

## **Fintech Select Ltd. Multi Year Accessibility Plan**

**Date: June 2021**

**Review Date: June 2026**

### **Commitment**

Fintech Select is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Fintech Select is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code with respect to non discrimination.

**The following accessibility standards are applicable to Fintech Select:**

- 1. General Requirements**
- 2. Information and Communications**
- 3. Employment**

**In accordance with the AODA, Fintech Select will:**

- Establish, review and update this Accessibility Plan
- Post this Accessibility Plan on Fintech Select's public website at [www.fintechselect.com](http://www.fintechselect.com)
- Provide this Accessibility Plan in an accessible format, upon request
- Review and update this Accessibility Plan at least once every 5 years

### **General Requirements**

#### **Customer Service**

Commitment:

**Fintech Select** 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.

- Fintech Select remains in compliance with the AODA Customer Service Standard.

### **Training**

Commitment:

We are committed to implementing a process to ensure that all employees, who provide services, as well as persons participating in the development and approval of Fintech Select's policies, are provided with appropriate training on the requirements of the AODA and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Planned Action:

We will complete the required training of our employees, volunteers, persons who participate in developing the organization's policies, and other staff members by **August 1, 2021**. In order to meet this obligation, we will:

- Develop appropriate training content;
- Deliver training throughout 2021;
- Maintain a record of the training provided, including the dates that the training was provided and the number of individuals in attendance;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

### **Information and Communication Standards**

Commitment:

We are committed to making company information and communications accessible to persons with disabilities. We will incorporate new accessibility requirements under the Information and Communication Standard to ensure that our information and communication systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

### **Employment Standards**

Commitment:

We are committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Actions Taken:

The following measures were implemented and took effect on **March 20, 2020**

#### **1. Remote Work Option**

In situations where we are aware that an employee has a disability and there is a need for accommodation, a flexible remote work option will be considered as a option to the employee.

Actions Taken:

The following measures were implemented and took effect on **April 1 2021**

#### **2. Workplace Emergency Response Information**

In situations where we are aware that an employee has a disability with a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability. These individualized emergency response plans are:

- Communicated to the employee's respective supervisor and health and safety personnel, where the employee's consent has been obtained, and on an as needed basis.
- Reviewed and assessed on a regular basis to ensure that accessibility issues are still being addressed.

#### Actions Taken:

The following measures were implemented and took effect on April 1, 2021:

#### **1. Recruitment General**

We notify the public of the availability of accommodation for applicants with disabilities in the recruitment process by the following:

- Specifying on job postings that accommodation is available for applicants with disabilities.

#### **2. Recruitment, Assessment and Selection**

We notify job applicants when they are individually selected to participate in the interview process that accommodations are available upon request in relation to the processes or technology to be used in the selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, and processes.
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs.

#### **3. Notice to Successful Applicants**

When making offers of employment, we notify the successful applicant of our policies for accommodating employees with disabilities. This includes:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes.
- A statement on accommodating employees with disabilities in the offer of employment letter.

#### **4. Informing Employees of Supports**

We will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This will include:

- Informing current employees and new hires of policies supporting employees with disabilities.
- Providing information under this section as soon as practicable after the new employee begins employment.
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability.

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

Where an employee with a disability makes a request, we will provide or arrange for provision of suitable accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job.
- Information that is generally available to employees in the workplace.

In order to meet this obligation, we will consult with the requesting employee to determine the suitability of an accessible format or communication support.

**6. Documented Individual Accommodation Plans/Return to Work Process**

Our existing process accommodates an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.

***For More Information***

For more information on this accessibility plan, please contact Bonnie Brown at

519-351-8647 ext:603 or by email at [corporate@fintechselect.com](mailto:corporate@fintechselect.com)

Standard and accessible formats of this document are available on request.