



Accessibility Policy

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1 - Payworks' Commitment

Payworks Inc. ("Payworks" or the "Company") is committed to identifying and taking steps to remove barriers to accessibility in a manner that respects the principles of independence, dignity, integration and equal opportunity for all individuals. In fulfilling this commitment, we strive to provide people with disabilities the same opportunities, in an accessible manner, as they relate to customer service, information and communication, employment, and the use of public spaces at Payworks.

2 - Application

This policy applies to all employees, volunteers and any third parties who conduct business on behalf of Payworks. This policy is intended to affirm Payworks' commitment to accessibility and to meet the requirements of applicable provincial accessibility and human rights legislation.

3 - Guidelines

3a – Customer Service

Payworks is committed to excellence in serving all our clients, including those with disabilities, and will establish and implement accessibility policies and guidelines. Where there is a barrier to accessing our goods, services, or facilities, we seek to provide alternate ways to facilitate accessibility for our clients with disabilities.

For more information on how we provide accessible customer service, please refer to the Payworks Accessible Customer Service Policy found on payworks.ca or contact the Accessibility Team at accessibility@payworks.ca.

3b – Information and Communication

Upon request, Payworks will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner. Payworks will consult with individuals on how best to meet their information and communication needs. This includes publicly available information about our goods, services, and facilities, as well as publicly available emergency information.

Payworks will arrange for accessible feedback processes upon request. We provide or arrange for accessible formats and communication support when receiving or responding to feedback.

3c – Employment

Payworks will establish and implement policies and guidelines that support accessible employment practices for potential and current employees with disabilities. Payworks will consider accessibility during all phases of the employment cycle, including recruitment, performance management, redeployment, and career development. Payworks will develop and put in place a process for the development of individual accommodation plans for employees with disabilities.

Payworks will notify all applicants, successful candidates, and employees that accommodations are available and will collaborate with each individual to provide accommodations that are mutually agreeable. Payworks employees will be informed of any policies or guidelines related to accessibility as soon as possible after they begin employment and whenever there is a material change. Payworks will arrange for the provision of accessible formats and communication supports for information needed to perform an employee's job function and information that is generally available to employees in the workplace, including training materials. We will consult with individual employees to determine the suitability of an accessible format or communication support.

Payworks provides individualized workplace emergency response information to employees who have a disability where they have self-identified as requiring individualized accommodation needs, or Payworks becomes aware of the need for

accommodation. Individualized emergency response plans will not be shared with anyone, unless with consent and to those who are designated to assist and account for individuals in the case of an emergency.

3d – Design of Public Spaces

Payworks will comply with any accessible design standards required by law with respect to its public space that are newly constructed or newly redeveloped.

4 - Training

Payworks provides training to all employees and persons conducting business on behalf of Payworks on accessibility legislation, human rights legislation and our policies and guidelines related to accessibility. Training will be provided as soon as reasonably practicable after an individual is assigned duties and where there are material changes to policies and guidelines relating to accessibility.

Payworks will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

5 - Review & Feedback

Payworks is committed to developing policies and procedures that respect and promote the dignity and independence of persons with disabilities. No changes will be made to this policy before considering the impact on persons with disabilities. This policy will be reviewed and revised from time to time to comply with applicable human rights legislation, accessibility laws and/or standards.

If you have any questions about this Policy or our accessibility initiatives, please let us know. Feedback on this Policy and the company's accessibility measures is welcome.

As noted above, feedback can be provided through various means and in various forms. If you have questions, concerns, or comments, please contact our Accessibility Team:

Phone: (204)779-0537 x2762
(204)779-0537 x3820

Email: accessibility@payworks.ca

Mail: ATTN: Accessibility Team Payworks Inc. 1565 Willson Place Winnipeg, MB R3T 4H1 Individuals who provide feedback will receive acknowledgement of their feedback, along with any resulting actions in a timely manner.

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