



## AODA MULTI- YEAR ACCESSIBILITY PLAN

### Introduction

H&R Block is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. Our plan shows how H&R Block will play its role in making Ontario an accessible province for all Ontarians.

This document includes a summary of the accessibility initiatives H&R Block has completed.

### Customer Service

- We have developed and implemented a Customer Service Standard.
- We serve customers in various ways (in-person, on-line).
- Associates in Ontario are being trained on AODA policies, standards, and procedures, as well as Diversity, Equity, Inclusion and Belonging annual training.
- H&R Block provides goods and services to people with disabilities with the same high quality and timeliness as others.
- New virtual products have been implemented to provide customers with more options as to how they want to access services provided by H&R Block including visiting an H&R Block retail location or accessing more online services and products.

### 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.
- We can provide or arrange for accessible formats and communication supports, upon request, and at a cost that is no more than the regular cost charged to other persons.
- H&R Block website meets the AODA requirements.

### Employment

- We have developed and implemented an AODA H&R Block Commitment Statement
- We have developed and implemented an Employment Standard
- We have developed and implemented an Accommodation Policy
- Our postings reflect H&R Block commitment to diversity and inclusion, including people with disabilities.
- Individuals selected to participate in a selection process are advised that accommodations are available upon request.
- Offer of employment letters will 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.

### For More Information

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