



Multi-Year Accessibility Plan

THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

Our Commitment to Accessibility

LoyaltyOne complies with the Accessibility for Ontarians Act, 2005 (AODA). We are committed to meeting the accessibility needs of persons with disabilities in a manner that is consistent with the core principles of AODA – independence, dignity, integration, and equal opportunity. We view accessibility as providing our associates, customers, and stakeholders with uninhibited access to all our services and information. The purpose of this Plan is to outline LoyaltyOne’s strategy to be a barrier-free organization by identifying, removing, and preventing barriers to accessibility.

This Plan is publicly available on our Accessibility page at www.airmiles.ca.

Our Accessibility Principles

- To support initiatives that remove barriers and promote or increase equitable access to our services
- To promote a healthy, barrier-free work environment where associates can participate fully in all aspects of their job.
- To be a great place to work and celebrate our people by creating a rewarding and meaningful experience that is accessible to all associates, customers, stakeholders, and people with disabilities.
- To maintain a comprehensive Accessibility Policy and a Multi-Year Accessibility Plan to ensure we remain committed to promoting accessibility.
- To provide, through our ongoing work, a range of accessibility services and support for people with disabilities.
- To ensure that our information and communications to associates, customers, and stakeholders are accessible.



Customer Service

LoyaltyOne is committed to providing accessible customer service to persons with disabilities. We continue to ensure that in our day-to-day activities, we fulfill all the requirements of this Regulation in keeping with the principles of dignity, independence, equality and integration. LoyaltyOne updated its Accessibility Policy in April 2020 and has made the policy available on its Accessibility page.

LoyaltyOne continues to provide Accessibility Standards for Customer Service Training to every associate who deals with members of the public or who participates in developing our policies, practices and procedures governing the provision of goods and services to the public; including associates, contractors and others who provide service on behalf of LoyaltyOne. LoyaltyOne will review its customer service training every two years, unless otherwise stated by law. The training is currently scheduled to be reviewed in 2022.

Information and Communications

LoyaltyOne is committed to making our information and communication accessible to persons with disabilities.

Feedback

We welcome feedback in person, by mail or email, and by telephone. The public is encouraged to provide feedback using the “Contact Us” area of the LoyaltyOne website. All feedback is sent to the appropriate Associate for review and action.

Accessible Formats and Communication Supports

LoyaltyOne will, upon request provide or arrange for the timely provision of accessible communication formats for documents and communication supports for persons with disabilities that takes into account each person’s particular accessibility needs. We will consult with the person making the request in determining the suitability of an accessible format or communication support.



Accessible Websites and Web Content

LoyaltyOne has conducted an internal assessment with respect to its accessible solutions capabilities. Going forward, LoyaltyOne will:

- source and implement automated accessibility testing to test application user interfaces and web content for accessibility.
- ensure accessibility is considered during design and testing for any new and significantly refreshed public websites.

Employment

LoyaltyOne adheres to the Integrated Accessibility Standards Regulation.

Recruitment

LoyaltyOne is committed to ensuring reasonable accommodation for persons with disabilities during the recruitment, assessment, and selection processes. In consultation with job applicants, LoyaltyOne will provide reasonable accommodations upon request. LoyaltyOne will:

- notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.
- consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- notify the successful applicant of its policies for accommodating associates with disabilities.

Employment

LoyaltyOne is committed to ensuring that reasonable accommodations are made available to associates with disabilities throughout the employment relationship. LoyaltyOne will:

- inform its associates of its policies used to support its associates with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability.
- provide this information to new associates as soon as practicable after they begin their employment.
- provide updated information to its associates whenever there is a change to existing policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability.



- consult with the associate to provide or arrange for the provision of accessible formats and communication supports for, information that is needed in order to perform the associate's job; and information that is generally available to associates in the workplace.
- consult with the associate making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

LoyaltyOne will:

- provide individualized workplace emergency response information to associates who have a disability (or to any person designated to provide assistance to an associate), if the disability is such that the individualized information is necessary and LoyaltyOne is aware of the need for accommodation due to the associate's disability.
- develop and document individual accommodation plans for associates with disabilities
- develop return to work processes for associates who have been absent from work due to disability, and require reasonable accommodations to return to work
- consider the accessibility needs of associates with disabilities, and any individual accommodation plans, throughout the performance management, career development and advancement, and redeployment processes.

Additional Information

For additional information on this plan, you may contact LoyaltyOne through the [Contact Us](#) page.

Maintenance and Review

This plan was developed in September 2020 and will be reviewed at least every 5 years. The next scheduled review is September 2025.