



Elavon Canada Company's AODA Annual Status Report

Elavon Canada Company has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2025 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at <https://www.elavon.ca/accessibility.html>. To request an alternate format of this annual status report, please contact us at accessibility@elavon.com, by phone at 416-479-1332, or by mail:

Attn. Human Resources – Accessibility
2300-120 Adelaide Street West
Toronto, ON, M5H1P9

Accessibility Accomplishments in 2024-25

General Accomplishments

Disability advocacy continues to grow within our organization, and we have staff dedicated to strengthening the accessibility of our offerings. The Accessibility Banking Director in Corporate Compliance oversees accessibility for our clients and the broader disability population outside of the company, and the Accommodation Services Manager in Human Resources oversees accessibility and accommodations for employees. The company also has a Head of Digital Accessibility for Experience Design and a Manager of Accessibility for Technology Services.

On May 15, 2025, we held our fourth Global Accessibility Awareness Day (GAAD) event, which is open to all employees worldwide. This year's event focused on the future of accessibility. We dove into the ways accessibility will both impact, and be impacted by, the ever-changing digital landscape. We covered a variety of topics including emerging accessible and assistive technologies, upcoming regulatory mandates and their implications, the future of digital financial experiences and more. These sessions were geared towards anyone interested in talking, thinking, and learning about digital access and inclusion, and the more than one billion people with disabilities.

At U.S. Bank, the Experience Design and Technical Services Accessibility teams, Enterprise Accessibility Office, and Disability Business Resource Group partner to sponsor GAAD.

Customer Service Accomplishments

Elavon Canada Company welcomes feedback of all kinds, including feedback related to accessibility and our accessibility plan. Any feedback received by Elavon Canada Company related to accessibility will be shared with our Accessibility Banking Director and Accommodation Services Manager to ensure that appropriate action is taken within the company. Currently, we have not received any feedback regarding the accessibility of our products and services in Ontario.

Information and Communications Accomplishments

In recognition of the World Wide Web Consortium (W3C) publishing Web Content Accessibility Guidelines (WCAG) standard 2.2, we updated our digital accessibility requirement to WCAG 2.2 AA and provided training for product design, development and testing, product owners and risk professionals. The company also offers a suite of role-focused training for software engineers/developers and testers at a regular cadence. We updated our accessibility testing tool suite to WCAG 2.2, Level AA in mid-January 2024.

Employment Accomplishments

We hired 11 new employees at Elavon Canada Company in 2024. We have not made any updates to our employment policy or practices, which is already inclusive of people with disabilities and provides accommodations to job candidates and employees when requested. Additionally, job applicants are notified that accommodations are available upon request through all communications in the job application process.

Transportation Accomplishments

Not applicable

Design of Public Spaces Accomplishments

Elavon Canada Company complies with accessibility laws when building or modifying public spaces. We closed the Yonge Street office in July and relocated to 120 Adelaide Street West.

Summary of Consultations

Not applicable, although we regularly consult with our Global Disability Business Resource Group, an employee-led organization that includes employees with disabilities and employees who are caregivers or disability advocates.

Next Steps

Accessibility teams continuously work with product teams to assist them with “shifting left” and including accessibility earlier in the service development life cycle (SDLC). We also require annual certification by product owners on the accessibility requirements and status of their digital properties.