Multi-year accessibility plan 2017-2021

Thomson Reuters Canada Limited

The Thomson Reuters Accessibility Plan (“the Plan”) outlines our strategy to prevent and remove barriers to address the current and future requirements of the Accessibility for Ontarians with Disabilities Act (AODA), including the Integrated Accessibility Standards Regulation (IASR). It highlights several of our accomplishments over the designated timeline to remove barriers and active steps taken to prevent barriers. This list is not exhaustive but documents the organization’s efforts to provide equal access for persons with disabilities.

View the Plan in its entirety on our Accessibility page: www.thomsonreuters.ca/en/accessibility.html

Our commitment to accessibility

Thomson Reuters is committed to treating all people with dignity and respect. We are dedicated to identifying and removing barriers so that we promote a safe, accessible environment for our customers, employees, suppliers, job applicants, visitors, and all others who enter the premises, do business with us, access our company website or communicate with us. We are also committed to giving people with disabilities the same opportunity to access our goods and services in the same place and in a similar way as other customers.

Thomson Reuters accessibility contacts

For general inquiries, more information on the Plan or to request an alternate format, please contact the Thomson Reuters Accessibility Office.
Email: accessibility@thomsonreuters.com
Web: www.thomsonreuters.com/en/policies/digital-accessibility-policy

For product-specific accessibility support, customers may contact the Premier Support team.
Phone: (1) 866 919-9998
Email: Premier4.legaltaxcanada@thomsonreuters.com

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Accessibility Plan

AODA Standard	Action	Date
Customer service	**Feedback:** Revised thomsonreuters.ca with updated feedback process and contact information.	2021
General	**Accessibility policy and contact:** Published the Global Thomson Reuters Accessibility Policy and webform on our primary website: thomsonreuters.com	2021
General	**Procurement:** The team launched accessibility risk reviews for applicable 3rd party software entering new agreements. Accessibility terms were added to Master Service License Agreement templates, holding 3rd parties accountable to Accessibility terms for all Hardware, Software, and SaaS agreements moving forward.	2020
General	**Training:** Self-paced e-learning became available to all Thomson Reuters employees, globally. Available courses span introductory level content to discipline-specific deep-dives. In collaboration with accessibility consultant, The Paciello Group (now TPGi), we conducted live training for software engineers and content creators. Recordings and information decks were made available on our intranet site for reference.	2020
General	**AODA Working Group:** We established a core working group with accessibility and other key stakeholders, focusing on compliance roadmap, including multi-year plan and self-assessment report card. Work included in-scope asset review, prioritization, and addressing issues based on priority. Accessibility team is involved in ongoing collaboration, partnership, and support across internal business teams including, but not limited to Product, Technology/Engineering, HR, Diversity & Inclusion, General Counsel/Compliance, Disability Employee Network (DEN) Business Resource Group.	2020
Information and communications	**Brand Marketing:** Updated brand colour palette and company-branded MS Office templates to meet Web Content Accessibility Guidelines.	2020
General	**Organizational Maturity Assessment:** Engaged a leading accessibility consulting firm, The Paciello Group (now TPGi), to complete an Organizational Maturity Assessment and objectively assess the current state of accessibility across our enterprise in culture, practices, and processes. Over 200 employees across the enterprise interviewed as part of this deep dive assessment.	2019
Employment	**Disability Equality Index:** Participated in Disability:IN's DEI Survey for the first time and earned a good rating.	2019