OpenText Corporation: Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

OpenText Corporation is committed to excellence in serving all customers including people with disabilities.

Assistive devices

OpenText will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons for admission to OpenText's premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, OpenText Corporation 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.

The notice will be placed on our Corporate website if appropriate (www.opentext.com) or at the appropriate location. Locations are as follows:

- 275 Frank Tompa Drive, Waterloo, ON
- 38 Leek Crescent, Richmond Hill, ON
- 1224 Gardiners Road, Kingston, ON

- 10 Rideau Street, 6th Floor, Ottawa, ON
- 194 Sophia Street, Peterborough, ON

Training for staff

OpenText Corporation will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following departments with customer facing accountabilities will be trained:

- Facilities
- Human Resources
- Customer/Product Support
- Sales and Services
- Marketing
- Technical and Learning Services
- Accounts Receivable

This training will be provided to staff within one month of their hire date.

Training will include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service;
- OpenText's accessible customer service plan.
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing OpenText goods and services; and
- OpenText policies, practices and procedures relating to the provision of goods or services to persons with disabilities.
- Changes that are made to our accessible customer service plan.

Feedback process

Customers may provide feedback on the way OpenText provides goods and services to people with disabilities via:

Email: DiversityandInclusion@opentext.com

Phone: 866-385-6847

OpenText will make best efforts to provide a response in the same format in which the feedback was received.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. OpenText will respond within 15 working days.

Modifications to this or other policies

Any policy of OpenText that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.