



## *Accessibility for Ontarians with Disabilities Act, 2005*

### **EMPLOYMENT STANDARDS POLICY**

In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* (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.

The Company is implementing this Employment Standard Policy (the “**Policy**”) to ensure that all applicants and the Company’s current employees are aware of their rights under the AODA Employment Standards, and to set out the Company’s policies with respect to the individual accommodation of both applicants and employees.

#### **To Whom Does this Policy Apply?**

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.

#### **Policy Background**

The Company is governed by this Policy as well as the following policies in meeting the accessibility needs of persons with disabilities:

- The Company’s AODA Accessible Customer Service Standards Policy
- The Company’s AODA Integrated Accessibility Standards Policy

#### **Policy Statement**

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.

### Defined Terms

The following terms as used in this Policy have the following meanings.

<b>“applicant”</b>	means a person applying for paid employment with the Company in Ontario, whether applying for a full-time, part-time, temporary or casual position.
<b>“barrier”</b>	means 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.
<b>“disability”</b>	means,  (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;  (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;  (d) a mental disorder; or  (e) an 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> .
<b>“employee”</b>	means a paid employee of the Company in Ontario, whether engaged on a full-time, part-time, temporary, a casual basis.

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### RECRUITMENT, ASSESSMENT & SELECTION OF APPLICANTS

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The Company is committed to ensuring that all applicants are able to 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:

*"The Company 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. Accommodations are available throughout the recruitment process and applicants with a disability may request to be accommodated throughout the recruitment process.*

*We will work with all applicants to accommodate their individual accessibility needs."*

The Company encourages all applicants with disabilities to contact the Company if they require accommodation during the recruitment process. The Company will consult with the applicant and provide, or arrange to provide, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

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### **KEEPING EMPLOYEES INFORMED**

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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.

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### **ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

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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 supports. 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 PLANS FOR EMPLOYEES**

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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.

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.

## **PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT & REDEPLOYMENT**

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

## **CONTACT FOR QUESTIONS**

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For questions related to this Policy please contact the Company by email at [ASKESCUS@FISERV.COM](mailto:ASKESCUS@FISERV.COM)