



Ontario Accessible Customer Service Policy

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	Owner: Associate General Counsel, Employment & Compliance	
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Purpose

Informatica LLC (“Informatica”) is committed to ensuring that we provide services to our clients and client representatives with disabilities in an accessible manner, and in a way that respects the dignity and independence of those individuals. Informatica’s commitment to ensuring accessible service is part of our overall objectives of providing excellent customer service and promoting diversity.

This Accessible Customer Service Policy (the “Policy”) establishes policies, practices and procedures relating to the Informatica’s provision of services to clients, client representatives and other third parties. Informatica may implement additional policies, practices and/or procedures in this regard, including those contained in client service training materials. However, all such additional policies, practices and procedures will be consistent with the Policy.

Process

Accessible Communications

Informatica will communicate with individuals with disabilities in a manner that considers their disabilities.

Our employees communicate with customers, customer representatives and others in a variety of ways, including face to face interactions, letters, telephone calls and electronic/systems communications. In determining the appropriate method and form of communication, we will take into account accessibility needs resulting from disabilities.

Customers, customer representatives and others are encouraged to identify accessibility needs in communicating and interacting with Informatica.

Service Animals

Informatica welcomes individuals with disabilities who use service animals. Service animals are allowed on the parts of our premises that are open to the public or other third parties, in accordance with applicable laws.

Support Persons

Customers, customer representatives and others with disabilities who require the assistance of a support person will be allowed to have that support person accompany them on Informatica’s premises. Appropriate measures will be taken to deal with any confidentiality and/or privilege issues raised by the presence of a support person. Such measures will be determined on a case-by-case basis, having regard to the specific needs of the client or client representative.

Assistive Devices

Customers, customer representatives and other individuals with disabilities may use their own assistive devices to access services provided by Informatica. To the extent required, Informatica will ensure that our employees are trained and familiar with various assistive devices that may be used by individuals when accessing our services and any assistive devices made available by Informatica.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities that may be used by individuals with disabilities to access services, Informatica will notify individuals of the disruption promptly. The notice will advise individuals regarding the reason for the disruption, its anticipated duration and provide a description of alternative services or facilities available, if any.

The notice will be posted and/or communicated to individuals with disabilities in a manner that is reasonable in the circumstances.

Training of Staff

Informatica will provide training to employees who deal with customers, customer representatives or other third parties, and those who are responsible for customer service policy development, as required by applicable laws.

In general terms, such training will include the following components:

- an overview of applicable laws related to the provision of services to individuals with disabilities;
- an overview of the Policy and any other practices, policies or procedures developed by Informatica with respect to the provision of services to individuals with disabilities;
- information regarding how to interact and communicate with individuals with various types of disabilities, including interaction with individuals who use assistive devices, support persons and/or service animals;
- instruction on how to use any assistive devices that Informatica may have available to assist individuals with disabilities to access services at Informatica; and
- instruction on what to do if an individual with a disability is having difficulty accessing Informatica services.

Informatica will provide required training in connection with changes to the Policy or any other related policies, practices or procedures.

Feedback Process

Informatica is committed to improving our customer service by listening to our customers and responding to their feedback. Customers, customer representatives and other third parties are encouraged to provide feedback on the way Informatica provides services to individuals with disabilities.

Feedback can be directed to HR Compliance via email at HRCompliance@Informatica.com or via telephone at (650) 385-5000 (Informatica's General Line).

Individuals can generally expect a response or preliminary response to their feedback within 15 business days of receipt by Informatica of the feedback if the nature of the feedback requires a response. In responding to feedback, Informatica will take such steps as are necessary to rectify any issues or concerns raised in a manner consistent with the Policy and our

commitment to providing excellent and accessible customer service. Depending on the circumstances, such steps may include requesting additional information from the individual providing feedback, investigating specific complaints and/or providing documentation or communications in accessible formats. Informatica will advise the individual providing the feedback of the results of the feedback review process as appropriate in the circumstances.

Distribution of Policy

Informatica will provide a copy of the Policy to individuals requesting it, in an accessible format if required.