



## Employment Standards Policy under the *Accessibility for Ontarians with Disabilities Act, 2005*

### 1. **PURPOSE**

To govern the provision of services by Elavon Canada Company (“Elavon”) in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and Regulation 191/11- *Integrated Accessibility Standards*.

### 2. **POLICY STATEMENT**

Elavon is committed to providing an accessible environment in all stages of the employment relationship. This policy applies to all paid employees. Elavon is committed to giving people with disabilities equal opportunity in all aspects of employment including: recruitment, communication, workplace emergency response, return to work processes, performance management, career development and advancement or redeployment.

### 3. **STATEMENT OF COMMITMENT**

Elavon is committed to treating all individuals in a way that allows them to maintain their dignity and independence. Additionally, Elavon is committed to providing equal opportunity to employees with disabilities and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations.

### 4. **COMMUNICATION**

All employees will be informed of Elavon’s policies and any changes to its policies used to support employees with disabilities.

### 5. **COMPONENTS OF THE POLICY**

#### 5.1 **Recruitment of new employees**

The firm will notify job applicants, all employees and the public, that accommodations are available upon request in relation to the materials or processes to be used in the recruitment of employees. If a selected applicant requests an accommodation, Elavon will consult with the applicant and provide or arrange for the provision of a suitable accommodation, to the best of Elavon’s ability, in a manner that takes into account the applicant’s accessibility needs due to disability.

When making an offer of employment to a successful applicant, Elavon will inform the applicant of its policies for accommodating employees with disabilities and will provide such policies to new employees as soon as practicable after they begin their employment.

#### 5.2 **Informing employees of supports**

Elavon will inform its employees of its policies used to support employees, including policies related to the provision of job accommodations that take into account an employee’s accessibility needs due to disability. Elavon will provide updated information to employees whenever there is a change to its existing policies related to the provision of accommodations due to disability.





**5.3 Accessible formats and communication supports for employees**

Upon employee request, Elavon will consult with the employee to provide or arrange for the provision of accessible formats and communication supports in a timely manner. The information includes but is not limited to information needed in order to perform the employee's job and information generally available to employees in the workplace. Elavon will consult with the employee making the request in determining the suitability of an accessible format or communication support.

**5.4 Workplace emergency response information**

When necessary, Elavon will provide individualized workplace emergency response information to employees who are known by Human Resources to have a disability. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, Elavon shall provide the workplace emergency response information to the person designated by the company to provide assistance to the employee. Elavon will provide emergency response information as soon as practical after Human Resources becomes aware of a need for accommodation. Employees are encouraged to come forward should they require accommodation or emergency response information.

Elavon will review the individualized workplace emergency response information when the employee moves to a different location in the organization, the employee's overall accommodations needs change and when the company reviews its general emergency response practices.

**5.5 Documented individual accommodation plans**

Elavon's process for the development of documented individual accommodation plans for an employee with disabilities, is as follows:

1. The employee will meet with Human Resources to participate in the development of their individual accommodation plan. An individual accommodation plan will, if requested, include any information regarding accessible formats and communications supports, individualized workplace emergency response information and will identify any other accommodation to be provided.
2. Elavon has the right to request an evaluation by an outside medical or other expert, at the Firm's expense, to assist the Firm in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
3. The employee can request the participation of a representative from the workplace in the development of the accommodation plan.
4. All steps will be taken to protect the privacy of the employee's personal information.
5. The individual accommodation plan will be reviewed and updated when changes are necessary. The employee must inform Human Resources of any changes to the employee's accommodation requirements, and a representative from Human Resources will meet with the employee to discuss the changes or updates to the individual accommodation plan.





6. If an individual accommodation plan is denied, the reasons for the denial will be provided to the employee in writing.
7. The individual accommodation plan will be in a format that takes into account the employee's accessibility needs due to disability.

**5.6 Return to work process**

Elavon has in place a return to work process for its employees who have been absent from work due to a medically supported illness or disability and who require disability-related accommodations in order to return to work. The return to work process is documented and managed in conjunction with Elavon's third party adjudicators Hartford for Short Term Disability and Sun Life for Long Term Disability. Elavon fully supports return to work programs.

**5.7 Performance Management**

Performance management processes related to assessing and improving employee performance, productivity and effectiveness will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

**5.8 Career development and advancement**

Elavon will provide career development and advancement to its employees with disabilities, while taking into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans.

Career development and advancement includes providing additional responsibilities within an employee's current position, the movement of an employee from one job to another which may provide greater responsibility or compensation, and/or advancing to a higher level in the organization, or any combination of the above.

**5.9 Redeployment**

If Elavon has a need to reassign employees to other departments or jobs within the company as a result of a job elimination, we will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

This Policy exists to achieve accessibility across all stages of the employment life cycle. By proactively removing barriers, Elavon can create a workplace that is accessible and will allow all employees to reach their full potential.

