Multi-year accessibility plan 2022-2026

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	**Accessibility in customer service:** The Premier Customer Support team, who handles product-specific accessibility issues for Canadian customers, received refresher training on reasonable accommodation. The training was prompted by direct customer feedback regarding a request made to one of our support specialists.	2025
General	**Thomson Reuters Accessibility Policy and Standard:** The Accessibility Office updated our Accessibility Policy and created an accompanying Standard. This updated Policy applies globally to customer-facing digital applications; includes procurement, audits, training, ACRs, exceptions, and governance. The Standard outlines role-specific responsibilities and establishes processes to make and keep our products accessible.	2025
General	**Accessibility Compliance Program:** Alongside the updated Policy and Standard, we established the Accessibility Compliance Program with a new team to oversee it. The formalized program and team monitor compliance, plans, exceptions, and remediation. In the AODA remediation program, scorecards and deadlines govern products and websites sold in Ontario.	2025
General	**Audits and accompanying Accessibility Conformance Report (ACR):** Our testing team ramped up testing efforts across the business, and annual schedules were established in accordance with our Policy. Based on priority, products and customer-facing applications undergo an annual accessibility audit. Product experts provide representative user journeys. The testers log defects and prioritize them according to a centralized remediation plan. For relevant products, we author an ACR based on those findings.	2025
General	**Accessible procurement requirements:** Clearer accessibility requirements for procurement were established with the Sourcing team. The team strengthened MSA, MSLA, and SOW templates and requirements for procuring software, SaaS, and application development services. These changes require third-party suppliers to align design and development with the Web Content Accessibility Guidelines (WCAG). They help prevent barriers outside our development teams' direct control and support a stronger process for addressing accessibility issues in third-party products and services.	2025

AODA Standard	Action	Date
General	**Internal support and guidance:** Daily office hours are available for all Thomson Reuters employees and contractors who need help with accessible practice decisions. This is time dedicated to finding solutions to accessibility bugs across our products, refining expected results, helping create an accessible PDF or presentation, or anything that team members need a little extra guidance on.	2025
General	**Training updates:** Mandatory training and acknowledgement across the business reflect updated regulations and our Policy. In Ontario, new joiner training now includes the Human Rights Code training module, which was also distributed to all existing employees. For all employees involved in digital decisions globally, annual digital accessibility training tailored to roles is now required. We've partnered with Deque to make the full Deque University training library available for all Thomson Reuters employees interested in self-serving.	2024
Information and communications	**Accessibility debt reduction:** A cross-functional AODA remediation program accelerated WCAG 2.0 accessibility debt reduction in priority verticals. Our goal was to get all product teams to the same starting point, providing a strong foundation and better positioning them to maintain the accessibility of products in future feature development. We made great strides toward delivering accessible content aligned with AODA requirements. Through collaboration with content owners, we defined in-scope PDFs, remediation paths, approvals, validation and accessible-authoring training.	2025-2026
Information and communications	**Deque partnership:** The Axe Developer Tools integration across all Ontario-facing applications injects automated accessibility testing directly into our product development lifecycle. This tool set is designed to help developers identify and fix accessibility issues in web applications.	2025
Information and communications	**Acceptance Criteria Library:** Our dedicated accessibility team continues to create and refine internal documentation. We align clear, component-based acceptance criteria to specific WCAG Success Criteria and Internal Standards to help designers, developers, and content owners meet requirements. This information is available for all employees and contractors on our intranet site, Digital Accessibility Center of Excellence.	2022

AODA Standard	Action	Date
Information and communications	**Global Design System:** Thomson Reuters launched Saffron, our accessible design system. Saffron is a key part of our long-term accessibility strategy. Its components are built with accessibility as a core principle, giving designers and engineers a consistent foundation for inclusive products and experiences. Accessibility experts are embedded in the Saffron team and help improve the system with each release. Teams use Saffron for new product design and development and are incorporating it into existing products where possible.	2022
Employment	**Working with vendors:** Both employment and recruitment teams have surfaced accessibility barriers with key third party software. Work to bring all responsible parties into AODA compliance and accountability continues.	2026
Employment	**Best Places to Work for Disability Inclusion:** Thomson Reuters is regularly recognized as a top inclusion employer by Disability:IN's Disability Inclusion Index, earning the award each year from 2022-2025. Thomson Reuters uses external disability inclusion benchmarking like this, alongside internal evidence and owner validation, to identify improvement opportunities across Canada and our global business.	2022-2025
Employment	**Disability inclusion training:** New-hire orientation now includes disability inclusion training. Additional disability inclusion training is offered to employees, and managers are encouraged to take Inclusive Leadership courses. Generalized digital accessibility training is regularly promoted to encourage accessible internal documentation and tooling.	2025
Employment	**Global Accommodation Policy:** A unified Global Accommodation Policy was built upon our established accommodation policies for Canadian employees, streamlining assistive technology procurement and other accommodations for all employees. A global team of Human Resources, Employee Technology Services, and Accessibility representatives came together to ensure success of the program. We now maintain an accessible workplace accommodation procedure, supported by case management and flexible work options for eligible employees.	2024
Employment	**Accommodations in recruitment:** The Thomson Reuters Recruitment team has an established accommodations plan for application and interview processes, which is documented on our Careers site. Recruitment professionals are trained on disability-inclusive hiring practices and aim to provide a barrier-free experience for applicants.	2022

AODA Standard	Action	Date
Employment	**Accessible office design:** Thomson Reuters applies accessibility considerations to the design, acquisition, and review of its workplaces, including the identification and removal of physical barriers. Updated global office design guidelines included neurodiversity considerations across audible, visual, environmental, physical, social, and cognitive features.	2023
Employment	**Emergency preparedness:** Thomson Reuters incorporates disability-related assistance and accessible communications into emergency preparedness and site response practices. A country-wide emergency/business continuity process is posted internally; training is provided to incident-management teams, and assistance includes buddy systems, safe waiting areas, volunteers and visual/audible alarms. At our Toronto office, emergency and public safety information is shared through the JHSA (Joint Health and Safety Committee). A Human Resources representative reaches out to any employee who may need assistance during an emergency or evacuation.	2022