

# INTEGRATED ACCESSIBILITY STANDARDS POLICY AND MULTI-YEAR PLAN

## Statement of Commitment

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 with whom they interact 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 policy and plan sets out Oracle's commitment to compliance with respect to the above-noted standards. Oracle reviews and updates our Multi-Year Accessibility Plan every five years as required.

## Accessible Emergency Information

Oracle works with employees with disabilities to develop individualized emergency response plans and procedures if requested. Oracle provides customers with publicly available emergency information in an accessible format upon request.

## Training

Oracle provides 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 of Oracle's goods and services to Ontario customers. Employees access the training online, and training is provided as soon as practicable. Oracle maintains completion records to ensure all relevant employees are compliant in reviewing the course material. Oracle expects that all new employees that fall into one of the above categories will complete the training within 60 days of their start date with Oracle.

## Information & Communications

Oracle is committed to meeting the communication needs of persons with disabilities. Oracle will consult with people with disabilities to determine their information and communication needs. Upon request, all publicly available information will be made available in accessible formats and communication supports will be provided where practicable and necessary.

Oracle has robust processes in place to ensure all websites and web content are accessible, in conformance with the applicable WCAG 2.0, Level AA requirements. We continue to test our websites, monitor content across the enterprise and correct any issues found.

## Employment – Recruitment

Employment Equity is the right to equal treatment in all aspects of employment. Oracle is an equal opportunity employer. We believe in treating each employee and applicant for employment fairly, with dignity, and making our employment practices accessible. We base our employment decisions on merit, experience, and potential, without regard to Race, Colour, Age, Sex, Marital Status, Disability, Sexual Orientation, Religion, National/Ethnic Origin, Ancestry, Place of Origin, Pregnancy/Childbirth, Family Status, Creed, Nationality/Citizenship, or any other characteristic protected by the applicable provincial laws.

Our Employment Equity policy is founded on the philosophy that our employees and applicants for employment must be treated equitably. We do not discriminate, and our experience confirms that supporting policies and practices with a strong commitment to equal employment opportunity is a good business practice. Our commitment to this policy applies to every phase of the employment relationship, and we make every effort to comply with this policy.

Oracle regularly reviews our recruitment and hiring processes and where necessary makes modifications to accommodate persons with disabilities upon request. Oracle notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

## Employment – Individual Accommodation Plans

Oracle provides equitable treatment and reasonable accommodations for persons with disabilities. Such accommodations take into account individual needs, business realities and related legislation. Accommodations may include an adjusted work schedule, special equipment, job modifications to optimize performance or job retraining. Upon request, information that an employee requires to perform their job, information that is generally available to all employees in the workplace, and all publicly available information will be made available in accessible formats and communication supports will be provided where practicable and necessary.

Oracle has in place a comprehensive process for developing individual accommodation plans and return-to-work plans for employees who have been absent from work due to a disability.

## Employment – Performance Management, Career Development and Redeployment

Oracle ensures that the accessibility needs of employees are taken into account during the employment relationship, including performance management, career development and redeployment processes.

## Customer Service

Oracle maintains an Accessible Customer Service Plan that applies specifically to the accessibility standards for customer service, Regulation 165/16.

## Additional Resources

Oracle's commitment to foster an inclusive environment in which all employees feel valued and respected is reflected in our effort to attract, hire, support, and retain qualified individuals with disabilities. Oracle has partnerships with organizations like [Disability:IN](#), and participates in the annual [Disability Equality Index \(DEI\)](#), which is a joint initiative between Disability:IN and the American Association of People with Disabilities, and serves as the world's largest and most comprehensive benchmarking tool to measure disability workplace inclusion among corporations. Oracle has consistently been recognized as one of the Best Places to Work for Disability Inclusion.

Employees have access to programs and initiatives, assistive tools, and various training resources for employees with disabilities, as well as for managers and peers on the best ways to support employees with disabilities.

## More Information

For more information on this accessibility plan, please contact:

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

Email – [inclusion-at-oracle-ca\\_mb@oracle.com](mailto:inclusion-at-oracle-ca_mb@oracle.com)

Accessible formats of this document, all publicly available information, and our feedback process will be made available upon request.

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