**"), and to set out the Company's policies with respect to the individual accommodation of both applicants and employees.

In Ontario, the AODA aims to create a more accessible Ontario by identifying and, to the extent possible, eliminating barriers people with disabilities experience.

The *Integrated Accessibility Standards* regulation (the "**IASR**"), enacted under the AODA, sets out obligations with respect to five accessibility standards in the areas of: Information and Communications; Employment; Transportation; Design of Public Spaces; and Customer Service, in addition to certain general requirements. The IASR was developed to guide organizations on how to identify barriers, eliminate or reduce barriers, and increase accessibility for persons with disabilities.

First Data Canada Ltd., a Fiserv, Inc. company ("**Company**") has implemented the Company's Integrated Accessibility Standards Policy, which sets out the Company's commitment to meeting its obligations under the IASR. In compliance with applicable human rights legislation, the Company seeks to make every reasonable effort to accommodate its employees, provided such accommodation does not result in undue hardship for the Company.

2. Scope

This Policy applies to the Company's operations in Ontario and to all of the Company's applicants applying for employment in Ontario and employees in the Province of Ontario.

3. Policy

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. The Company believes in integration and equal opportunity. The Company is committed to meeting the needs of persons with disabilities in a timely manner and will do so by identifying barriers to accessibility, removing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

Recruitment, Assessment and Selection of Applicants

The Company is committed to ensuring that all applicants can participate equally in the Company's recruitment, assessment and selection process. The Company notifies applicants, its employees and the general public that the Company is able to accommodate applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally. The Company also communicates the availability of accommodation directly to applicants when they are individually selected to participate further in the assessment or selection process.

The Company's job postings will include the following provision:

"Fiserv is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, gender, gender identity, sexual orientation, age, disability, protected veteran status, or any other category protected by law.

If you have a disability and require a reasonable accommodation in completing a job application or otherwise participating in the overall hiring process, please contact AskHR.US@fiserv.com."

Keeping Employees Informed

When making offers of employment to successful applicants, the Company ensures that applicants are aware of the Company's accommodation policies for its employees in Ontario with disabilities by providing a copy of this Policy upon request.

The Company will include the following provision in all of the Company's offers of employment and/or employment contracts:

"The Company is committed to fostering an inclusive and accessible workplace. The Company strives to respect the dignity and independence of people with disabilities. The Company has implemented policies with respect to accommodating employees with disabilities. These policies are available to all employees on the Company's intranet."

Should any changes be made to this Policy, the Company will ensure that a revised copy of this Policy is available to all employees on The Company's internal intranet website as soon as practicable.

Accessible Formats and Communication Supports

An employee with a disability may, at any time, request that information which the employee needs in order to perform the employee's job, or information that is generally available to other employees, be provided to the employee in an accessible format or with appropriate communication support. The Company is committed to providing, or arranging to provide, accessible formats and communication supports for its employees.

The Company will consult with every employee with a disability who requests accessible formats or communication supports in the workplace to determine the most suitable solution to the barrier the employee faces.

Individualized Workplace Emergency Response Plan for Employees

The Company is committed to ensuring the safety of all of its employees in the event of a workplace emergency. The Company expects that where an employee has a disability, including a temporary injury or medical condition, that could impact the employee's ability to safely respond in the event of a workplace emergency, the employee will alert the Company to any possible barriers the employee may face. The Company requests that all employees with disabilities complete the Identification of Potential Barriers During an Emergency Form ("**Emergency Barriers Form**"), available through the Human Resources Department.

The information provided on the Emergency Barriers Form will assist the Company in designing an individualized workplace emergency response plan to help an employee overcome any barriers he or she may face in the event of a workplace emergency.

All new employees will be provided with a copy of the Emergency Barriers Form within thirty (30) days of their start date with the Company.

All information provided by employees in the Emergency Barriers Form will remain confidential, except to the extent disclosure is necessary in order to assist the employee pursuant to their individualized workplace emergency response plan. Employees are not required to provide details regarding their medical condition or disability, only information about the type of help or assistance the employee may need in an emergency is required.

Consent will be obtained from the employee to share the workplace emergency response information to the person(s) designated by the Company to provide assistance to the employee.

Individualized workplace emergency response plans will be reviewed whenever an employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when the Company reviews its general emergency response policies.

Individual Accommodation Plans

Employees with disabilities will work with their manager or human resources to develop an individual accommodation plan. Individual accommodation plans will be assessed on an individual basis based on the employees' needs and the nature of their role. The Company reserves the right to arrange for an evaluation by an outside medical or other expert, at the Company's expense, to assist the Company in determining if accommodation can be achieved, and if so, how. An employee with a disability may ask for participation from their manager or health and safety committee in developing an individual accommodation plan. The Company will ensure that the employee's privacy is maintained and that the accommodation plan is only shared with individuals who need to know about the plan in order to properly execute it. The individual accommodation plan will be reviewed as often as is necessary. The individual accommodation plan will be provided in a format that takes into account the employees' accessibility needs due to disability. The individual accommodation plan will include information regarding accessible formats and communications support provided and if required, including individualized workplace emergency response information.

Return to Work Process

If an employee has been absent from work due to a disability and requires disability-related accommodation to return to work, the employee with a disability will work with their manager and human resources to facilitate their return to work. The Company will take reasonable steps to ensure that the return-to-work process is discussed prior to the employee with a disability returning to work, to allow for processes to be put in place for a smooth transition. The Company will ensure that individual accommodation plans are used as part of the process to return to work.

Performance Management, Career Development and Advancement & Redeployment

The Company will consider the accessibility needs of employees with disabilities, including accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

4. Escalation

For questions related to this Policy please contact the Company by email at ASKHRUS@FISERV.COM.

5. Enforcement

Failure to comply with this Policy may lead to disciplinary action up to and including termination of employment for associates.

6. Related Documents

- AODA Emergency Barriers Form

7. Definitions

Term	Definition
Applicant	A person applying for paid employment with the Company in Ontario, whether applying for a full-time, part-time, temporary or casual position.
Barrier	Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
Disability	(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; (b) a condition of mental impairment or a developmental disability;

	<p>(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;</p> <p>(d) a mental disorder; or any injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997</i>.</p>
Employee	a paid employee of the Company in Ontario, whether engaged on a full-time, part-time, temporary, or casual basis.

8. Revision History

Policy Approver	<i>Amy Steffen, Senior Vice President Human Resources</i>
Last Review Date	<i>September 2025</i>
Next Review Due	<i>September 2026</i>
Approval Cycle	<i>Annual</i>