

Created:	October 1, 2023
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## **Purpose**

At OFX, we are committed to fostering a diverse, inclusive, and accessible workplace where we value, respect, and encourage employees to be their authentic selves. With an employee base as diverse as the clients we serve, supporting an inclusive workplace is fundamental to our continued success.

In addition to the commitment of an accessible workplace, all OFX employees are committed to providing customer services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others. This includes:

- communicating with people with disabilities in ways that take disabilities into account.
- ensuring our websites meet accessibility requirements.
- welcoming people with disabilities who are accompanied by a service animal or support person to OFX offices that are open to the public.
- treating people with disabilities fairly with respect to customer service, recruitment, employment, training, career development and career progression.

OFX will act in a manner consistent with its obligations outlined under provincial human rights and accessibility legislation.

## **Scope**

This policy applies to current employees and those applying for employment at OFX including full and part-time, casual, contract, permanent, and temporary employees. This also applies to employees on approved leave including short and long-term disability leave.

## **Training**

OFX is committed to training employees, as required by legislation, on how to interact and communicate with people with disabilities. This includes:

- 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 various assistive devices or systems available at OFX to help with the provision of goods and services.
- what to do if a person with a disability is having difficulty in accessing OFX's goods and services.



We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## **Employment**

OFX has an Accommodation Procedure to ensure all requests for accessibility and accommodation are acted upon in a consistent and fair manner. This procedure outlines the process for employees making an accommodation request and the steps OFX will take to address the request.

We will also:

- communicate with employees in a variety of forums including an accessible format if requested.
- ensure our website meet regional accessibility guidelines.
- include information in our job advertisements to notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.

We will consult with the person making the request to determine an accessible format or communication support. If OFX determines that information or communications are unconvertible, the requester will receive:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications.

## **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. If applicable, identify other measures.

If needed, we will ensure our employees are trained and familiar with various assistive devices we have on site or may be used by customers with disabilities while accessing our services.

## **Communication**

We communicate with people with disabilities in ways that take into account their disability. This may include the following written, email or verbal communication.

We will work with a person with disabilities to determine what method of communication is most suitable for them based on their needs.

## **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.



A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our employees may ask for documentation from a regulated health professional that confirms the person requires the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services or facilities:

- explain why the animal is excluded.
- discuss with the customer another way of providing services or access to facilities.

### **Support Persons**

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

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, OFX will notify customers promptly as needed. This 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.

### **Feedback**

OFX's goal is to meet expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and appreciated. Feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

Email: [customer.service@ofx.com](mailto:customer.service@ofx.com)

Voice calls: 1-800-680-0750

Voice Relay Service (VRS)

### **Version control**

Version	Date	Status & changes
v1	1 October 2023	Launched Accessibility Policy