



AODA ACCESSIBILITY PLAN

Introduction

H&R Block strives to meet the needs of its Associates and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

H&R Block is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps H&R Block is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how H&R Block will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

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.

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.

Employment

- We have developed and implemented an AODA H&R Block Policy
- 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

Section Two: Strategies and Actions

The following is a list of projects and programs H&R Block is planning to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Customer Service

H&R Block is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

- New virtual products will be implemented by the end of 2020 to provide customers with more options as to how they want to access services provided by H&R Block location. This will include visiting an H&R Block retail location or accessing more online services and products.

Information and Communications

H&R Block is committed to making our information and communications accessible to people with disabilities.

- Our Web site will meet the requirements set by the AODA by January 2021.

Employment

H&R Block is committed to fair and accessible employment practices.

- Our postings will be updated to reflect H&R Block commitment to diversity and inclusion, including people with disability by April 2020.
- Individuals selected to participate in a selection process will be advised that accommodations are available upon request in relation to the materials of processes to be used by April 2020.

- Offer of employment letters will include a notification of H&R Block Accommodation Policy by April 2020.

Training

H&R Block is committed to continue providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- In addition to the AODA training for all Associates, a Diversity and Inclusion module has been developed which will be delivered to all Associates in Ontario by the end of 2020.
- Workplace Emergency Response procedures will be developed and implemented taking into account the need for accommodation due to each Associate's disability.
- An Individual Accommodation Plan will be developed in accordance with the H&R Block Accommodation Policy, including a return to work process.

Design of Public Spaces

H&R Block will continue to meet accessibility laws when building or making major changes to public spaces, including outdoor paths of travel, accessible parking, service/operations public space design.

Where needed, maintenance and restoration of public spaces will be conducted.

For More Information

For more information on this accessibility plan, please contact Human Resources, at Humanresourcesinquiries@hrblock.ca.

Website: www.hrblock.ca

Facebook:

<https://www.facebook.com/HRBlockCanada>

LinkedIn

<https://www.linkedin.com/company/hrbcanada/>

Twitter:

<https://twitter.com/HRBlockCanada>