



ACCESSIBILITY STANDARDS – ONTARIO  
 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:

General Requirement		
Due Date	Requirement	
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 on 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> <li>➤ CIO will assign an owner to review and update the plan once every 5 years</li> </ul>
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>



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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>➤ HR will review the training standards by June 1, 2014 and roll out to associates in Q3 2014.</li> </ul>
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<b>Information and Communications Standard</b>		
<p>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 by the IASR</p>		
<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 on line 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 makes 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>
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 public of the availability of accessible formats and communication supports.</p> <ul style="list-style-type: none"> <li>➤ TransUnion is already providing this service and will roll out to employees via training sessions in 2014.</li> </ul>
January 1, 2021	Accessible Websites and Web Content	<p>All internet websites and web content must confirm with the WCAG 2.0 Level AA</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>



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<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 accommodation for applicants with disabilities in its recruitment process</p> <ul style="list-style-type: none"> <li>➤ HR will review current recruitment and selection process by December 31, 2014 and implement Integrated Accessibility Standards requirements into process by December 31, 2015.</li> <li>➤ Added wording on the TU.ca website – “Accommodation is available, including for application with disabilities, in accordance with applicable laws.” AND “The Company’s policies, including those in relation to the accommodation for employees with disabilities, can be located on the Company’s intranet (The Hub).”</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>➤ HR will review current recruitment and selection process by December 31, 2014 and implement Integrated Accessibility Standards requirements into process by December 31, 2015.</li> <li>➤ See note above advising applicants that we will provide accommodation in line with applicable laws.</li> <li>➤ Currently ensuring Applicant Tracking Pages used by applicants are WCAG 2.0 Level A compliant. As Taleo and PeopleSoft are Oracle software, we are looking for a verification from Oracle.</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>➤ HR and Compliance are reviewing training plans for new and current employees. Updated training will be rolled out commencing June 1, 2014.</li> <li>➤ Accommodation policy published on The Hub</li> <li>➤ Wording added to all new hire letters “The Company’s policies, including those in relation to the accommodation for</li> </ul>



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		employees with disabilities, can be located on the Company's Intranet (The Hub)''
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 formats 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. Information on how to make a request will be included in the training curriculum to be rolled out commencing June 1, 2014.</li> <li>➤ Accommodation policy in place</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 the 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 associate to provide assistance to the employee</li> </ul> <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 reviews its general emergency response policies</li> <li>➤ This is available to employees upon request. Information on how to make a request will be included in the training curriculum to be rolled out commencing June 1, 2014.</li> <li>➤ Accommodation policy and return to work guidelines/written process for the development of documented individual accommodation plans available on The Hub</li> </ul>
January 1, 2012	Documented Individual Accommodation Plans	<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> </ul>



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		<ul style="list-style-type: none"> <li>➤ The means by which the 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> <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>➤ HR will review and update current processes to incorporate accessibility requirements by December 31, 2014.</li> <li>➤ Accommodation policy and written process for the development of documented individual accommodation plans guidelines available on The Hub</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>➤ 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>➤ HR will review and update current processes to incorporate accessibility requirements by December 31, 2014.</li> <li>➤ Accommodation policy and written process for the development of documented individual accommodation plans guidelines available on The Hub</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>



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		<ul style="list-style-type: none"> <li>➤ HR will review and update current processes to incorporate accessibility requirements by December 31, 2014.</li> <li>➤ Currently ensuring Applicant Tracking Pages used by applicants are WCAG 2.0 Level A compliant. As Taleo, Compass and PeopleSoft are Oracle software, we are looking for a verification from Oracle</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 update current processes to incorporate accessibility requirements by December 31, 2014.</li> <li>➤ Currently ensuring Applicant Tracking Pages used by applicants are WCAG 2.0 Level A compliant. As Taleo, Compass and PeopleSoft are Oracle software, we are looking for a verification from Oracle</li> </ul>
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 update current processes to incorporate accessibility requirements by December 31, 2014.</li> <li>➤ Accommodation policy and written process for the development of documented individual accommodation plans guidelines available on The Hub</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.

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

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 Consumer Relations (Attn: "Accessibility")  
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 Burlington, ON  
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\*\* Please be sure to clearly identify your request as being related to "Accessibility" so it is processed appropriately.