

Accessibility Plan

Accessibility for Ontarians with Disabilities Act Amex Canada Inc.

1. Introduction & Statement of Commitment

Amex Canada Inc. (“Amex” or “American Express”) is committed to the Accessibility for Ontarians with Disabilities Act (the “Act”) by providing excellent service to all customers and working to meet the needs of people with disabilities by preventing and removing barriers to accessibility. We strive to ensure that all customers can access our products and services in the same or similar manner, and in a way that respects the dignity and independence of persons with disabilities.

At Amex, our culture is built on strong relationships, shared values and purpose and our commitment to backing our customers, communities and each other. We are committed to providing an inclusive and accessible work environment – one where colleagues, candidates and those who work on behalf of Amex are treated equally, with dignity and respect.

We are committed to creating a barrier-free environment by striving to meet the accessibility requirements as set out in applicable legislation. To achieve these goals under the Act, Amex Canada Inc. will:

- Identify and assess existing barriers to accessibility for our customers and employees;
- Develop, implement and publish its multi-year Accessibility Plan (the “Plan”)
- Make the Plan available to any customer or employee who requests it in an open and accessible format
- Update this Plan at least every five years to reflect the progress we have made in implementing it
- Regularly consult with customers, employees and other stakeholders in the development and implementation of this Plan

This Plan addresses our efforts to identify, prevent and eliminate barriers to accessibility for persons with disabilities.

2. Accessibility Standards for Customer Care

American Express is committed to providing excellent service to all customers and we will provide our services in a way that respects the dignity and independence of persons with disabilities. We strive to ensure that all customers can access our services in the same or similar manner, and our offerings will be integrated wherever possible.

Customer care is addressed by the Accessibility Standards for Customer Service regulations under the Act. American Express’s plan to meet these requirements includes the following measures:

- Develop and implement a plan to deal with the public and other third parties **(Completed and ongoing)**
- Ensure that training has been completed (and is conducted regularly) with all employees who deal with customers, including instruction on assistive devices which may be used by persons with disabilities **(Completed and ongoing)**
- Make TTY telephone communication services available to customers **(Completed and ongoing)**
- Make online chat servicing available to customers as an alternative to telephone-based servicing **(Completed and ongoing)**
- Accommodate physical access to public areas of American Express' facilities or events for customers utilizing guide dogs or other service animals **(Completed and ongoing)**
- Accommodate physical access to public areas of American Express' facilities or events for customers accompanied by a support person, including acknowledging that the support person is not a customer themselves (in this instance) **(Completed and ongoing)**
- Provide notice of service disruptions and their expected effects on customers with disabilities, including physical site access, availability of certain services (such as Braille account statements) and impacts to web pages or other electronic communications **(Completed and ongoing)**
- Regular review of feedback from customers on our progress in identifying, preventing and removing barriers to accessibility **(Completed and ongoing)**
- The addition of an 'Accessibility' section of our web site which contains our Accessibility Policy and this Plan, updated from time to time **(Completed and ongoing)**
- Reporting by our Accessibility Officer through the Accessibility Compliance Reporting Tool through Service Ontario **(Completed and ongoing)**
- Track each of the steps above **(Completed and ongoing)**

In addition, there are general requirements under the Act which can apply to customers, which include the following:

- Integrating accessibility criteria into procurement processes
- Conducting regular training with customer-facing staff (including contractors and temporary staff)
- Having accessible emergency procedures covering public safety
- Ensuring that a feedback process for persons with disabilities is accessible
- Working towards accessible formats and communications support, including accessible web pages and online content

3. Accessibility Standards for Employment

American Express is committed to being an employer of choice in Ontario, and works to create an environment which is free from barriers to accessibilities for all employees, including temporary staff and contractors ("staff"). The Act and regulations require the following:

- Having policy and procedures to address individual accommodation plans for employees with disabilities
- Having an individualized workplace emergency response for each employee who identifies as having a disability or needing assistance in the event of an emergency
- Notifying employees and prospective employees that accommodation for applicants with disabilities is available, and providing information regarding materials and processes utilized as part of the assessment process
- Notifying current and new employees of the policies for accommodating and supporting employees with disabilities and any changes to such on a regular basis
- A Return to Work policy for employees who are absent from work due to a disability (existing or new to the individual), which includes the creation of an individual accommodation plan
- A performance assessment process which takes into account the needs of employees with disabilities, in particular when providing career development opportunities

American Express's plan to meet these requirements includes the following measures:

- Develop and implement an Accessibility webpage within the Company intranet to provide all employees with access to an accessibility feedback process, as well as links to all internal resources related to accessibility for Amex employees (i.e. workplace accommodation policy, disability forms, assistive technology). **(Implemented 2023)**
- Launch a Canadian chapter of American Express' Disability Awareness Network to create an inclusive space for open dialogue about disability and advocate for the identification, prevention and removal of barriers for employees **(Implemented 2023)**
- Develop and implement emergency procedures and plans which address how we handle service interruptions and impacts to public safety involving our facilities or events **(Completed and ongoing)**
- Develop and implement emergency procedures and plans which address how we handle impacts to employee safety involving our facilities or any work environment for our staff, including contractors and temporary staff **(Completed and ongoing)**
- Create a workplace emergency response policy, procedures, forms and necessary preparedness to ensure that employees with disabilities are appropriately accommodated during emergencies or service disruptions **(Completed and ongoing)**
- Update business continuity and disaster recovery plans to ensure that the policy and procedures noted above are fully-integrated **(Completed and ongoing)**
- Create an individualized workplace emergency response plan for each employee who self-identifies as having a disability, including communicating such plans to each employee's manager and appropriate safety personnel as needed (and with consent of the individual) **(Completed and ongoing)**
- Ensure that all public postings for employment with Amex Canada Inc. include our public commitment to fair and accessible employment practices for persons with disabilities **(Completed and ongoing)**
- Update employment policies and procedures to reflect our commitment to employment practices which attract and retain employees with disabilities **(Completed and ongoing)**

- Ensure that all hiring processes include accommodation for candidates with disabilities, including welcome and onboarding for successful candidates **(Completed and ongoing)**
- Update all performance measurement and professional development tools to include accommodation for persons with disabilities, including individualized accommodation plans which are incorporated into assessments of performance and managing career development **(Completed and ongoing)**
- Create and implement a Return to Work policy for employees who are absent from work due to a disability (existing or new to the individual), which includes the creation of an individual accommodation plan **(Completed and ongoing)**
- Identify existing barriers to accessibility and solicit employee feedback on how to minimize and eliminate those barriers **(Completed and ongoing)**
- Provide equal opportunities to employees with disabilities to undertake professional development, such as attending courses or seminars **(Completed & ongoing)**
- Inform all current and new employees of our policies to support and accommodate employees with disabilities, including the points above **(Completed & ongoing)**
- Keep all employees up-to-date and informed of changes to our policies, including the points above **(Completed and ongoing)**

4. Training

Amex Canada Inc. is committed to a two-pronged training approach: First, we will ensure that all employees are regularly trained on accessibility requirements under the Act and the Ontario Human Rights Code, including best practices for dealing with fellow employees and customers who may have disabilities. Second, we will incorporate accessibility requirements into all of our training, ensuring that training on any topic is accessible to persons with disabilities.

American Express' plan to implement this approach is as follows:

- Create training modules, courses and materials, as appropriate, for all employees of the organization on the accessibility requirements under the Act and the Ontario Human Rights Code **(Completed)**
- Create training, including best practices for interacting with persons with disabilities, for all customer-facing employees **(Completed)**
- Regularly conduct the training noted above and require all employees to complete within a reasonable timeframe **(Completed and ongoing)**
- Create versions of training modules on other topics which are accessible to employees with disabilities (which may include alternative but equal training methods) **(Completed and ongoing)**

5. Websites and Web Content

Amex Canada Inc. strives to ensure that our online content is easily accessible for all customers, and meets the Information and Communication Standards in accordance with the Web Content Accessibility Guidelines (V.2.) as recommended by the World Wide Web Consortium (W3C).

In addition to these measures, we will implement the following action plan:

- Incorporate accessibility requirements under the Act into all new agreements with marketing and other online content providers **(Completed/Compliance achieved and ongoing)**
- Adopt standards to ensure our content is accessible with other platforms, such as mobile devices, to the extent practicable **(Completed and ongoing)**
- Develop email and electronic communication practices which increase accessibility options for recipients **(Completed and ongoing)**.

6. Acquisition of Goods, Services & Facilities

Amex Canada Inc. will incorporate accessibility criteria, where it is practicable to do so, into our procurement process when acquiring goods, services or facilities. Specifically, we will implement the following measures:

- Incorporating accessibility criteria into our written requests for proposals or other documents utilized during the acquisition of goods, services and facilities **(Completed and ongoing)**
- Where it is not practicable to do so, we will provide a written explanation as to why, as requested through the Accessibility Officer **(Completed and ongoing)**
- Provide training and awareness across the organization to ensure all stakeholders involved in the procurement process are aware of the accessibility criteria **(Completed and ongoing)**

When the Accessibility Standards for the Built Environment regulations are released and in force, we will review and update this plan accordingly.

7. Feedback

Amex Canada Inc. takes pride in its commitment to servicing customers and is always looking for opportunities to improve its experience. Amex welcomes colleagues and customers to submit their feedback and suggestions regarding the implementation of the accessibility plan, or any other accessibility matters they encounter in their interaction with Amex. To further this commitment, we have implemented the following action plan:

- Appoint an Accessibility Officer with multiple methods of contact, both internally and externally **(Completed)**
- File progress reports to Service Ontario through the Accessibility Compliance Reporting Tool as required **(Completed and ongoing)**
- Create an Accessibility Hub on the external Amex website to provide accessibility related information for both colleagues and customers, including details of our accessibility feedback processes **(Enhanced in 2023)**
- Ensuring that existing customer and employee feedback mechanisms are accessible to persons with disabilities by providing equivalent or equal access in a timely fashion **(Completed and ongoing)**

- Consult with the person making the request or providing the feedback as to the suitability of accessibility options and support **(Completed and ongoing)**
- Notify the public about the availability of accessible formats and communication options **(Completed and ongoing)**

8. For More Information

For more information about Amex Canada Inc.'s Accessibility Plan, contact our Accessibility Officer:

By Mail: Amex Canada Inc. Accessibility Officer
PO BOX 3204
STN F
Toronto, Ontario
M1W 3W7

By Phone: Toll Free: 1-888-301-5312
TTY: 1-866-529-1344

By Email: AccessibilityCanada@aexp.com

By Fax: 1-866-849-9660

Copies of our Accessibility Policy or this Accessibility Plan are available online or upon request.

Ce document est disponible en français.

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