



Mastercard Canada Accessibility Plan 2016 - 2021

Message from the CEO

"As a company, we believe diversity sits at the root of innovation. Diversity of culture, experience and thought all drive innovative thinking. That's why we encourage employees to express their diverse opinions and ideas. We want them to feel empowered and to recognize that their contributions make a difference." Ajay Banga, President and CEO

With this commitment to diverse experiences in mind, Mastercard is dedicated to ensuring equal access and participation for people of all abilities. We believe in integration and we are committed to meeting the needs of people with disabilities - whether employees, prospective employees, customers, cardholders or members of the public - in a timely and respectful manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and all other applicable laws.

Introduction

Mastercard strives to meet the needs of its employees, customers and cardholders with disabilities and is working to remove and prevent barriers to accessibility.

Mastercard is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act*. This accessibility plan outlines the steps Mastercard is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Mastercard will play its role in making Ontario an accessible province for all Ontarians.

At Mastercard, we are proud of and value our differences—in culture, experience and thought, as well as sex, gender, creed, ethnicity, race, color, national origin, age, religion, citizenship, familial status, marital status, veteran status, alienage, sexual orientation or disability—understanding that diversity and inclusion are good for business and make our company stronger. We do not tolerate discrimination or harassment on any of these grounds. Each day we work to build a culture that is open, diverse and inclusive.

We foster an environment where employees are comfortable asking questions and taking an active role in understanding, discussing and exploring issues. In this way, we can be sure to identify and address issues or concerns even before they grow into larger problems. Working together to maintain an environment that fosters trust and that empowers us to take initiative and hold ourselves accountable is an essential part of the Mastercard culture. Our continuing success as individuals, colleagues, and a company depends on all of us treating each other with respect and upholding the highest professional and ethical standards.

Section One: Past Achievements to Remove and Prevent Barriers

Employment

- Our commitment to diversity and inclusion is embedded in the Mastercard Code of Conduct. The Mastercard Code of Conduct is attached as Appendix A.
- A variety of clear and open avenues exist for employees who feel that they have not been treated fairly or with dignity, including Human Resources and the Law Department.
- Employees are able to self-identify their status as an individual with a disability and contact Human Resources to arrange any necessary special accommodations.
 - This includes a Return to Work policy for employees absent from work due to a disability, integrating the needs of individuals with disabilities into the performance assessment process and hiring processes, and addressing any accommodations that need to be made when travelling on Mastercard business.
- We maintain flexible work arrangements, which allows employees to work from home as appropriate.
- Create a cross-functional working group to identify barriers and solicit feedback from employees on how to best address accessibility.

Information and Communications

- We are in the process of revamping mastercard.ca in order to be more informative and accessible, in line with the requirements of World Wide Web Consortium Web Content Accessibility Guidelines 2.0, Level A.
- Our social and digital media outreach platforms follow industry standard.
- We have communicated emergency and public safety accessibility accommodations more broadly so that all employees are more aware of the assistance available to them.

Training

- We provide training on the Customer Service Standard.
- All employees have received training on the requirements of the *Accessibility for Ontarians with Disabilities Act*.

Customer Service

- We remain in compliance with the Customer Service Standard.
- We have not received any complaints to date about accessibility, but have processes in place to address within five business days should issues be brought to our attention.
- Merchants wishing to lodge complaints under the *Code of Conduct for the Credit and Debit Industry in Canada* have the option to do so in a variety of formats, including via a web portal, email, phone or fax.

Facilities

- Mastercard's offices are fully accessible, in line with our commitment to providing workplaces that meet or exceed current codes for accessibility.
- We have made investments in life safety systems over and above local building requirements, adhering to an enhanced Mastercard standard. For example, a desire for increased building safety drove the 2015 relocation of the Toronto office.

- We offer periodic ergonomic consults for all employees as well as special accommodations, including adjustable height workstations or other ergonomic accessories, as needed.
 - With documentation from a regulated health professional, provisions will also be made for employees who are required to work from home.
- We maintain a record of employees who may need assistance in the event of an emergency and work proactively with employees' manager to assign dedicated staff members that will assist that employee in case of an emergency (if needed) and ensure building management is also aware of people requiring assistance.

Section Two: Strategies and Actions

Employment

Mastercard is committed to open and non-discriminatory recruitment and employment practices that are accessible to all applicants.

- Q1 2017: Assess and enhance accessibility policy adopting best practices across North American Markets division.
- Q1 2017: Include tailored emergency response form in e-boarding package.

Information and Communications

We communicate with people with disabilities in ways that take into account their disability.

- Q4 2016: For social media in particular, we are limited by the platforms we use and their structures. From a post perspective (Twitter, Facebook), our only option is plain text. However, we are attempting to innovate where we can. For example, Facebook recently rolled out a closed captioning capability for videos, which we will piloting for future campaigns with a broader roll-out in 2017.
- Incorporate accessibility requirements under the AODA into agreements with service providers.
- By January 1, 2021: Ensure all websites and web content is accessible.

Training

Mastercard is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Q3 2016: Automate training within Mastercard University so that new employees receive training on the requirements of the *Accessibility for Ontarians with Disabilities Act* at the time of onboarding.
- Q3 2016: Provide information to all staff on how to make the documents they produce more accessible.
- Q3 2016: New staff will automatically receive training on the AODA as part of their onboarding curriculum.
- 2017-2018: Develop an annual lunch and learn program with guest speakers to help enhance our understanding of accessibility and address unconscious bias.

Customer Service

While Mastercard's interactions with the general public are more limited than the financial institutions that issue our products and the merchants who accept them, we are committed to excellence in customer service, and will provide accessible options as needed. We will provide our services to people with disabilities with the same high quality and timeliness as others.

- Q4 2016: We are working to make it easier for people to give feedback on any potential barriers to accessibility that may exist via enhancements to the Accessibility page of our website, as well as adding email or telephone options.
- Q1 2017: Provide training on revisions to the Customer Service Standard released in July 2016.
- 2016 – 2021: Provide further training on the Customer Service Standard as appropriate.

Facilities

2018: Consider adding automated doors throughout office to improve access for people with wheelchairs.

Compliance

- December 31, 2017: File an Accessibility Compliance Report.
- December 31, 2020: File an Accessibility Compliance Report.

Review Period

This plan will be reviewed annually in the month of July.

Feedback

Mastercard will arrange for feedback to be provided via accessible formats and/or with communication supports, upon request.

For more information about the Mastercard Canada Accessibility Plan, contact our Accessibility Officer.

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Copies of this plan or our Accessibility Policy are available upon request. They can be provided via accessible formats and/or with communication supports, upon request.

Ce document est aussi disponible en français.