



## Mastercard Canada Accessibility Policy – June 2021

### Statement of Organizational Commitment

“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, including all of its Ontario-based affiliates and subsidiaries, 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 (AODA)* and all other applicable laws.

### Providing Services to People with Disabilities

Mastercard is committed to excellence in serving all customers, including people with disabilities.

### Communication

We will communicate with people with disabilities in ways that take into account their disability.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Our website have met or will meet the Level AA requirements under Web Content Accessibility Guidelines 2.0 (with certain exceptions).

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for those with disabilities at 121 Bloor Street East, Suites 500 and 600, as well as our Ethoca subsidiary at 100 Sheppard Ave E Suite 605, Mastercard will notify employees and guests promptly.

This clearly posted notice will include information about the reason for the disruption, its anticipated

length of time, and a description of alternative facilities or services, if available. The notice will be placed at 121 Bloor Street East, Suites 500 and 600 and at 100 Sheppard Ave E Suite 605.

### **Training**

We are committed to training staff and contractors on AODA and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Mastercard will provide training to employees and contractors on accessible customer service training and retain a record of the training. The record will include a summary of the content, when it is provided, the individuals trained and the dates of training.

Training will include:

- An overview of the AODA and the requirements regarding Customer Service.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use any assistive devices or equipment provided on-site.
- What to do if a person with a disability is having difficulty in accessing Mastercard Canada's office.
- Training on Ontario Human Rights Code as it relates to disabilities.

### **Facilities**

Mastercard's offices are accessible, in line with our commitment to providing facilities that meet or exceed current accessibility requirements.

### **Feedback process**

Customers who wish to provide feedback on the way Mastercard provides services to people with disabilities can e-mail or verbally provide feedback to [accessibility@Mastercard.com](mailto:accessibility@Mastercard.com) or contact [Bhakti Srinivasan](#), VP, People Business Partner by email or phone (437) 247-9442. Accessible formats and communication supports will be available on request.

All feedback, including complaints, will be directed to the Human Resources department and customers can expect to hear back within 5 business days, if possible.

### **Assistive devices**

We will ensure that our staff is trained and familiar with any assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

People with disabilities will be able to use their personal assistive devices while accessing the Mastercard facilities.

### **Service animals**

We welcome people with disabilities and their service animals.

If we cannot easily identify that the animal is a service animal, we will ask the person to provide documentation from a regulated health professional, confirming the person needs the service animal for reasons relating to their disability.

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Before making a decision regarding a support person, Mastercard will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

**In such a situation, at** Mastercard-sponsored external events, any applicable fees will not be charged for support persons.

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

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