

Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) is legislation introduced in Ontario with the goal of having a fully accessible environment for people with disabilities by 2025. Several provisions have now come into effect that apply to all of us working at TMX. While this is Ontario based legislation, our Accessibility for Employees and Customers policy and related activities apply to the entire organization since we believe that the goals of the program are consistent with our vision of being a great and welcoming company for all.

The Act covers five areas with most of the provisions impacting TMX aimed at ensuring our products, services and information are accessible to our clients (and other external parties) and that all staff are trained to meet and work with people with disabilities. A summary follows:

- 1) **Customer Service Standards**—organizations must establish policies, practices, and procedures on providing goods and services to people with disabilities including the use of assistive devices, communication using a variety of aids, allowing service animals and support persons onto premises, providing notice when services are disrupted, training for anyone who interacts with the public (not just clients, but consultants, third-party providers, fellow employees etc), and a process to get feedback on the way the organization provides goods and services including actions taken if a complaint is received—information on this process must be made available to the public. People who design policies, products and services must be trained regarding these Customer Service standards.
- 2) **Employment Standards**—organizations must let applicants know that we will accommodate their requirements if requested and post the notification on our website, build accessibility needs in to our practices, have a written process to develop and document accommodation plans for employees who need them, and ensure employee safety in an emergency by providing individual emergency response.
- 3) **Information and Communication Standards**—organizations must ensure their website content is accessible according to established external standards, provide accessible formats and supports as quickly as possible when requested at no extra cost, and make feedback processes accessible.

While TMX Group is primarily a business-to-business technology based organization with a significant portion of its products delivered electronically, we are committed to providing an environment that is accessible for all of our stakeholders.

Statement of Commitment

TMX recognizes the corporate and business benefits that result from providing a work environment, as well as products and services that are accessible to all. As such TMX is committed to ensuring that managers and employees at TMX are aware of the requirements prescribed under AODA so that customers, employees and other members of the public are provided with the accommodation they require.

The TMX Accessibility for Employees and Customers policy states, in part, *TMX aspires to meet the needs of people with disabilities and to treat all people in a way that allows them to maintain their dignity and independence. We believe that our workforce should reflect the diversity of the community in which we operate and we provide accommodation for applicants, employees and customers who require it.*

Action Plan

The chart below outlines key steps taken, or to be taken, by TMX in order to meet our accessibility commitments over the next five years.

Summary of the Requirement	Action Plan	Status
<p>Multi-year Accessibility Plan</p> <ul style="list-style-type: none"> Document a multi-year accessibility plan which outlines the organization's strategy to remove barriers and meet its requirements under the Employment and Information and Communications Standards. 	<p>The accessibility plan is posted on TMX's website, and shall be provided in an accessible format upon request.</p> <p>The plan will be reviewed (and updated if necessary) at least once every five years.</p>	Complete.
<p>Policies and statement of commitment</p> <ul style="list-style-type: none"> Document policies governing how the organization achieves or will achieve accessibility, including a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner. 	<p>TMX has a policy titled Accessibility for Employees and Customers that documents the organization's intent and guiding principles regarding the provision of a work environment, products and services that are accessible to all.</p>	Complete.
<p>Training</p> <ul style="list-style-type: none"> Train staff on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Train staff and any other people who interact with the public or other third parties on behalf of the organization, or involved in developing policies and procedures on the provision of goods or services. Keep a record of the training provided, including dates and names. 	<p>Mandatory accessibility training to be provided to all employees and new hires. Records of training shall be maintained.</p>	Complete and ongoing.
<p>Online compliance report</p> <ul style="list-style-type: none"> File an online report regarding compliance with the Accessibility Standards. 	<p>By December 31, 2014, and every three years, applicable TMX entities with employees in Ontario shall report on its compliance with AODA.</p>	Complete and ongoing.
<p>Policies</p> <ul style="list-style-type: none"> Document policies, practices and procedures on providing goods or services to people with disabilities, and make them available upon request. 	<p>TMX has a policy titled Accessibility for Employees and Customers that has been distributed to all employees and is available online.</p>	Complete.
<p>Feedback</p> <ul style="list-style-type: none"> Document a feedback process so that anyone can comment on the provision of goods or services to people with disabilities. Information on the process must be readily available to the public. 	<p>Individuals may provide feedback or request further information regarding TMX's accessibility measures by contacting accessibility@tmx.com. The feedback process is outlined on TMX's website.</p>	Complete.
<p>Individualized Emergency Info</p> <ul style="list-style-type: none"> Provide customized emergency information to employees who have disabilities, upon request. 	<p>TMX determines if any employees require assistance of any kind in the event of an emergency including assistance to evacuate the building. Information is shared with the Health and Safety Committee and fire warden as required. Employees may contact Human Resources at any time should their status change.</p>	Complete and ongoing.
<p>Recruitment</p>	<p>The TMX career website and offer letters include the following statement:</p>	Complete.

<ul style="list-style-type: none"> Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. 	<p><i>“TMX is committed to creating and sustaining a collegial work environment in which all individuals are treated with dignity and respect and one which reflects the diversity of the community in which we operate. We provide accommodation for applicants and employees who require it.”</i></p>	
<p>Individual accommodation plan</p> <ul style="list-style-type: none"> Document a process for the development of documented individual accommodation plans for employees with disabilities. 	<p>TMX has a long standing practice of providing assistance to those who require accommodation assistance in the work place. We partner with an external organization that, on request from the employee through Human Resources, conducts an examination of an individual’s work environment and advises on the best approach to ensure the individual’s needs are met.</p>	<p>Complete and ongoing.</p>
<p>Miscellaneous</p> <ul style="list-style-type: none"> Return to work process. Performance management. Career development and advancement; redeployment. 	<p>TMX has a long standing practice of providing assistance to those who require accommodation assistance on returning to work following with a disability or accommodation requirement following an illness. We partner with an external organization that conducts an examination of an individual’s work situation and environment and advises on the best approach to ensure the individual’s needs are met.</p> <p>When conducting a performance discussion with an employee with a disability, we will ensure any accommodation needs are addressed and plans put in place to accommodate any new or additional needs as identified.</p> <p>When conducting a career development discussion with an employee with a disability, we will ensure any accommodation needs are addressed and plans put in place to accommodate any new or additional needs as identified.</p>	<p>Complete and ongoing.</p>
<p>Accessible Websites/web-content</p> <ul style="list-style-type: none"> New internet websites and web content on those sites must conform with WCAG 2.0 initially at Level A and increasing to Level AA. 	<p>TMX will review its websites against accessibility standards with the aim of meeting WCAG 2.0 Level AA standards by January 1, 2021.</p>	<p>TMX aims to meet WCAG 2.0 Level AA standards by the end of 2020, for applicable websites, as practicable.</p> <p>Where it is not practicable, upon request, TMX will take reasonable steps to provide or arrange for the provision of accessible formats with respect to information or content on its website.</p>
<p>Feedback</p> <ul style="list-style-type: none"> Upon request, processes for receiving and responding to feedback shall be made accessible to persons with disabilities by providing or arranging for accessible formats and communications supports. 	<p>Where TMX establishes a process for receiving feedback, TMX shall ensure the process is accessible and made publicly available.</p>	<p>Ad-hoc.</p>
<p>Accessible Formats and Communication Supports</p> <ul style="list-style-type: none"> Upon request, provide accessible formats and communication supports for persons with disabilities, upon consultation with the person making the request. 	<p>Individuals may request assistance through the feedback process outlined on TMX’s website. TMX aspires to make its goods and services accessible to all and shall take reasonable measures to achieve this goal.</p>	<p>Ad-hoc.</p>

<ul style="list-style-type: none">• Notify the public about the availability of accessible formats and communication supports (e.g., website).		
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Last updated March 6, 2020