MULTI-YEAR ACCESSIBILITY PLAN

deluxe®
trusted business technology

Created: 2014/ Revised 2021

I. Introduction and Statement of Commitment

Deluxe is committed to providing equal treatment to people with disabilities whether visible or non-visible, with respect to the use and benefit of company services, programs, goods and facilities in a manner that respects the individual's dignity and that is equitable to all staff.

Under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA" or the "Act") the Government of Ontario has developed a phased-in approach to reaching its objective of making the Province of Ontario fully accessible by 2025.

Our Multi-Year Accessibility Plan sets out Deluxe's guidelines for establishing accessibility for persons with disabilities. This Plan will be reviewed at least once every five (5) years as set out in the Act.

II. Establishment of Accessibility Policies

Deluxe will establish and implement an Accessibility Policy and make it accessible to employees through email and on our employee board and to the public in accessible formats upon request.

Completion Date: September 2013 Status: Completed
Updated: September 2020

III. Training

Deluxe will provide training on the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities referred to in the Act. Records will be maintained.

Completion Date: January 15, 2018 Status: Ongoing

IV. Information and Communications Standards

i) Work to ensure our internet and intranet websites and web content controlled directly by Deluxe or through a contractual relationship conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Completion Date: January 1, 2021 Status: Ongoing

ii) Upon request Deluxe will arrange for the provision of accessible formats and communication supports for persons with disabilities and will work with individuals to determine the suitability of an accessible format or communication support.

Completion Date: January 1, 2015 Status: Ongoing

iii) Ensure processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Completion Date: August 1, 2017 Status: Ongoing

V. Employment Standards

i) Recruitment – A notice indicating availability of accommodations upon request will be posted in the Career section of the company website for potential candidates selected for assessment during the recruiting process. If the selected applicant requests an

accommodation, we will consult with the applicant to arrange for the provision of a suitable accommodation.

Completion Date: January 1, 2016 Status: Ongoing

ii) Notice to Successful Applicants – When making offers of employment, we will notify the successful applicant of our policies for accommodating employees with disabilities.

Completion Date: January 1, 2016 Status: Ongoing

iii) Informing Employees of Supports – Deluxe is committed to informing employees of our policies used to support employees with disabilities. We will provide the required information to new employees as practicable.

Completion Date: January 1, 2016 Status: Ongoing

iv) Workplace Emergency – Where Deluxe is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Completion Date: January 1, 2016 Status: Ongoing

v) Documented Individual Accommodation plan – A written process for the development of documented accommodation plans for employees will be developed. The documentation will comply with all elements listed in the Regulation.

Completion Date: December 1, 2017 Status: Complete

vi) Performance Management – Accessibility needs of employees with disabilities will be taken into account when using our performance management process.

Completion Date: January 1, 2016 Status: Ongoing

vii) Career Development and Advancement – We will take into account the accessibility needs of our employees with disabilities as well as any individual accommodation plans when providing career development and advancement opportunities.

Completion Date: January 1, 2016 Status: Ongoing

An alternate format of this multi-year plan is available upon request.