

AMEX CANADA INC. - Accessibility Policy

I. Purpose & Scope

Amex Canada Inc. is committed to working to improve access and opportunities for all of its customers by providing goods and services that are integrated in a way that respects the dignity and independence of persons with disabilities.

This Policy applies to the provision of goods and service to customers and the public by Amex Canada Inc. employees and contingent workers (agency contractors, third parties, etc.).

This policy has been developed in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and other comparable legislation.

II. Providing Goods and Services to People With Disabilities

Amex Canada Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to help identify potential barriers to access and to interact and communicate with people with various types of disabilities.

2. Customer Service

Amex Canada Inc. is committed to providing fully accessible telephone service to customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by Bell Relay TTY or in writing (by email or regular mail) if telephone communication is not suitable to their communication needs or is not available.

In addition, customers can access online chat servicing if other servicing options are not suitable for their communication needs.

3. Web-based services and online information provision

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).

We train staff to be familiar with the accessibility features of our online services, including:

- Access keys
- Font size control
- Readable link titles
- Navigable headings
- Navigational access keys
- Zoom
- Visited link color

4. Invoices, Itineraries and Written Customer Communications

We are committed to providing accessible invoices, itineraries and other written communications to all of our customers. Upon request, these written communications may be provided in alternative accessible formats.

We will gladly answer any questions customers may have about the content of our invoices, itineraries and written communications by telephone or email.

5. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

6. Service Animals and Support People

Service animals such as guide dogs, hearing dogs, seizure response dogs, and other certified service animals shall be permitted entry to all Amex Canada Inc. facilities that are open to the public, unless otherwise excluded by law.

A support person shall be permitted to accompany a person with a disability to all Amex Canada Inc. facilities that are open to the public.

If there is a charge to attend an event and fees are payable to a third party, a support person is permitted to attend the event at their own cost unless otherwise outlined by the third party. If fees are payable to Amex Canada Inc, a support person is permitted to attend at no cost.

Customers are required to provide their own support person(s) and to confirm that Amex Canada Inc. is authorized to communicate with the authorized support person with respect to the customer's personal information.

III. Notice of Temporary Service Disruptions

Amex Canada Inc. will give notice of temporary disruptions to services or facilities used by persons with disabilities, including the reason(s) for the disruption and expected duration. The notice shall be posted appropriately at the applicable facility and on the Amex Canada Inc. web site as appropriate.

When temporary service disruptions are planned, advance notice will be provided.

IV. Training

Amex Canada Inc. will provide training to all employees and contingent workers who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Individuals in the following positions will be trained:

- Travel agents
- Customer service/account representatives
- Sales and account development staff
- Other management staff

New staff and existing staff who commence new duties that meet the criteria above will undertake training as part of their orientation, if they haven't already done so.

Training will include the following:

- The purposes of AODA and other similar legislation and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the accessibility features that may help a person with a disability access Amex Canada Inc.'s goods and services.
- What to do if a person with a disability is having difficulty accessing Amex Canada Inc.'s goods and services.
- Amex Canada Inc.'s policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

V. Feedback Process

An accessible process for customers to provide feedback or complaints is in place and will be made available upon request. Feedback or complaints may be provided directly to our Customer Facing Travel Counsellors and Sales & Client Management. If an employee is unable to adequately respond to a customer's request, employees are required to consult with their leader. Where a matter remains unresolved a customer has the right to elevate the issue to our internal Accessibility Officer via mail, e-mail or fax. The Accessibility Officer will facilitate the management of the complaint and follow the American Express Complaint Handling Procedures. Feedback will be used to improve customer service where applicable.

All employees of Amex Canada Inc. also have access to 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).

VI. Availability of Documents

The following documents are available upon request:

- The Accessibility Policy
- Accessibility Officer Contact Information
- Complaint Handling Procedures
- Amex Canada Inc. AODA Self-Certified Accessibility Report

The Accessibility Officer can be contacted:

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

Ce document est disponible en français.

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