



Moody's Accessibility Policy

Statement of Commitment

This Accessibility Policy (this "Policy") is for all Moody's entities in Ontario, whether it is Moody's Canada Inc., Moody's Analytics Canada Inc., MA Global Education (Canada) Inc., or any other Canadian affiliates of Moody's (collectively, the "Company").

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity (Company employees should also refer to the "Equal Opportunity Employer" section in the "How We Treat Each Other" chapter of the Moody's Code of Business Conduct). We are committed to improving accessibility and meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under Ontario's *Accessibility for Ontarians with Disabilities Act* and its related regulations and standards (the "Act").

In striving for an accessible workplace, the Company will also comply with all of its obligations under Ontario's *Human Rights Code* and other applicable provincial human rights laws.

Information and Communications

Communication

The Company is committed to meeting the communication needs of persons with disabilities. We will consult with persons with disabilities to determine their information and communication needs.

Upon request, we will provide or arrange for the provision of information and communication materials in accessible formats or with communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. This includes publicly available information about our services and facilities, as well as publicly available emergency information.

Upon request, this Policy may be available in an accessible format, such as, for example, large print.

Web Service and Content

We are committed to providing fully accessible websites and web content. We have put in place processes to ensure that all new web content on the Company's websites conforms with WCAG 2.0, Level A, and that by January 2021, all new web content on the Company's websites will conform with WCAG 2.0, Level AA protocols.

Customer Service

The Company is committed to excellence in serving all customers including people with disabilities. We will train Company employees on how to communicate with persons with disabilities (please also see Training section below).

Visitors with disabilities to Company premises may contact any employee for additional assistance, and our employees will respectfully communicate with all visitors, taking into account the visitor's disability.

Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to access our services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, the Company will employ other measures to ensure the person with a disability can access our services. Persons with disabilities may generally use their personal assistive devices during an examination administered by the Company, provided it does not compromise academic integrity and ethics. Upon request, the Company will work with persons with disabilities to ensure that required assistive devices are available.

Support Persons

At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on Company premises. Persons with disabilities must advise the Company in advance if they require the assistance of a support person during an examination administered by the Company. The Company is committed to preserving the highest standards of academic integrity and ethics during examination processes and therefore, may require proof, such as a doctor's note, that the requested accommodation (i.e., support person) is necessary for reasons relating to their disability.

Service Animals

Persons with disabilities may enter any part of the Company premises that are open to the public accompanied by a service animal, unless otherwise excluded by law from the premises. While visiting the Company, it is the responsibility of the person with the service animal to control the animal at all times. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are excluded by law, or if a health and safety concern presents itself, we will explain why the animal is excluded and discuss with the person another way of accessing Company services.

Notice of Temporary Disruption

In the event of a planned or unexpected temporary disruption to Company services or facilities that customers with disabilities rely on to access or use the Company's services, the Company will make reasonable efforts to provide advance notice of such disruption, and where advance notice is not possible, prompt notice of the disruption. Notification will include the reasons for the disruption, its anticipated duration, and a description of any available alternative facilities or services.

Accessible Emergency Information

We will provide Company employees with disabilities with individualized emergency response information when necessary and in a timely manner that takes into account the person's accessibility needs due to disability.

If applicable, we will also provide customers with publicly available emergency information in an accessible format upon request.

Employment

The Company is committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment and assessment processes, and when people are hired.

In compliance with the Act, the Company will regularly review its recruitment practices, job descriptions and postings, internal and external communications, performance management, career development and redeployment processes, and revise them as necessary to ensure the accessibility needs of persons with disabilities are taken into account. The Company will also, as required, develop new or revise existing individual accommodation plans and return-to-work plans and policies for employees that have been absent due to a disability.

Further, the Company will identify and take any necessary steps to prevent and remove other accessibility barriers affecting employment.

We will notify candidates and employees of available accommodation and supports, and will work with candidates and employees to determine the suitability of a particular format or communication support. Any information an employee needs to do his or her job, including general information available to all employees, will be made available in an accessible format, when requested.

Training

The Company is committed to training its employees on the Act and on accessibility aspects of the *Human Rights Code* that apply to persons with disabilities.

The Company will provide training in a way that best suits the duties of employees and its obligations. This training will be provided to each new employee upon hire. Employees will also receive ongoing training when the Company makes changes to this Policy or any related practices or procedures.

Further, the Company will also provide training to any volunteer, any person who participates in developing the Company's policies, and any other person who provides services on behalf of the Company.

Feedback Process

Customers who wish to provide feedback about the manner in which the Company provides services to persons with disabilities can contact:

Human Resource Regional Partner
E. AODA@moodys.com

Feedback may be provided by telephone, in writing, or otherwise. Upon request, the Company will ensure that such process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports.

The Company will address any concerns or complaints in accordance with its regular complaints practices and procedures.

Modifications to This or Other Policies

The Company will modify or remove any of its policies that do not respect and promote the dignity, independence, integration and equal opportunity for persons with disabilities.

For More Information

Please direct any questions or concerns about this Policy, related practices or procedures to Moody's Human Resources, currently AODA@moodys.com