

## GLOBAL PAYMENTS CANADA MULTI-YEAR ACCESSIBILITY PLAN

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”), with the goal to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulation (“IASR”) under the AODA require that effective January 1, 2014, Global Payments Canada (“Global Payments”) establish, implement, maintain, and document a multi-year accessibility plan which outlines the company’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

This multi-year plan outlines the policies and actions that Global Payments put in place from 2013 to 2017 and improved opportunities for people with disabilities.

### **Statement of Commitment**

Global Payments 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 continuing supporting the needs of people with disabilities in a timely manner, and preventing and removing barriers to accessibility, while meeting accessibility requirements under the AODA.

In accordance with the requirements set out in the IASR, Global Payments continues to:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on its website (<https://www.globalpayments.com>);
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

### **Accessibility Goals**

We are committed to the following accessibility goals:

- Our programs and services must be provided in a manner that respects the dignity and independence of persons with disabilities;
- Persons with disabilities must be given the same opportunities provided to other members of the public to access our programs and services;
- We will create and provide our own information and communications in ways that are accessible for people with disabilities, upon request;

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- As an employer, we will integrate accessibility into all our regular workplace processes and will provide for accessibility across all stages of the employment life cycle.

## **Accessible Emergency Information**

Global Payments is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees who inform us of their disabilities with individualized emergency response information when necessary.

Global Payments makes every attempt to learn from experiences involving accommodation and needs to amend our emergency strategies.

## **Training**

Global Payments Canada provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees, volunteers and other staff members.

Global Payments Canada took the following steps to ensure employees are provided with the training required under AODA:

- The Human Resources Manager and the Senior Training Manager have worked together and created a training program on the IASR and the Human Rights Code in 2014. These individuals then rolled out training in October 2014 for all managers, employees and temporary staff.
- Global Payments maintains records of training including the dates and number of individuals.
- New employees receive training on the Accessible Customer Service Regulation, on the IASR and on the Human Rights Code during their orientation period.
- Global Payments established a succession plan to ensure that any trainers on staff who leave the organization can be replaced with fully trained colleagues prepared to take on their training roles around the accessibility regulations.
- Global Payments also created a plan for refresher training on the AODA regulations for employees and volunteers.

## Kiosks

Global Payments Canada took the following steps to ensure it has regard to the accessibility for persons with disabilities when designing, procuring or acquiring point-of-sale terminals and any other kiosks:

- Consider what accessibility features we could build-into our point-of-sale terminals to best meet the needs of our customers and clients.
- Strive to include accessibility features where possible, and consider the accessibility needs, preferences and abilities of the widest range of users.

## Information and Communications

Global Payments Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Global Payments Canada has not implemented a new website from January 1, 2012 to date and therefore does not need to conform to WCAG 2.0, Level A standards by January 1, 2014.

Global Payments Canada continued to revise this plan to outline the steps that were taken to ensure conformance to WCAG 2.0, Level A standards (or to meet AODA requirements to the extent it creates a new website prior to that date).

Global Payments Canada took the following steps to ensure existing feedback processes are accessible to people with disabilities upon request and that all publicly available information is accessible.

- Provided or arranged for the provision of accessible formats and communication support, upon request and in a timely manner.
- Where accessible formats and communications supports were requested:
  - Provided or arranged for the provision of such accessible formats and communication supports;
  - Consulted with the person making the request to determine the suitability of the accessible format or communication support;
  - Provided or arranged for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;

- o Notify the public about the availability of accessible formats and communication support.

## Employment

Global Payments is committed to fair and accessible employment practices.

To ensure continued compliance with the requirement to provide employees with individualized emergency response plans, Global Payments ensures that new employees who have accommodation needs have an opportunity to develop, with their managers, individual emergency accommodation plans, as needed. Revisions will also be made to the emergency accommodation plans for existing employees if their accommodation needs change.

Before **January 1, 2016**, Global Payments ensured the following employment practices were implemented into our policies/processes.

## Recruitment

Global Payments notifies the public and staff that, when requested, we accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- All job postings state that if a candidate requires accommodations to submit an application and/or to participate in an interview, they can contact us and we will discuss how best to accommodate them.
- Job applicants who have been invited to participate in a recruitment, assessment or selection process are notified that, where needed, accommodations for disabilities can be made upon request.
- Successful applicants are notified of our policies for accommodating employees with disabilities when offering employment. This notice will be included in our employment offer letters.
- For staff hired through temp agencies, Global Payments will require the temp agency, who is the legal employer, to determine accommodation needs. We will ask the agency to communicate any such needs to us.
- All new employees are and will continue to be given access to the Employee Handbook which includes our Policies and Procedures on Accessibility Standards for Service to the Public.
- We will add information about the Integrated Accessibility Standards Regulation Policy and multi-year plan in our Employee Handbook in time for the employment standard requirements.

### ***Informing Employees with Disabilities of Available Supports***

Global Payments took the following steps to develop and put in place the process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Developed a written procedure that clarifies how we involve the employee in the process, discuss how to protect the privacy of their personal information, how we can seek outside medical or other expert evaluation so that we can provide effective support and how individual accommodation plans will be updated and how often.
- Inform new and existing employees of our policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities. Information will be provided through such means as email and staff meetings. Accommodation needs will also be discussed during performance reviews.
- New employees are provided with this information as part of their orientation.
- All employees are given updated information whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. Global Payments will always ensure that accommodation needs are taken into account when determining the ways this information will be communicated.
- Employees are assured that their privacy will be respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.

### ***Accessible Formats and Communication Supports for Employees***

Global Payments was consulted with employees who have disabilities in order to provide them with the accessible formats and communication supports they require to do their jobs effectively and ensure that they receive information that is generally available to all employees in an accessible manner.

### ***Individual Accommodation Plans***

Global Payments, took the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Developed written, individual accommodation plans for employees with disabilities ensuring that the eight steps outlined in Section 28 of the IASR are followed, namely:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

## ***Return to Work***

Managers are individually coached on our obligations as an employer to provide employment accommodation and on our accommodation and return to work processes that support individuals with disabilities to fully participate in the work environment.

In accordance with the IASR, Global Payments will develop and put in place a formal return to work process for employees that have been absent due to a disability, which also outlines the development of a written individualized return to work plan for such employees and requires the use of individual accommodate plans in the return to work process.

## ***Performance Management, Career Development and Redeployment***

Global Payments took the following steps to ensure the accessibility needs of employees with disabilities are taken into account when Global Payments Canada uses performance management, career development and redeployment processes:

- Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
  - Assessing performance, including performance plans in accessible formats
  - Managing career development and advancement
  - Redeployment is required
- Review, assess and, as necessary, include in Performance Management workshops, accessibility criteria;
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to employees with disabilities, including notification of the ability to provide accommodation on internal job postings.

Global Payments Canada will take the necessary steps to prevent and remove other accessibility barriers identified.

## **Design of Public Spaces**

Global Payments Canada meets the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces, including service-related elements like service counters and waiting areas.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## **For more information**

For more information on this accessibility plan, please contact:

Email: [HR.Canada@globalpay.com](mailto:HR.Canada@globalpay.com)

Accessible formats of this document are available free upon request from:

[HR.Canada@globalpay.com](mailto:HR.Canada@globalpay.com)