

# ACCESSIBILITY PLAN

This Accessibility Plan (the “Plan”) for Intuit Canada ULC (“Intuit” or the “Company”) outlines the policies, practices and actions that Intuit has or will implement in its Ontario operations to improve accessibility for individuals with disabilities and to comply with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

## 1. Statement of Commitment

Intuit is committed to ensuring that we provide services to our customers with disabilities in an accessible manner, and in a way that respects the dignity and independence of those individuals. We will seek to identify and remove barriers to accessibility. We have established policies, practices and procedures relating to accessibility to ensure compliance with AODA. The Human Resources team at Intuit will be responsible for ensuring that Intuit implements the obligations contained in this Plan in accordance with this Statement of Commitment.

## 2. Customer Service

Intuit maintains an accessibility policy in respect of customer service, along with appropriate feedback mechanisms with respect to that policy. We remain committed to complying with this policy and will review it on an ongoing basis for any required changes in order to promote accessibility within our customer service operations.

## 3. Emergency Information

Intuit is committed to providing customers and other third parties with any publicly available emergency information in an accessible manner, upon request. We will also provide employees with disabilities with individualized emergency response information where necessary, in accordance with AODA. Intuit will take steps to determine whether employees require individualized emergency response information as part of our on-boarding process for new employees and our continuing occupational health and safety planning.

## 4. Training

Intuit has completed the training required by AODA and will continue to provide updated training to new staff as required. Training has and will continue to be provided to employees, volunteers and other staff (including all persons who participate in the development of our policies and provide goods and services on our behalf) regarding accessible customer service, the requirements of AODA and the Ontario *Human Rights Code* as it pertains to individuals with disabilities. The content and delivery of such training will be determined based on the job duties of employees, volunteers and other staff and in consultation with Intuit’s internal training resources.

## 5. Kiosks

Intuit does not currently have kiosks. However, to the extent that kiosks are acquired or operated in the future, Intuit will consider accessibility issues in accordance with AODA.

## 6. Information and Communications

Intuit is committed to meeting the communication needs of individuals with disabilities. Intuit will, in consultation with such individuals, provide information and communications in an accessible format in a

timely manner. Such information and communications will be provided at no cost or at a cost that is no more than any regular cost.

Intuit is also committed to ensuring that individuals with disabilities have the ability to access Intuit's feedback processes. Intuit has completed a review of all existing feedback processes and considered the manner in which those processes can be made accessible upon request by individuals with disabilities. Individuals will be notified about the accessibility of feedback processes in accordance with AODA.

Intuit will monitor the creation of any new Internet websites and content, including those Internet websites undergoing a significant refresh and, as applicable, will make those websites conform to WCAG 2.0 Level A. Intuit also recognizes its obligation under AODA to ensure the accessibility of its Internet websites in accordance with WCAG 2.0 Level AA (with certain exceptions) by January 1, 2021. On an ongoing basis, Intuit will ensure a process is in place to confirm these obligations as any new content or sites are created or existing content is significantly refreshed and to meet 2021 obligations. The Company has taken various actions between 2014 and 2016 to assess and increase website accessibility, and has a plan to develop and implement new accessibility measures going forward.

## 7. Employment

Intuit is committed to accessible employment practices and to removing any barriers that prevent or hinder the recruitment, retention and career development of employees with disabilities. We will take the following steps to ensure compliance with AODA:

- Notify our employees, potential candidates and the public (including via our recruitment website) that Intuit accommodates people with disabilities as required by law, at all times during the recruitment and selection process and during the course of employment;
- We will make workplace information available to employees in accessible formats and with communication supports, upon request;
- The Human Resources and Leadership teams at Intuit will be trained with respect to accommodations for persons with disabilities to ensure that the needs of employees with disabilities are considered in performance management and career development processes;
- Intuit will review and revise its employment-related documentation for Ontario employees to ensure that such documentation is compliant with AODA and its regulations; and
- Intuit will ensure its continuing commitment to developing individual accommodation and return-to-work plans in accordance with our policies.

## 8. Design of Public and Client Spaces

Intuit will meet its AODA accessibility obligations in respect of the design of public spaces when building or making major modifications to these spaces, including reception and waiting areas. In order to ensure that accessibility issues are taken into account in the context of new builds and major modifications Intuit will ensure that our leadership and facilities teams are fully aware of the AODA requirements and will work with relevant designers, engineers, builders, and other experts and third parties involved in the builds or modifications to ensure that all requirements are met. To the extent that accessible elements are part of our public spaces, we will ensure that appropriate maintenance procedures for such elements.

## 9. Modification of the Plan

This Plan will be reviewed and updated by Intuit at least every five years. At the time of revision, information regarding accessibility policies and practices adopted by Intuit in accordance with the Plan or otherwise will be included or referenced in the revised Plan.

For more information regarding the Plan, please contact: [accessibility\\_feedback@intuit.com](mailto:accessibility_feedback@intuit.com).