

Pitney Bowes Inc. Multi-Year Accessibility Plan

Pitney Bowes Inc. (“Pitney Bowes” or “Company”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the law, including the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario’s accessibility laws. This multi-year accessibility plan (“Plan”) focuses on our initiatives in respect of the AODA’s Accessibility Standards including:

- ❖ Customer Service
- ❖ Information and communications
- ❖ Policies and training
- ❖ Employment
- ❖ Design of Public Spaces
- ❖ Feedback

This Plan applies to Pitney Bowes and its related/allied forms as required by the AODA.

Customer Service

Pitney Bowes complies with the AODA Customer Service Standards in order to break down barriers that prevent customers with disabilities from accessing the Company’s services. Such efforts include the following:

Information and Communications

In accordance with the AODA’s Information and Communications Standards, Pitney Bowes has and will continue to:

- ✓ Ensure internet websites and web content conform with Level AA of the World Wide Web Consortium Contact Accessibility Guidelines (WCAG) 2.0
- ✓ We currently are above the WCAG 2.0 benchmark for English and French regions.
- ✓ Ensure Pitney Bowes notifies the public and provides, upon request, accessible formats and support for people with disabilities in a timely manner and at no additional cost to others.

Policies and training

Pitney Bowes maintains and follows its Disability Accommodation Policy to ensure equal access and participation for people with disabilities. The Company understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the HRC or obligations to people with disabilities under any other law.

Pitney Bowes employees are instructed on their obligations to provide reasonable accommodations and assistance to individuals with disabilities, including customers, where needed to ensure participation and access. Updated training is planned for 2024. The Company is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Employment

Pitney Bowes is committed to make every reasonable effort to ensure that no person is discriminated against or denied employment opportunities or benefits for reasons contrary to the requirements of applicable human rights legislation. Pitney Bowes efforts include:

- Notification of the Company's commitment to provide reasonable accommodations;
- Providing employees with alternate, accessible communication formats to supports the needs of those with disabilities;
- Ensuring processes are in place and followed to support employee workplace accommodation requests;
- Policies and practices to ensure that Pitney Bowes will not discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of a disability or perceived disability, so long as the individual can perform all of the essential functions of the job with a reasonable accommodation.

Design of Public Spaces

As of January 1, 2024, Pitney Bowes does not have any plans for new construction or significant redevelopment of its Ontario offices to which the Design of Public Spaces Standards of the Integrated Accessibility Standards Regulation is applicable.

Feedback

For More Information

For more information on this accessibility plan, please contact at:

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This Plan is publicly posted at: **Website and/or Social Media Addresses**

Standard and accessible formats of this document are free on request from:

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