



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES CORPORATE POLICY

Document Owner	Human Resources Department
Applies To	Teradata Canada ULC — All Personnel
Governing Law	Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
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1. STATEMENT OF ORGANIZATIONAL COMMITMENT

Teradata Canada ULC (“Teradata”) is committed to ensuring equal access and participation for people with disabilities by creating and maintaining accessible environment. Teradata is committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence.

Teradata believes in integration and is committed to meeting the needs of people with disabilities in a timely manner. Teradata will fulfil this commitment by removing and preventing barriers to accessibility and by satisfying its obligations under Ontario’s accessibility legislation and in particular fulfilling the requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”).

2. PURPOSE

The purpose of this policy is to outline the practices and procedures in place at Teradata to help identify and remove barriers for people with disabilities.

This Policy governs the provision of technology services and materials to people with disabilities. Teradata is committed to maintaining an accessible environment, in its communications, information and delivery of its services and products for its customers, employees, job applicants, suppliers, and any visitors who may access its information or use its services.

Teradata is committed to maintaining a dignified, welcoming, and inclusive environment for all individuals. Teradata will incorporate accessibility requirements into its policies, procedures, and training programs, and will review these measures annually. Teradata will endeavor to meet the needs of individuals with disabilities in a timely and effective manner. Teradata will do this by removing and preventing barriers to accessibility and meeting its accessibility requirements under the Act in a timely manner.

3. APPLICATION OF POLICY

This Policy applies to Teradata services that are provided to the public, to Teradata employees, and to visitors who are responsible for providing accessibility to persons with disabilities.

4. TRAINING ROLES AND RESPONSIBILITY

Teradata will provide training to employees and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be appropriately tailored to employees.

Teradata will take the following steps to ensure employees receive the necessary training:

- Post this Accessibility Policy on the Teradata internal website.
- Ensure that all relevant employees have received this Accessibility Policy and completed the required training.

Training will cover the following topics:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal, or support person.
- What to do if a person with a particular type of disability is having difficulty accessing Teradata's goods and services.
- The contents of this Policy.
- Participation and cooperation with Human Resources and employees to facilitate workplace accommodation.

This Policy will be shared with new hires as soon as practicable following their commencement of employment. Teradata will also train the employees of its affiliates on the provision of services to persons with disabilities.

5. PROVIDING SERVICES TO PERSONS WITH DISABILITIES

5.1 Information and Communication Supports

Teradata will make the following information available in Accessible Formats:

- Employee information.
- Other public-facing information.
- Emergency and public safety information.
- Communication Supports

Accessible Formats – As defined by the Regulation, “accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Barrier – As defined by the Act, a “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

Communication supports –May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Teradata will notify the public of the availability of accessible formats and communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons. Upon request, Teradata will provide or arrange to provide accessible formats and communication supports for persons with disabilities that take into account the persons needs.

6. EMPLOYMENT

During the recruitment and hiring process, Teradata will notify prospective hires and the public that accommodations are available. Teradata will inform its employees that support is available for those with disabilities and will implement a process for developing individual accommodation plans that take into account an employee’s accessibility needs due to disability. Where required, Teradata will provide customized emergency response information to assist an employee with a disability during an emergency. Teradata’s performance management, career development, and redeployment processes will take into account the accessibility needs of all employees. Teradata will modify or remove any existing policy that does not respect and promote the dignity and independence of people with disabilities.

Teradata will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Teradata is aware of the need for accommodation due to the employee’s disability. Teradata will accommodate the needs of its employees with disabilities as required by the Act and Ontario Human Rights Code. Teradata will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodation and support in order to return to work. Teradata will consider the accessibility needs of employees with disabilities as well as their individual accommodation plans when conducting performance reviews, providing career development and advancement to employees, and when redeploying employees.

7. FEEDBACK PROCESSES FOR EMPLOYEES AND THE PUBLIC

Teradata will communicate with persons with disabilities in ways that take into account their disability. Employees will be trained to communicate with clients by telephone using clear and plain language and to speak clearly and at an appropriate pace. Where telephone communication is not suitable or not available, Teradata will offer to communicate by email, fax, or such other method as may be reasonably requested.

Teradata is committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from its services. Employees will be trained on, and familiarized with, the various assistive devices that may be used by clients with disabilities when accessing Teradata's services.

Service Animals and Support Personnel

Teradata welcomes persons with disabilities who are accompanied by a service animal at any in-person or virtual meeting and will ensure that all relevant employees and affiliate employees are properly trained on how to interact with persons with disabilities who are accompanied by a service animal.

Teradata is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be permitted to have that support person present at in-person or virtual meetings. A person with a disability will not be prevented from having access to their support person at any time. Where a confidential discussion is to take place in the presence of a support person, Teradata will obtain the prior consent of the person with the disability.

8. ACCESSIBLE EMERGENCY INFORMATION

Teradata is committed to providing persons with disabilities with publicly available emergency information in an accessible format upon request. Where emergency procedures, plans or public safety information is available to the public, Teradata will provide the information in an accessible format or with appropriate communication supports upon request.

9. NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services ordinarily used by persons with disabilities, Teradata will notify the public in a timely manner. Such notice will include the reason for the disruption, the anticipated duration of the disruption and a description of any available alternative services, if available, communicated by a method that is reasonable in the circumstances.

Teradata will notify the public in the event of a planned or unexpected disruption to services ordinarily used by persons with disabilities. Such notice will include the anticipated duration of the disruption and a description of any available alternative services, communicated by a method that is reasonable in the circumstances.

10. CUSTOMER FEEDBACK AND QUESTIONS

Teradata always strives to exceed its customers' expectations. Customers are encouraged to share comments regarding their experience with Teradata. Upon request, Teradata will respond to feedback and questions relating to accessibility for persons with disabilities, including requests for accessible document formats and communication supports. Customers can expect a prompt response from Teradata upon delivery of any accessibility-related request or feedback.

Accessibility feedback may be submitted through the following channels:

- In person: at the mailing address listed on the Teradata public website.
- By telephone: contact Teradata's Human Resources Department (number to be inserted).
- By email: Attention: Human Resources Department, Teradata Corporation (address to be inserted).

11. MODIFICATIONS TO THIS POLICY

No modification will be made to this Policy, or to any other Teradata policy, unless the impact of the proposed change on persons with disabilities has been duly considered.

12. REQUESTS FOR AODA COMPLIANCE DOCUMENTS

Upon request, Teradata will provide a copy of this Policy to any person. When such a request is received, Teradata will provide the document or information in a format that takes into account the disability of the requestor. The policy is also included on Teradata's public website.