

## **MULTI – YEAR ACCESSIBILITY PLAN**

**EFFECTIVE DATE: January 1, 2016**

### **COMMITMENT**

First Data Canada Ltd., along with its Canadian affiliates and subsidiaries (collectively, “First Data”), is committed excellence in serving all customers including people with disabilities as well as to continually improving access to its premises, facilities, and services. We use the principles of dignity, independence, integration and equality of opportunity as our guide.

### **PURPOSE**

The purpose of this Accessibility Plan is to establish, implement, maintain and document a multi-year accessibility plan, which outlines First Data’s strategy to prevent and remove barriers for people with disabilities, in accordance with the Integrated Accessibility Standards regulation (“Regulation”) of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

### **OBJECTIVES**

- To review initiatives undertaken by First Data in the past years to remove and prevent barriers to people with disabilities
- To identify the barriers that First Data will review in the upcoming year and describe the measures that will be undertaken to resolve the barriers
- To provide all information relating to the plan in alternative formats upon request
- To review and update the plan at least once every five (5) years

### **ACCESSIBLE EMERGENCY INFORMATION**

First Data is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **COMPLETED ACTIONS**

#### **1. Accessibility Policy**

First Data has drafted the Accessibility Standards for Customer Service policy that addresses how the Corporation achieves or will achieve accessibility through meeting the AODA’s requirements.

**Completion Date: November 2011**

#### **2. Accessibility Plan**

First Data has established, implemented, maintained and documented an Accessible Customer Service Plan which outlines First Data’s strategy to prevent and remove barriers and meet its requirements under the AODA. First Data has posted the plan at a conspicuous place at each place the plan applies and will provide the plan in an accessible format upon request. **Completion Date: November 2011**

#### **3. Training**

First Data provided training to all applicable employees on the requirements of the AODA as it pertains to people with disabilities. Training is provided to new employees as soon as possible after he or she assumes the applicable duties. First Data has maintained a record of the dates when the training was provided and the names of individuals to whom it was provided. **Completion Date: November 2011**

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#### **4. Feedback Process**

First Data has established processes for receiving and responding to feedback. The processes are outlined in the Accessible Customer Service Policy, which has been posted at a conspicuous place at each place that the policy applies, and which can be provided in an accessible format upon request. Feedback or response will endeavor to be in a format that is accessible to the complainant. **Completion Date: November 2011**

#### **5. Accessible Formats and Communication Supports**

First Data will upon request, provide or arrange for the provision of accessible formats and communication supports, taking into account the person's accessibility needs. First Data has included a statement in the Accessible Customer Service Policy about the availability of accessible formats and communication supports. **Completion Date: November 2011**

#### **6. Accessible Websites and Web Content**

First Data has made its internet and web content on the site conform to Web Content Accessibility Guidelines (WCAD) 2.0, Level AA. **Completion Date: November 2011**

#### **7. Self-Service Kiosks**

First Data will strive to have regard for the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks, if any, as applicable. **Completion Date: January 1, 2014**

### **PLANNED ACTIONS**

#### **1. Training**

First Data will endeavor to provide training, in conjunction with current AODA training, on the Human Rights Code as it pertains to people with Disabilities. **Completion Date: January 2015**

#### **2. Employment**

First Data is committed to fair and accessible employment practices. First Data will strive to:

- when requested, notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes and/or upon hire;
- document individual accommodation plans for employees that have been absent due to disability
- take disabilities into account when using performance management and career development processes.
- keep employees up-to-date on changes to policies.

**Completion Date: January 2016**

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