

## **Accessibility Standards for Customer Service Policy**

First Data Canada Ltd., a Fiserv, Inc. company ("First Data" or "Company") are committed to providing a barrier-free environment for our customers. The objective of this policy is to ensure we meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and promote its underlying core principles, described below.

### **2. CORE PRINCIPLES OF THE POLICY**

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. ***Dignity*** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- ii. ***Equality of Opportunity*** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. ***Integration*** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. ***Independence*** – Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

### **6. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

#### **I. Communication**

##### **A. Accessible Mediums of Communication**

- B. The Company strives to communicate with members of the public in a manner that is accessible. *Communicating with Persons with a Disability*

The Company strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

## **II. Assistive Devices**

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

## **III. Accessibility at Our Premises**

Staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

## **IV. Service Animals**

Persons with a disability may enter premises owned and/or operated by the Company accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If a service animal must be excluded, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

If it is not readily apparent that the animal is a Service Animal, the Company may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

Staff will receive training on how to interact with persons with a disability accompanied by a Service Animal.

## **V. Support Persons**

A person with a disability may enter premises owned and/or operated by the Company with a Support Person and have access to the Support Person while on the premises.

The Company may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

## **VI. Notice of Temporary Disruptions**

The Company will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

## **7. TRAINING AND RECORDS**

The Company will provide training, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

### *A. Content of Training*

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

*B. Timing of Training*

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

*Documenting Training*

Records of the training provided, including the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained electronically in the Company's Learning Management System.

**8. FEEDBACK PROCEDURE**

*A. Receiving Feedback*

The Company welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. By telephone at 877-527-5372
- ii. Electronically to ASKESCUS@FISERV.COM

*A. Responding to Feedback*

The Company has a feedback protocol to enable it to receive and respond to comments, including complaints. The Company feedback protocol is available upon request.

**9. DOCUMENTATION TO BE MADE AVAILABLE**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request. The request can be made as listed above under Feedback Procedure.

Notification of same shall be posted at a conspicuous place at each premise to which this Policy applies.

**10. FORMAT OF DOCUMENTS**

Fiserv will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.