



## Mastercard Canada Accessibility Plan 2021-2026

### Message from the Chief Inclusion Officer

“At Mastercard, equity means ensuring all of our systems — from hiring and talent development to research and product development, sales and marketing, procurement and community outreach — allow everyone to participate and flourish regardless of their background. We know that business succeeds when it has a diverse range of perspectives.

Creating opportunities for those who have historically been excluded does not take away from anyone; rather, it lifts us all up. Focusing on one group does not mean we are not also investing in others. What equity does is remind us of our broader inclusion strategy and challenge us to use the breadth and depth of our investments across the company to create meaningful progress and equal opportunities for everyone, everywhere.” **Randall Tucker, Chief Inclusion Officer**

With this commitment to diverse experiences and equity in mind, Mastercard is dedicated to ensuring equal access and participation for people of all abilities. We believe in integration and we are committed to meeting the needs of people with disabilities - whether employees, prospective employees, customers, cardholders or members of the public - in a timely and respectful 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 all other applicable laws.

### Introduction

Mastercard strives to meet the needs of its employees, customers and cardholders with disabilities and is working to remove and prevent barriers to accessibility.

Mastercard, including its Ontario-based affiliates, is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA). This accessibility plan outlines the steps Mastercard is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Mastercard will play its role in making Ontario an accessible province for all Ontarians.

At Mastercard, we are proud of and value our differences—in culture, experience and thought, as well as sex, gender, creed, ethnicity, race, color, national origin, age, religion, citizenship, familial status, marital status, veteran status, alienage, sexual orientation or disability—understanding that diversity and inclusion are good for business and make our company stronger. We do not tolerate discrimination or harassment on any of these grounds. Each day we work to build a culture that is open, diverse and inclusive.

We foster an environment where employees are comfortable asking questions and taking an active role in understanding, discussing and exploring issues. In this way, we can be sure to identify and address issues or concerns even before they grow into larger problems. Working together to maintain an environment that fosters trust and that empowers us to take initiative and hold ourselves accountable is an essential part of the Mastercard culture. Our continuing success as individuals, colleagues, and a company depends on all of us treating each other with respect and upholding the highest professional and ethical standards.

## Section One: Past Achievements to Remove and Prevent Barriers

### Employment

- Our commitment to diversity and inclusion is embedded in the Mastercard Code of Conduct. The Mastercard Code of Conduct is attached as Appendix A.
- A variety of clear and open avenues exist for employees who feel that they have not been treated fairly or with dignity, including Human Resources and the Law Department.
- Employees are able to self-identify their status as an individual with a disability and contact Human Resources to arrange any necessary special accommodations.
- We maintain flexible work arrangements, which allows employees to work from home as appropriate.

### Information and Communications

- Mastercard.ca meets the requirements of World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. The re-designed website was launched in April 2021.
- The website of our affiliate Ethoca will meet the requirements of World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. The re-designed website is scheduled for launch in late 2021.
- Accessibility on Priceless.com is an ongoing effort and Mastercard has retained a new accessibility vendor to provide us with scanning software to identify issues in order to make the site more informative and accessible, in order to meet and maintain compliance with the requirements of WCAG 2.0, Level AA. Updates are made as issues are identified.
- We communicate with people with disabilities in ways that take into account their disability. For social media in particular, we are limited by the platforms we use and their structures (Facebook, Instagram, Twitter, LinkedIn). From a post perspective, we add image captions when possible and include open captions in video content with speech.

We have communicated emergency and public safety accessibility accommodations more broadly so that all employees are more aware of the assistance available to them.

### Training

- We provide training on the AODA Customer Service requirements.
- All personnel have or will received training on the requirements of AODA and the Ontario *Human Rights Code* as it relates to individuals with disabilities.

### Customer Service

- We remain in compliance with the Customer Service Standard.
- We have not received any complaints to date about accessibility, but have processes in place to address within five business days should issues be brought to our attention.
- Merchants wishing to lodge complaints under the *Code of Conduct for the Credit and Debit Industry in Canada* have the option to do so in a variety of formats, including via a web portal, email, phone or fax.

## **Facilities**

- Mastercard's offices are fully accessible, in line with our commitment to providing workplaces that meet or exceed current codes for accessibility.
- We have made investments in life safety systems over and above local building requirements, adhering to an enhanced Mastercard standard. For example, a desire for increased building safety drove the 2015 relocation of the Toronto office.
- We offer periodic ergonomic consults for all employees as well as special accommodations, including adjustable height workstations or other ergonomic accessories, as needed.
- We maintain a record of employees who may need assistance in the event of an emergency and work proactively with employees' manager to assign dedicated staff members that will assist that employee in case of an emergency (if needed) and ensure building management is also aware of people requiring assistance.

## **Section Two: Strategies and Actions**

### **Employment**

In accordance with AODA, Mastercard takes steps to: notify the public and staff that Mastercard accommodates people with disabilities during the recruitment and selection process as well as during the course of employment; provide employees with employment-related information in accessible formats and with communication supports if and as needed; develops individual accommodation and return-to-work policies and plans as required by AODA; and ensure the accessibility needs of employees with disabilities are taken into account in Mastercard's performance management, career development and redeployment processes.

Mastercard is committed to open and non-discriminatory recruitment and employment practices that are accessible to all applicants.

- Q1 2017: Assess and enhance accessibility policy adopting best practices across North American Markets division.
- Q1 2017: Include tailored emergency response form in e-boarding package.
- Q2 2021: Integrated our acquisition Ethoca in all accessibility policies and practices.

### **Information and Communications**

We communicate with people with disabilities in ways that take into account their disability and maintain feedback processes that are accessible.

For social media in particular, we are limited by the platforms we use and their structures (Facebook, Instagram, Twitter, LinkedIn). From a post perspective, we add image captions when possible and include open captions in video content with speech. Our social and digital media outreach platforms follow industry standard.

### **Training**

Mastercard is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Q3 2016: Automate training within Mastercard University so that new employees receive training on the requirements of the AODA at the time of onboarding.

- Q3 2016: Provide information to all staff on how to make the documents they produce more accessible.
- Q3 2016: New staff will automatically receive training on the AODA as part of their onboarding curriculum.
- 2017-2018: Develop an annual lunch and learn program with guest speakers to help enhance our understanding of accessibility and address unconscious bias.

### **Customer Service**

While Mastercard’s interactions with the general public are more limited than the financial institutions that issue our products and the merchants who accept them, we are committed to excellence in customer service, and will provide accessible options as needed. We will provide our services to people with disabilities with the same high quality and timeliness as others. Mastercard maintains an Accessibility Policy to address accessible customer service.

- Q4 2016: We are working to make it easier for people to give feedback on any potential barriers to accessibility that may exist via enhancements to the Accessibility page of our website, as well as adding email or telephone options.
- Q4 2016: Provide training on revisions to the Customer Service Standard released in July 2016.
- 2016 – 2021: Provide annual training on the Customer Service Standard every year.

### **Facilities**

2018: Consider adding automated doors throughout office to improve access for people with wheelchairs.

Mastercard will meet its AODA accessibility obligations in respect of the design of public spaces when building or making major modifications to public spaces, including service counters, fixed queuing lines and waiting areas, if and as applicable

### **Review Period**

This plan will be reviewed annually in the month of July.

### **Contact**

For more information about the Mastercard Canada Accessibility Plan, please email [accessibility@Mastercard.com](mailto:accessibility@Mastercard.com).

Accessible formats of this document will be provided on request.