



INTEGRATED ACCESSIBILITY STANDARDS  
Including Multi Year Plan  
Schedule B

**Integrated Accessibility Standards Policy Including Multi Year Plan**

Trans Union of Canada, Inc., its business units and affiliates (“TransUnion”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting requirements under accessibility legislation.

According to the Accessibility for Ontarians with Disabilities Act (“AODA”), TransUnion must establish accessibility standards in accordance with the requirements and timelines set out in the Integrated Accessibility Standards Regulations which combine the following standards that apply to TransUnion: Information and Communications and Employment. Additionally, there are General Requirements which apply across all of the Integrated Accessibility Standards.

Below is a summary of the requirements by standard and timeline:

| <b>General Requirement</b> |   |   |
|----------------------------|---|---|
| <b>Due Date</b>            | <b>Requirement</b>                      |   |
| January 1, 2014            | Establishment of Accessibility Policies | <p>TransUnion shall develop, implement and maintain policies governing how it will achieve meeting accessibility requirements under this standard and make policy available to the public and upon request in an accessible format.</p> <p>TransUnion shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.</p> <ul style="list-style-type: none"> <li>➤ Accessibility policies and multi-year plan are available on public facing website under Accessibility</li> </ul> |
| January 1, 2014            | Accessibility Plans                     | <p>TransUnion shall establish, implement, maintain and document a multi-year plan outlining its strategy to prevent and remove barriers and meet its requirements under this Regulation:</p> <ul style="list-style-type: none"> <li>➤ Post multi-year plan on website</li> <li>➤ Provide plan in accessible format, upon request</li> <li>➤ Review and update plan at least once every 5 years</li> </ul>   |



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| December 31, 2014   | Filing Report                       | <p>TransUnion is required to submit a report to the Ministry detailing how we are doing in regards to the IASR by December 31, 2014 and every 3 years after.</p> <ul style="list-style-type: none"> <li>➤ CIO will assign a delegate to ensure the report is filed by December 31, 2014 and every 3 years thereafter.</li> </ul>  |
| January 1, 2015   | Training                            | <p>TransUnion shall ensure training is provided regarding accessibility standards as it pertains to persons with disabilities to its associates as soon as practicable. TransUnion shall provide training in respect of any changes to its accessibility policies</p> <ul style="list-style-type: none"> <li>➤ AODA training is delivered through our learning management system to new employees as part of their onboarding training, and on an annual basis for all employees. Training continues to be reviewed and updated as per the provincial guidelines</li> </ul> |
| <b>Information and Communications Standard</b>  |                                     |   |
| TransUnion shall make its internet and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (“WCAG”) 2.0, initially at Level A and increased to Level AA in accordance with the schedule set out in the IASR |                                     |   |
| <b>Due Date</b>   | <b>Requirement</b>                  |   |
| January 1, 2014   | Accessible Websites and Web Content | <p>TransUnion shall make their new internet websites and web content conform with WCAG 2.0 Level A</p> <ul style="list-style-type: none"> <li>➤ Pre-2012 information can be requested in an accessible format</li> <li>➤ Using available online software tools, TransUnion will scan/check all relevant sites and make any changes in order to alleviate any known errors</li> </ul>  |
| January 1, 2015   | Feedback                            | <p>TransUnion shall make its mechanism for feedback available in an accessible format or with appropriate communication support, on request for the public or employees</p> <ul style="list-style-type: none"> <li>➤ TransUnion will roll out the feedback process via training sessions in 2014</li> </ul>   |



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| January 1, 2016            | Accessible Formats and Communication Supports | <p>TransUnion shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner at no additional costs. In addition, TransUnion shall consult with the person making the request and shall notify the availability of accessible formats and communication supports.</p> <ul style="list-style-type: none"> <li>➤ TransUnion makes this service available upon request</li> </ul>   |
| January 1, 2021            | Accessible Websites and Web Content           | <p>All internet websites and web content must conform with the WCAG 2.0 Level AA, as applicable.</p> <ul style="list-style-type: none"> <li>➤ Exception success criteria 1.2.4 Captions (Live) and 1.2.5 Audit Description (Pre-recorded)</li> </ul>  |
| <b>Employment Standard</b> |   |   |
| <b>Due Date</b>            | <b>Requirement</b>                            |   |
| January 1, 2012            | Individual Workplace Response Information     | <p>TransUnion shall provide individualized workplace emergency response information to employees, when necessary.</p> <ul style="list-style-type: none"> <li>➤ This is available to employees upon request.</li> </ul>  |
| January 1, 2016            | Recruitment General, Successful Applicants    | <p>TransUnion shall notify its employees, applicants and the public about the availability of accommodations for applicants with disabilities in its recruitment process</p> <ul style="list-style-type: none"> <li>➤ TransUnion Canada Job Postings – “Accommodation is available, including for applicants with disabilities, in accordance with applicable laws”.</li> <li>➤ TransUnion Canada Careers Page (How we Hire Tab) – “In accordance with the Accessibility for Ontarians with Disabilities Act, a request for accommodation will be accepted as part of TransUnion’s hiring process. If you require accommodation to apply, please provide your accommodation needs in advance. You may also be required to submit adequate medical/other documentation to Human Resources to support your request for accommodation”.</li> </ul> |
| January 1, 2016            | Recruitment, Assessment or Selection Process  | <p>TransUnion shall notify job applicants selected to participate in an assessment or selection process that accommodations are available in relation to the materials or processes used.</p> <ul style="list-style-type: none"> <li>➤ Since December 31, 2015, all TransUnion Canada Job Postings include the below text –</li> </ul>  |



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|                 |   | <p>“Accommodation is available, including for applicants with disabilities, in accordance with applicable laws”.</p> <ul style="list-style-type: none"> <li>➤ TransUnion utilizes an applicant tracking system software, compliant with WCAG 2.0 Level A</li> </ul>  |
| January 1, 2016 | Informing Employees of Supports                             | <p>TransUnion shall inform its employees of its policies used to support its employees with disabilities that take into account an employee’s accessibility needs. For new hires, this information shall be made available as soon as practicable. Employees are to be notified whenever there is a change to existing policies regarding the provision of job accommodation that take into account an employee’s accessibility needs.</p> <ul style="list-style-type: none"> <li>➤ TransUnion has AODA training delivered through our learning management system to new employees as part of their onboarding training, and on an annual basis for all employees. Training continues to be reviewed and updated as per the provincial guidelines.</li> </ul> <p>TransUnion Canada Accommodation policy is published on its intranet</p> |
| January 1, 2016 | Accessible Formats and Communication Supports for Employees | <p>TransUnion shall consult with an employee to provide or arrange for the provision of accessible formation and communication supports for information that is needed to perform the employee’s job and information generally available to the public, upon request from an employee with a disability.</p> <p>TransUnion shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p> <ul style="list-style-type: none"> <li>➤ This is available to employees upon request.</li> </ul>  |
| January 1, 2016 | Workplace Emergency Response Information                    | <p>TransUnion shall provide individualized workplace emergency response information to employees who have a disability, if necessary, and if TransUnion is aware of the need for accommodation due to an employee’s disability as soon as practicable upon learning of the need for accommodation</p> <ul style="list-style-type: none"> <li>➤ If the employee needs assistance, with the employee’s consent, TransUnion will provide the workplace emergency response information to the designated</li> </ul>  |



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|                        |  | <p>associate to provide assistance to the employee</p> <p>TransUnion will review the information:</p> <ul style="list-style-type: none"> <li>➤ When an employee moves to a different location in the organization</li> <li>➤ When the employee's overall accommodation needs or plans are reviewed</li> <li>➤ When it review its general emergency response policies</li> <li>➤ <b>This is available to employees upon request.</b></li> </ul> <p>Accommodation policy and return to work guidelines/written process for the development of the documented individual accommodation plans are published on TransUnion's intranet</p>  |
| <p>January 1, 2016</p> | <p>Documented Individual Accommodation Plans</p> | <p>TransUnion shall develop a written process for the development of documented individual accommodation plans for employees with disabilities which considers the privacy of the employee's personal information and shall include:</p> <ul style="list-style-type: none"> <li>➤ The manner in which an employee can participate in the development of the plan</li> <li>➤ The means by which employee is assessed on an individual basis</li> <li>➤ The manner in which the employer can request an evaluation by outside medical, at employer's expense, to determine if and how accommodation can be achieved</li> <li>➤ The manner in which an employee can request the participation of a representative, from the workplace, in the development of the accommodation plan.</li> <li>➤ The frequency with which the plan will be reviewed, updated and the manner in which it will be done</li> <li>➤ If the plan is denied, the manner in which the reasons for denial will be provided to the employee</li> </ul> |



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|                 |                                    | <ul style="list-style-type: none"> <li>➤ The means of providing the plan in a format which takes into account the employee's disability</li> <li>➤ If requested, include information regarding accessible formats and communication supports provided</li> <li>➤ If required, include the individualized workplace emergency response information</li> <li>➤ Accommodation policy and written process for the development of documented individual accommodation plans guidelines are available on TransUnion's intranet.</li> </ul>                        |
| January 1, 2016 | Return to Work Process             | <p>TransUnion shall outline the steps the employer will take to facilitate the return to work of the employees who were absent due to their disability.</p> <ul style="list-style-type: none"> <li>➤ And use the individual documented accommodation plan.</li> <li>➤ This plan will not override any other return to work process created by or under any other statute.</li> <li>➤ Accommodation policy and written process for the development of documented individual accommodation plans guidelines are available on TransUnion's intranet</li> </ul> |
| January 1, 2016 | Performance Management             | <p>TransUnion shall take into account the accessibility needs of employees with disabilities as well as the individual accommodation plan when using its performance management process including activities related to assessing and improving employee performance.</p> <ul style="list-style-type: none"> <li>➤ HR will review and accommodate accessibility needs for an associate as it pertains to the individual's situation for Performance Management.</li> </ul>  |
| January 1, 2016 | Career Development and Advancement | <p>TransUnion shall take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities.</p> <ul style="list-style-type: none"> <li>➤ HR will review and accommodate accessibility needs for an associate as it pertains to the</li> </ul>  |



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|                       |                    | individual's situation for Career Development and Advancement.  |
| January 1, 2016       | Redeployment       | <p>TransUnion shall take into account the accessibility needs of employees with disabilities when redeploying employees with disabilities.</p> <ul style="list-style-type: none"> <li>➤ HR will review and accommodate accessibility needs for an associate as it pertains to the individual's situation for Redeployment.</li> </ul> |
| <b>Kiosk Standard</b> |                    |   |
| <b>Due Date</b>       | <b>Requirement</b> |   |
|                       | Kiosks             | TransUnion does not currently operate any kiosks. Should TransUnion operate any kiosks in the future, they will be compliant to AODA regulations.   |



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For More Information on this accessibility plan, please contact TransUnion by mail, phone, or email:

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Burlington, ON  
L7N 3N8

Phone: 800-663-9980

Email: [accessibility@transunion.ca](mailto:accessibility@transunion.ca)

\*\* Please be sure to clearly identify your request as being related to "Accessibility" so it is processed appropriately.