



INTERNATIONAL FINANCIAL
DATA SERVICES

The IFDS Multi-Year Accessibility Plan

(The “Plan”)

Our commitment

IFDS is committed to providing goods and services to anyone with disabilities in an accessible and timely manner, and in a way that promotes the principles of dignity, independence, integration, and equality of opportunity.

Our Multi-Year Accessibility Plan (The “Plan”) is in place and reviewed on a regular basis. The Plan applies to IFDS and IFDS LP (collectively “IFDS”), and is publically available under [Important Information](#) at www.ifdsgroup.ca. The Plan is based on the accessibility requirements set out in the Integrated Accessibility Standards Regulation (“IASR”) enacted under the *Accessibility for Ontarians with Disabilities Act, 2000* (“AODA”).

Accessible communications

In every stage of the client relationship – from marketing to servicing to closing – and in every manner – whether face-to-face interactions, letters, telephone calls, and electronic/systems communications – IFDS will communicate with individuals with disabilities in a manner that takes into account their disability.

Feedback

Clients, client representatives, and other third parties who wish to provide feedback on the way IFDS provides goods and services to individuals with disabilities can do so in person or via any method outlined below:

Mail:

International Financial Data Services Ltd.
Attention: Chief Compliance Officer
30 Adelaide Street East - Suite 1
Toronto, Ontario M5C 3G6

Email:

dgregoris@ifdsgroup.com

Phone:

416-506-8012

Fax:

416-240-1021

Devices & supports

IFDS welcomes all individuals with disabilities who are accompanied by a service animal and/or support person to those portions of our premises that are open to the public or such other areas as may be necessary in the circumstances.

To the extent required, IFDS will provide its staff with training to become familiar with various assistive devices that may be used by individuals when accessing IFDS' services and premises.

In the event of a planned or unexpected disruption to services or facilities to be used by individuals with disabilities, IFDS will notify individuals of the disruption promptly. The notice will advise individuals the reason for the disruption, its anticipated duration, and will provide a description of alternative facilities or services, if available.

Accessible websites & content

IFDS has taken steps to ensure that its new Internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A. IFDS is committed to ensuring that all of its Internet websites and web content published after January 1, 2012 conform to WCAG 2.0 Level AA by January 1, 2021. Where meeting certain requirements is not practicable at a given time as a result of (i) the availability of commercial software or tools or both, or (ii) an implementation timeline that was planned or initiated before January 1, 2012, IFDS is committed to taking active steps within its software development lifecycle to address those technical issues in a timely manner.

Employment

IFDS is committed to making accommodations during the entire employment process – from recruitment to career development – for all persons with disabilities and for current employees, as applicable.

Training

IFDS is committed to providing training to all employees on the applicable laws related to the provision of goods and services to individuals with disabilities. Specifically, employees will be trained on how to interact and communicate with individuals with various types of disabilities, including interaction with individuals who use assistive devices, support persons or service animals. New employees will complete the training within a reasonable time after commencement of employment.

Administration

This Plan is reviewed and updated, where necessary, and approved on an annual basis. A copy of the Accessible Customer Service Policy will be provided to individuals requesting it in an accessible format as required.