Multi-Year Plan - AODA

Accessibility Plan Details

This Accessibility Plan outlines Informatica's policies and actions that have been established and will be maintained to remove barriers for people with disabilities. This Plan will be reviewed and updated on a regular basis, as needed.

Statement of Commitment

We are committed to ensuring people with disabilities have equal access and the ability to fully participate in all aspects of how we operate. We strive to treat people with respect and in a way that allows them to maintain their dignity and independence. We believe in inclusivity, and desire to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws. Our programs and services are delivered in a way that reflects our values of:

- Do Good
- Act As One Team
- Think Customer-First
- Aspire and Innovate

This accessibility plan will be reviewed on a regular basis (at least every five years) to ensure it is up-to-date and that all AODA requirements remain integrated and in force.

Accessible Emergency Information

Informatica is committed to providing customers and clients with publicly available emergency information in an accessible way, upon request. We will continue to take the following steps to ensure our customers, clients and employees are provided with accessible emergency information as per the requirements of the AODA:

- Provide employees with disabilities with individualized emergency response information when necessary and/or as requested.
- Provide publicly available emergency procedures/plan or public safety information in an accessible format. i.e., evacuation procedures, floor plans, health and safety information.
- Prepare for the specific needs that employees with disabilities may have in emergency situations.

Training

Informatica is committed to providing training to all employees on the requirements of the accessibility standards under the AODA and on the Human Rights Code as it relates to people with disabilities. This includes not only training our existing employee population but also ensuring that this is part of our new employee onboarding process so that everyone understands its importance. We strive to ensure that all employees understand how to interact with other employees as well as customers with varying abilities. As changes occur, we will ensure employees are retrained, if applicable.

Public Spaces

Informatica does not operate any spaces in Ontario that are openly available to the public but acknowledges that visitors to our office will travel through common spaces such as lobbies, elevators, etc. in buildings where we maintain offices. Informatica's internal Real Estate and Workplace Management adhere to the requirements in the Ontario Building Code, the Integrated Accessibility Standards Regulation, the Guide to the Integrated Accessibility Standards Regulation and any other Ontario government requirement governing accessibility. Informatica will work with building management to ensure compliance if we become aware of any non-compliance with the AODA.

Kiosks

If applicable, Informatica will consider accessibility for people with disabilities when designing, procuring or acquiring self-service interactive electronic terminals. Informatica will always consider and make available accessibility features as it relates to all kiosks or service desks whether in the office space or otherwise.

Information and Communications

Informatica is committed to meeting the communication needs of people with disabilities. As we become aware of individuals have specific information and communication needs, we will consult with them to understand and work to meet those needs.

Website and Web Content

Informatica strives to achieve WWW Web Consortium Web Content Accessibility Guidelines (WCAG) A and AA compliance. Our Marketing teams continue to explore opportunities to improve access by leveraging a third-party vendor that helps us to identify and resolve accessibility issues and ensure link integrity. Ongoing testing is completed to ensure continuous improvement in this area.

Feedback

Informatica will continue to take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- Make feedback processes accessible by exploring alternative communication formats.
- Encourage feedback about our accessibility, including customer service, website, and employment practices.
- Ensure all publicly available information is made accessible upon request.
- Post on our website that we can provide accessible information and communication support upon request.
- If a person with a disability requests information in an accessible format, we will work with them to determine how to meet their needs within a reasonable timeframe.

Employment

Informatica is committed to accommodating its employees and creating an inclusive work environment. We are an equal opportunity employer and are committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Recruitment

We will continue to take the following steps to ensure we meet the Employment Standard under AODA:

- Our public facing careers web page highlights our commitment to inclusion, diversity, equity and belonging.
- Our public-facing job posting platform also includes notice about the availability of accommodation(s) for disabilities, where needed, to support an applicant's participation in the recruitment processes in compliance with the AODA.
- All job postings include our global language on being an equal opportunity employer.
- Job applicants selected for an interview and/or testing will be accommodated, upon request. Processes have been established to consult with any applicant who requests an accommodation in a manner that considers the applicant's unique abilities.
- When offers of employment are made, we notify the successful applicants of the policy for accommodating employees with disabilities.

Workplace Emergency Response Information

When we are aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as possible if such information is necessary given the nature of the employee's disability.

Where an employee who receives individualized workplace emergency response information requires assistance, we will designate a person to provide assistance and, with the employee's consent, we will provide the workplace emergency response information to such person.

Informatica will review an employee's individualized workplace emergency response information, at minimum, whenever:

- the employee moves to a different location within the company;
- the employee's overall accommodation needs or plans are reviewed; or
- the Company reviews its general emergency response policies.

Individual Accommodation Plans and Return-to-Work

As articulated in our handbook, Informatica has established and will maintain a process for developing individual accommodation plans and return-to-work practices for employees that have been absent due to a disability. In this regard, Informatica will continue to:

- Work to identify those employees that require an individual accommodation plan and involve them in the development of said plan which outlines the accommodations we will provide.
- Provide plans in accessible formats or using communication supports, as required.
- Keep all individualized accommodation plan information private.

The accommodation and return to work policy will document steps we will take to facilitate the return to work of employees who have been away from work due to disability.

Performance Management, Career Development and Redeployment

Informatica will continue to ensure the accessibility needs of employees with disabilities as well as individual accommodation plans are considered when using performance management, career development, and redeployment processes. In addition, we will work with the employee to adjust the accommodation plan, with the employee's participation, to meet any new role or responsibilities in the event of a promotion or re-deployment.

Feedback is Welcome

Informatica is committed to improving the experience of our employees and customers by listening to them and responding to their feedback. Employees, 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).

We will monitor and evaluate any feedback the organization has received throughout the year related to accessibility. This information will be used to continuously improve our processes and may be integrated, as appropriate.