

Accessible Customer Service Plan

Oracle Canada ULC, Oracle Canada Development Company and Oracle Global Services Canada ULC (collectively, "Oracle") is committed to cultivating an environment of mutual respect, and expects all employees to treat everyone they interact with, with courtesy, dignity and respect.

In 2005, the Ontario Legislature passed the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). Pursuant to this legislation, organizations in Ontario must meet certain accessibility standards in the following five areas: customer service, employment, information and communication, transportation and design of public spaces. Oracle endorses the AODA, and the regulations passed pursuant to the AODA, and Oracle is committed to compliance with the AODA.

This Accessible Customer Service Plan (the "Plan") applies specifically to the accessibility standards for customer service.

Purpose

The purpose of this Plan is to outline the policies, practices and procedures approved by Oracle in order to meet the obligations under the AODA and specifically Regulation 165/16. Through this Plan, Oracle establishes and implements policies, practices and procedures consistent with its goal of compliance, as well as its commitment to excellence in serving all customers, including people with disabilities.

Accessible customer service is about understanding that people with disabilities may have different needs, and ensuring we do everything we can to find ways around barriers that may be faced by our customers with disabilities. We ensure that our policies, practices and procedures align with the requirements and guiding principles of the legislation:

- **Dignity** - All customers, including those with a disability, should be treated in a way where they feel valued and respected. Persons with a disability will have effective access to the same level of service as any other customer, and will be treated in a manner which allows them to maintain their self-respect and the respect of others.
- **Independence** - Service will be provided in a way that allows persons with a disability to do things on their own, and make their own choices without unnecessary control, help or influence from others.
- **Integration** - Integrated services allow people with disabilities to fully benefit from the same goods or services, in the same place and in the same or similar way as other customers.
- **Equal Opportunity** - Equal opportunity means that everyone, including people with disabilities have the same or similar opportunity to benefit from how Oracle provides goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Assistive Devices

People with disabilities may use their own assistive devices, or those that may be provided by Oracle (if applicable), including but not limited to:

- Manual and motorized wheelchairs, canes, crutches, walkers, oxygen tanks.
- Assistive technology such as screen readers, screen magnifiers, voice recognition.

If the assistive device is not allowed by law, the person will be so advised, and alternate options will be explored.

We will ensure that our staff are familiar with various assistive devices that may be used by customers with disabilities while accessing Oracle's goods or services.

Service Animals and Support Persons

We welcome persons with a disability who are accompanied by a service animal or support person to access Oracle office locations.

Service animals will be permitted on parts of our premises that are open to the public. If a service animal is not allowed by law, the person will be so advised, and alternate options will be explored.

We will take reasonable measures to assist any support person who accompanies an individual with a disability in accessing our goods and services and our premises except where the support person is not allowed by law to enter.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities that people with disabilities may access, Oracle will provide notice of the disruption as soon as reasonably possible. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice of the disruption will be placed on Oracle's website as necessary, notices may be placed at the location and affected areas, and/or notice will be provided in other formats as appropriate based on the nature of the disruption.

Training

Oracle will provide accessible customer service training to employees, volunteers and others who deal with the Ontario public or other third parties on Oracle's behalf, and those involved in the development of policies, plans, practices and procedures related to the provision in Ontario of Oracle's goods and services. Oracle maintains completion records to ensure all relevant employees are compliant in reviewing the course material.

Training will include:

- The purpose of the AODA and the requirements of the accessibility standards for customer service.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require assistance of a service animal or support person.
- How to use equipment or devices available at Oracle's premises or otherwise provided by Oracle that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a disability has difficulty accessing Oracle's goods or services or publicly-accessible premises.
- Oracle's policies, practices and procedures relating to the accessibility standards for customer service.

Employees will also be trained on an ongoing basis when changes are made to this Plan. Oracle will endeavour to have all new employees complete the training within 60 days of their commencement date.

Feedback Process

Oracle values feedback about our accessible customer service policies, practices and procedures from our employees, customers, visitors and vendors. Persons raising concerns should identify any particular method of communication necessary to accommodate their individual needs and requirements.

Feedback can be in person or can be directed to:

Oracle Canada Human Resources
100 Milverton Drive
Mississauga, ON L5R 4H1

Email – inclusion-at-oracle-ca_mb@oracle.com

We request that when you provide feedback, you also provide your name and contact information so that we can respond to any concerns in a timely manner. Where possible, any concerns will be addressed immediately. However, some concerns may require more time and consideration. Persons raising concerns can expect to hear back from Oracle promptly, either with details on the resolution of the concern or, in more complex cases, on the steps being taken by Oracle to resolve the concern. Responses will endeavor to be in a format that is accessible to the person raising the concern. Please note that nothing in this Accessible Service Plan requires Oracle to make the products themselves accessible.

Notice of Availability of Documents and Format of Documents

Documents related to accessible customer service are available upon request. Documents required by the accessibility standards for customer service to be provided to a person with a disability will be provided to such person in a format that takes into account the person's disability.

Modifications to This Plan or Other Policies

Any policy, practice or procedure of Oracle that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed where reasonably possible.