



# Ontario Accessibility Policy

## 1.0 Introduction

This Accessibility Policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (the "IASR") made pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") and ongoing obligations under the Ontario Human Rights Code (the "Code") respecting non-discrimination. Upon request, this policy will be available in an accessible format.

## 2.0 Purpose and Scope

The purpose of this Accessibility Policy is to outline Canada Workday ULC's ("Workday") commitment to improving accessibility and our strategy to identify, prevent and remove barriers to accessibility for people with disabilities.

## 3.0 Statement of Commitment

Workday is committed to providing a welcoming environment that meets the needs of people with disabilities and allows them to maintain their dignity and independence. Workday will ensure equal access and participation and will remove and prevent barriers for people with disabilities by meeting our accessibility requirements under the AODA and the Code.

### 3.1 Multi Year Strategies

Workday has developed a multi-year accessibility plan ("the "Plan") that describes Workday's efforts to address accessibility holistically from a user and employee experience standpoint. The Plan is reviewed and updated at least once every five years in coordination with accessibility subject matter experts and product teams.

## 4.0 Policy Statements

### 4.1 Non-Discrimination

Workday is committed to meeting its current and ongoing non-discrimination obligations under the Code. Workday understands that obligations under the AODA and its accessibility standards do not substitute or limit the Company's obligations to people with disabilities under the Code or any other law.

### 4.2 Accommodations in Employment

Workday will develop and implement employment practices that encourage people with disabilities to participate fully in all aspects of employment.

#### **Recruitment**

Workday will notify its employees and the public of its policy and commitment to supporting people with disabilities and providing accommodations upon request. If a candidate or selected applicant requests an accommodation, the Company will provide or arrange for a suitable accommodation that takes into account the individual's accessibility needs.

### **Training**

Managers will be provided with accessibility training that addresses employee/workplace accommodation and non-discrimination of people with disabilities.

### **Individual Accommodation Plans**

Workday will develop and document individual accommodation plans for employees with disabilities as needed. If requested, information regarding accessible formats and communications supports will also be included.

### **Workplace Emergency Response Information**

Workday will provide individualized workplace emergency response information to employees who have a disability, provided the information is necessary and the Company is made aware of the need.

### **Return to Work Process**

Workday has developed a return to work process for its employees who have been absent from work due to a disability and require accommodations in order to return to work.

### **Performance Management, Career Development and Advancement**

Workday will take the accessibility needs and individual accommodation plans of employees with disabilities into account when conducting performance management and providing career development and advancement to employees.

## **4.3 Accessible Customer Service**

Workday is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities and specifically considering the use of assistive devices, service animals, support persons and other aids to accessibility.

### **4.3.1 Assistive Devices & Availability of Documents**

People with disabilities may use their personal assistive devices when accessing Workday's goods, services or facilities. In cases where an assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facilities.

Workday is also committed to meeting the communication needs of people with disabilities. Documents will be provided in an accessible format or with communication supports upon request. We will consult with the person making the request to determine the suitability of the format or communication support requested and will provide the accessible format in a timely manner and at no additional cost. Requests may be made through [accommodations@workday.com](mailto:accommodations@workday.com).

Workday also strives to provide websites and web content in an accessible format.

### 4.3.2 Service Animals & Support Persons

Workday welcomes people with disabilities and their service animals. Service animals are allowed in areas of our facilities that are open to the public and third parties. People with disabilities who are accompanied by a support person will be allowed to have that person accompany them within our facilities.

### 4.4 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Workday will notify customers promptly. This clearly posted 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.

### 4.5 Training

Workday is committed to training all employees and volunteers on accessible customer service and other accessibility standards under the AODA and on aspects of the Code that relate to people with disabilities. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Training will include:

- An overview of the AODA, and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any assistive devices that are available on-site or otherwise that may help with providing goods or services to people with disabilities
- Substantive changes to this policy

### 4.6 Communications & Feedback Process

Workday communicates with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication support.

Workday welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways:

- Email at [accommodations@workday.com](mailto:accommodations@workday.com)
- Phone to (925) 951-9000 or 1-877-WORKDAY (1-877-967-5329) (USA)
- In person or delivery to 200 Wellington Street West, Suite 701, Toronto, ON M5V 3C7 Canada [See Map](#).
- Mail or delivery to 6110 Stoneridge Mall Rd, Pleasanton, CA 94588 (USA) [See Map](#).

Workday will review all concerns and respond following an assessment of the issue or concern.

## 4.7 Policy Changes

Workday is committed to developing policies that respect and promote dignity and independence of people with disabilities. Before making changes to this policy, we will consider the impact on people with disabilities. Any policy, practice or procedure of Workday 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.

## 5.0 Definitions

**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.

**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.

## 6.0 Effective Date

This Policy is effective upon approval.

## 7.0 Revision and Approval History

This section should list the revision and approval history of the policy (for revisions and changes) using the formatted table below.

Action	Action Taken By	Version	Date
Reviewed and Approved	Kim Roa	1.0	2/1/2022
Approved			

## 8.0 Related Policies

AODA Multi-Year Plan