

## **Visa Canada Statement of Commitment & Accessibility Plan**

### **Message from Stacey Madge, President & Country Manager, Visa Canada**

#### **Introduction**

Visa connects the world through an innovative, reliable and secure digital payment network that enables individuals, businesses and economies to thrive. Our business model promotes openness, access and inclusivity for everyone, everywhere.

Visa has created an environment in which individual differences and capabilities are valued and contribute to our business success. Our mission is to attract, develop and retain a workforce that is reflective of the business and communities we support. We promote cultural competency among Visa leaders to maximize engagement and create a more robust talent acquisition pipeline.

Visa has received numerous industry awards for its inclusive workplace environment and culture. Some of these awards include:

- Visa Canada recognized by “Great Place to Work Canada” as a Great Place to Work for Inclusion in both 2020 & 2021
- Visa Canada recognized by “Great Place to Work Canada” as a Great Place to Work for Mental Health – 2021
- Visa is proud to be the first and longest-standing global sponsor of the International Paralympic Committee and the Paralympic Games – 2002 – present

#### **Introduction**

As part of its ongoing commitment to diversity and inclusion, Visa is dedicated to meeting the needs of its employees, contractors, and customers with disabilities. Visa is committed to providing equitable access to everyone, everywhere, by identifying, removing and preventing barriers to accessibility. Visa does this by meeting its requirements under the *Accessibility for Ontarians with Disabilities Act*, and related provisions under the *Ontario Human Rights Code*, Ontario’s *Occupational Health & Safety Act*, and other related laws along with its own corporate policies and training.

Our organization is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act*. This accessibility plan outlines the steps Visa is taking to meet those requirements and to improve access and opportunities for persons with disabilities.

Our plan shows how Visa will play its role in making Ontario an accessible province.

#### **Section One: Past Achievements to Remove and Prevent Barriers**

This section includes a summary of the accessibility initiatives Visa has completed and some of its past achievements.

#### **Customer Service**

Visa is committed to providing goods and services to persons with disabilities and we are guided by the principles of dignity, independence, integration and equal opportunity for all customers.

Among other things, this means that we may receive feedback on our accessibility program or requests for products or services to be provided in alternate formats from individuals or clients. When we receive such a request, we provide alternate formats of materials that take into account the disability of the individual making the request.

The Visa Accessibility Team consults with Visa business teams to implement customer accessibility standards and respond to such feedback or requests. When Visa business teams need training and support, Visa's Accessibility Team assigns an "accessibility coach" to that team to help it maintain or improve accessibility standards and continue to identify and prevent barriers to accessibility.

#### General Feedback Process:

- Visa has processes in place to communicate customer requests, feedback or complaints to our Human Resources, Office Facilities or Visa's Accessibility Team departments either in-person, by mail, email, phone, web portal or social media accounts, depending on the nature of the request and the manner by which it was communicated.
- We will clarify to the person providing the feedback or making the request how their feedback or request will be processed.
- The applicable department will respond in a timely manner (which shall depend on the nature and urgency of the request) and at no cost.

#### **Information and Communications**

- Visa's Accessibility Team oversees the compliance and improvement of accessibility across the company as part of its global mandate to ensure that its internal- and external-facing systems conform to Visa's Global Accessibility Requirements (VGAR) which meets or exceeds Visa's current standard, WCAG 2.1 AA.
- VGAR includes desktop and mobile requirements, test cases, tools, how-to videos for every test case and tool, online training produced in-house, FAQs, and a maturity model allowing Visa to scale accessibility across the company. For more information on VGAR, please see: <https://developer.visa.com/pages/accessibility>.
- The Visa Accessibility team has Design Toolkits that include accessibility instructions and guidance for developers.
- The Visa Accessibility Team also includes a governance function to support strategy, policy and direction for the company on an ongoing basis.

#### **Employment**

Visa's workplace culture promotes and celebrates diversity and inclusion. Visa trains members of its organization on accessible customer service including how to interact with people with different disabilities.

#### Training

Visa provides training on the Customer Service Standard. Visa employees and contractors have received training on the requirements of the *Accessibility for Ontarians with Disabilities Act*.

Visa has policies, processes and related training in place to meet its requirements under related laws and regulations including:

- Accommodation for persons with disabilities are communicated in all job advertisements, applications, interview, hiring and work-related accommodation processes.
- AODA Employee training modules
- Technical Accessibility Training (Accessibility 101 (Intro); Accessibility 201 (Accessibility at Visa; Accessibility 301 (How to Complete a VGAR Audit)
- Employee Code of Conduct
- Anti-Discrimination and Anti-Harassment Policies and Training
- Respect and Dignity at Work Policies
- Providing flexible, work-from-home arrangements (depending on the employee's role requirements)
- A Return to Work policy for employees who were absent stemming from a disability to ensure necessary accommodations can be made

Employees with disabilities may contact Human Resources to arrange for necessary workplace accommodations in connection with such requirements. Employees are provided with the opportunity to raise concerns or exercise their rights under the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code* via Visa's Human Resources department, Employee Relations and its Business Conduct Office.

## **Other**

In addition to the above employee training, policies and processes, Visa provides its staff with robust educational programs and initiatives that aim to promote an accessible, diverse and inclusive organization. Some of these programs and initiatives include:

### Education, Programs and Resources

- Visa has a number of Employee Resource Groups (ERG) and global diversity and inclusion chapters that connect employees with others who share cultural heritages or life experience, including the Visa Employee with Disabilities (ViAble) ERG
- Visa provides awareness and educational programs for its employees including:
  - Programs featuring Paralympic athletes guest speakers
  - Book and film clubs with themes focusing on disability
  - Recognition of International Day of Persons with Disabilities
  - Recognition of Mental Health Awareness Month

### Preventative

- Visa offers employees virtual yoga, meditation and stretch classes to help optimize physical and mental health.
- Providing webinars and tips to prevent or reduce employee and workplace stress and burnout.
- Access to a nutritionist and free consults.

- Providing employees with access to a confidential hotline and resources to discuss mental health issues and challenges.

## **Office and Facilities**

Visa Canada's office welcomes individuals of diverse abilities, including those who may:

- Be accompanied by support persons
- Use assistive devices
- Require service animals

Visa Canada's office and facilities meet or exceed the accessibility requirements under AODA.

Visa has procedures in place to prevent service disruptions to the accessible parts of our facilities and inform customers and visitors when accessible services are temporarily unavailable.

Visa Canada's Health and Safety Committee has processes for assisting persons with disabilities (whether temporary or permanent) in the event of emergencies or building evacuations.

## **Section Two: Strategies and Actions**

Identify the projects and programs your organization plans to take action on between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to identify, remove and prevent barriers to accessibility.

### **Customer Service**

Visa remains committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others, and at no additional cost.

The Visa Accessibility Team has policies and processes in place to continually evaluate its communications, products and services to ensure they remain in compliance with accessibility laws.

### **Information and Communications**

Visa is committed to making our information and communications accessible to people with disabilities.

Visa's Accessibility team regularly assesses and updates its AODA and other accessibility law requirements in order to support the organization, along with Visa products and services.

### **Employment**

Visa remains committed to fair and accessible employment practices.

Beginning in 2020, Visa Canada implemented enhanced interview processes into its hiring practices to further cultivate a diverse and inclusive talent pool where different backgrounds, life experiences and perspectives are valued.

### **Training**

Visa remains committed to providing training in the requirements of Ontario's accessibility laws, the *Ontario Human Rights Code* and our corporate policies as outlined above. Visa will provide this training as soon as is practicable upon an employee's commencement of employment. Employees are required to complete this training within 30 days of their start date.

### **Office and Facilities**

Visa will continue to meet accessibility laws when building or making major changes to its facilities. Visa will put procedures in place to prevent service disruptions to the accessible parts of our facilities and inform customers and visitors when accessible services are temporarily unavailable.

Visa's Health and Safety Committee will train new employees and retrain existing employees on emergency evacuation procedures for persons with disabilities when staff return to office (during the Covid pandemic, the majority of employees worked from home).

Visa has a review process to ensure its facilities and building plans are evaluated for access issues and steps are taken to identify, prevent and remove barriers.

### **Other**

Visa will continue to develop and provide educational awareness, guest speakers and other programs as part of its commitment to ensure an inclusive and diverse organization.

### **Compliance:**

December 31, 2017: Filed an AODA Compliance Report.

June 30, 2021 (extended by Ministry from original filing due date of December 31, 2020): Filed an Accessibility Compliance Report.

### **Review Period**

This plan will be reviewed each year in the month of February.

### **For more information on this plan or to provide feedback**

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[https://www.visa.ca/en\\_CA/accessibility.html](https://www.visa.ca/en_CA/accessibility.html)

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Standard and accessible formats of this document are available on request and at no additional cost.

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