



Multi-year Accessibility Plan

OFX strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. OFX is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

Customer Service

OFX is committed to providing services in a way that respects the dignity and the independence of people with disabilities, providing the same opportunity to access our products and services. All OFX staff undergo customized customer service training to assist people with a variety of disabilities to access our products and services.

On an on-going basis, OFX will review its customer service practices and training program to ensure we are meeting the needs of our customers with disabilities in accordance with the requirements of the law.

Information and Communications

OFX is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs and provide accommodation such as accessible formats and communication supports upon request. OFX is working towards developing all websites and web content in accordance with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Employment

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

OFX is committed to providing an accessible recruitment and onboarding process for persons with disabilities. We advise candidates through our job postings of our commitment and advise on where they can request individualized accommodations. During the onboarding process, we notify successful applicants about our policies and programs for supporting employees with disabilities.

We have policies, programs and other resources in place to promote accessibility and inclusion. This helps to ensure the accessibility needs of employees with disabilities are



considered throughout the performance management, career development and redeployment processes.

Accommodating employees with a disability is an important part of our commitment to fostering a diverse, inclusive and accessible workplace. OFX has developed a formal accommodation program, where we develop individualized accommodation plans and return to work plans for employees who are absent from work due to disability. Our People & Culture team works with employees and managers to ensure we meet all workplace accommodation needs and requirements in accordance with the law.

We ensure the health and safety of everyone in the workplace by preparing individualized emergency plans for employees that require assistance or accommodation in the event of an emergency or evacuation at one of our office locations.

The People & Culture team will review our employment practices as it relates to disabilities on a regular basis to ensure we are supporting our employees with disabilities and meeting all requirements with the law.

Training

OFX provides accessibility training to all employees. This training is required for all existing employees and new employees who join the organization. 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.

OFX will review its current training programs on an annual basis to determine if any modifications are required in order to meet Ontario's accessibility requirements.

Contact

For more information on this accessibility plan, to provide feedback or to request an alternative accessible format, please contact:

- customer.service@ofx.com or
- our customer service line at 1-800-680-0750

Multi-year Accessibility Plan introduced: October 2023

Next Review Date: December 1, 2028