

# Accessibility for Ontarians with Disabilities Act, 2005

## Multi-year Accessibility Plan

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EXECUTIVE SUMMARY: This plan exists to fulfill the AODA requirements of providers of goods and services in Ontario.

<b>Multi-year Accessibility Plan</b>	<b>Policy ID:</b> <b>Effective Date:</b> 01-Jan-2014 <b>Revision Date:</b> 15-Dec-2020 <b>Last Reviewed Date:</b> <b>Policy Owner:</b> VP, Western Union <b>Approving Authority:</b> GCO
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### 1. PURPOSE:

This 2014-2021 accessibility plan outlines the policies and actions that **Western Union Financial Services (Canada), Inc. (“Western Union”)** will put in place to improve opportunities for people with disabilities.

### 2. PLAN SCOPE:

This Plan applies to Western Union operations in Ontario, Canada, and to employees, contractors and agents of Western Union operations in Ontario and others as required by legislation.

### 3. PLAN STATEMENT:

Western Union 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 meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

#### **Accessible Emergency Information**

Western Union is committed to providing its customers 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 in accordance with AODA.

#### **Training**

Western Union has provided training to employees, volunteers and other staff members (including those individuals who participate in developing our policies) on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities, and will continue to do so in respect of any new employees, volunteers or staff members. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Western Union will periodically review its current training programs to determine if any modifications

are required to ensure employees are provided with the training needed to meet Ontario's accessible laws.

## **Information and communications**

Western Union 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 and provide accommodations (including accessible formats and communication supports) upon request. Western Union will review its existing websites and content to develop a plan to conform those sites and content with WCAG 2.0, Level A where required. Western Union will also develop a plan to make all of its websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

## **Employment**

Western Union is committed to fair and accessible employment practices. We have reviewed our recruitment and assessment processes, process for developing individual accommodation plans and return-to-work policies to ensure that they are compliant with AODA, and will continue to consider accessibility matters in respect of the revision or creation of any such processes or plans.

We have reviewed our performance management, career development and redeployment processes to ensure the accessibility needs of employees with disabilities are taken into account.

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

## **Design of Public Spaces**

Western Union will meet accessibility laws when building or making major changes to public spaces.

Western Union will put procedures in place to prevent service disruptions to the accessible parts of our public spaces, and to address maintenance issues.

## **Feedback process**

Individuals who wish to provide feedback on accessibility matters can email [wuaodafeedback@westernunion.com](mailto:wuaodafeedback@westernunion.com) or call 1-877-577-9746.

All feedback, including complaints, will be reviewed internally and addressed as appropriate in the circumstances. Western Union will make reasonable efforts to respond to customers within seven (7) business days from the date in which the feedback was received, if appropriate in the circumstances. Individuals may request

information or documentation in accessible formats or with communication supports as part of the feedback process.

Western Union has reviewed its other existing feedback processes to confirm that such processes are accessible to people with disabilities with accommodations, upon request.

### **Notice of availability**

Western Union will notify the public that our policies are available upon request by posting the policies on our website. Accessible formats of this document are available free upon request.

For more information on this accessibility plan, please contact Western Union by email at [wuaodafeedback@westernunion.com](mailto:wuaodafeedback@westernunion.com), or call 1-877-577-9746.

### **Modifications to this or other policies**

Any policy of Western Union that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **4. EXCEPTIONS TO POLICY**

None.