



## **AODA MULTI- YEAR ACCESSIBILITY PLAN (2020 to 2024)**

### **Introduction**

H&R Block is fully committed to fulfilling the requirements outlined in the Accessibility for Ontarians with Disabilities Act. Our comprehensive plan demonstrates how H&R Block actively participates in making Ontario an accessible province for all Ontarians. We prioritize accessibility in our operations, ensuring that individuals with disabilities have equal access to our goods and services.

By incorporating inclusive practices, we aim to create a welcoming and inclusive environment for all Ontarians.

### **Customer Service**

- We developed, implemented, and annually reviewed our Customer Service Standard (2020 to 2024).
- We serve customers in four ways (Filing in office, Drop in and drop off, Expert tax service from anywhere, Do it yourself with our tax software (2020 to 2024).
- Associates in Ontario participate annually in the online AODA training provided by the Ontario Government (2020 to 2024).
- H&R Block is committed to providing goods and services of the same high quality and timeliness to all customers (2020 to 2024).
- Topics covered in our corporate Annual training “The Way We Work at H&R Block” include sections on Respect in the Workplace, Diversity, Equity, Inclusion and Belonging, and how to effectively recognize the specific needs of each individual with disabilities and provide them with options that meet their needs (2021 to 2024).
- Emergency Response Plans are displayed on Health & Safety Boards in every office and address specifically how to assist customers during emergency situations or incidents (2020 to 2024).
- Franchisees are required to complete the annual “the Way We Work at HR Block Training (2024).
- Members of the public attending H&R Block’s Tax Academy training can request accommodation based on their specific needs (2020 to 2024).

### **Information and Communications**

- We have implemented processes for customers, Associates and individuals seeking employment with H&R Block to provide us with feedback on our accessibility for persons with disabilities (2022 to 2024).
- We can provide or arrange for accessible formats and communication support, upon request, and at a cost that is no more than the regular cost charged to other persons (2021 to 2024).
- H&R Block website meets the AODA requirements (2021 to 2024).

### **Employment**

- We developed, implemented, and annually reviewed an AODA H&R Block Commitment Statement (2020 to 2024).
- We developed, implemented, and annually reviewed an Employment Standard (2020 to 2024).
- We developed, implemented, and annually reviewed an Accommodation Policy (2020 to 2024).
- Our postings reflect H&R Block commitment to diversity and inclusion, including people with disabilities and the availability of accommodations (2021 to 2024).
- Individuals selected to participate in a selection process are informed that accommodation

is available upon request (2021 to 2024).

- Offer of employment letters include a notification of H&R Block Accommodation Policy.
- Individual Accommodation Plan are developed in accordance with the H&R Block Accommodation Policy, including a return-to-work process, when needed (2021 to 2024).
- We acquired software licenses that enable our Associates to access training materials with captions (2024).
- In our Corporate Office located on the 25<sup>th</sup> and 26<sup>th</sup> floor in a building in Calgary, we have implemented an evacuation process specifically designed to assist individuals who require additional assistance during an emergency (2022 to 2024).
- We provide remote onboarding processes including the use of Adobe Sign for offer letters and other required documents (2020 to 2024).
- We have conducted a thorough review of all job descriptions to ensure they are inclusive and accurately reflect the physical demands of each role (2024).

### **For More Information**

For more information on this accessibility plan, please contact Human Resources, at [Humanresourcesinquiries@hrblock.ca](mailto:Humanresourcesinquiries@hrblock.ca).