

MULTI-YEAR ACCESSIBILITY PLAN

Chase Merchant Services strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling requirements under the Accessibility for Ontarians with Disabilities Act. This Accessibility Plan outlines the steps Chase Merchant Services is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Chase Merchant Services will play its role in making Ontario an accessible province for all Ontarians.

1. CUSTOMER SERVICE*

Chase Merchant Services is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Meeting the following requirements prepares Chase Merchant Services to provide accessible customer service to people with all types of disabilities.

1.1 Create accessible customer service policies

- Continue to review policies on providing accessible customer service to people with disabilities according to the requirements of the standard
- Make reasonable efforts to ensure that these policies are consistent with the key principles of independence, dignity, integration and equality of opportunity
- Put accessible customer service policies in writing and provide them on request

1.2 Consider a person's disability when communicating with them

- Communicate with a person with a disability in a way that considers their disability

1.3 Allow assistive devices

- Let people with disabilities use their personal assistive devices when accessing goods, services or facilities of Chase Merchant Services
- Continue to identify the availability, if any, of other helpful measures Chase Merchant Services offers for people with disabilities to access its goods, services or facilities

1.4 Allow service animals

- Let people with disabilities bring their service animals with them into areas open to the public or third parties

1.5 Welcome support persons

- Let people with disabilities bring their support persons with them while in areas open to the public or third parties

1.6 Inform the public when accessible facilities or services are temporarily unavailable

- Let the public know when facilities or services that people with disabilities usually use are temporarily unavailable

1.7 Invite customers to provide feedback

- Continue to allow for feedback about the way Chase Merchant Services provides customer service to people with disabilities, including what action will be taken if a complaint is received
- Continue to make information about the feedback process available to the public
- Ensure the feedback process is accessible by providing accessible formats or communication supports on request

1.8 Train staff and others

- Continue to train all employees and volunteers on providing accessible customer service and how to interact with people with various types of disabilities
- Chase Merchant Services will continue to maintain a record of the training provided
- The Training is tailored to Ontario's Accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Changes if any to the requirements will be incorporated in the training material.

Source:

**** Adapted from the Access Forward Employment Standard training module, produced by Curriculum Services Canada, 2012.***

2. INFORMATION AND COMMUNICATIONS

Chase Merchant Services is committed to meeting the communication needs of people with disabilities. We will continue to consult with people with disabilities to determine their information and communication needs to meet the requirements of AODA.

2.1 Accessible Formats and Communication Supports

- Chase Merchant Services will upon request arrange for the timely provision of accessible communication formats of publicly available information and communication supports for persons with disabilities that considers each person's particular accessibility needs.
- We will work with the person with a disability and determine the appropriate method of communication or accessible communication format for documents, based on their needs.

2.2 Accessible Websites and Web Content

- Chase Merchant Services conducted assessments of its public facing websites and web-based product applications to identify WCAG 2.0, Level A conformance

and established a roadmap for WCAG 2.0, Level AA compliance by January 1, 2021.

3. EMPLOYMENT

Chase Merchant Services is committed to fair and accessible employment practices and to encourage the full inclusion of persons with disabilities.

We have taken the following steps to:

- Notify the public and staff that, when requested, Chase Merchant Services will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. Advise of the availability of accommodations for applicants with disabilities in its recruitment processes, the assessment process and in the notification process to successful applicants
- 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
- Ensure the accessibility needs of employees with disabilities are considered in performance management, career development and redeployment processes
- Consult with disability management provider to meet accommodation requirements. Prevent and remove other accessibility barriers identified and review any complaints relating to accessibility barriers and address them as they arise by escalating through internal stakeholders
- Provide workplace information and communications in accessible formats and with communication supports for persons with disabilities, upon request, in a timely manner that considers the person's accessibility needs due to disability. We will consult with the individual requesting such services to determine a suitable format or support.

4. PROCUREMENT

As part of its commitment, Chase Merchant Services has procedures in place to consider accessibility when designing, procuring or acquiring POS terminals.

5. DESIGN OF PUBLIC SPACES

Chase Merchant Services will continue to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

In the event of a service disruption to accessible parts of its public spaces, procedures are in place to notify the public of the service disruption and alternatives available.

Additional Information For any additional information on this accessibility plan, or to request an accessible format of this document at no cost, please contact Chase Merchant Services by Email: AODA-Representative@chase.com

Review

This plan is reviewed and drafted in Oct 017, updated in May 2021, next review is Oct 2022. Unless an earlier review is required by applicable legislation