

**SUNGARD AVAILABILITY SERVICES (CANADA) LTD.
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (“AODA”)
CUSTOMER SERVICE POLICY**

SCOPE

This policy applies to the delivery of all goods and services in the Province of Ontario by SunGard Availability Services (Canada) Ltd (“SunGard”). This policy applies to all SunGard employees and contingent workers (agency contractors, third party etc.) who work in Ontario and others who provide services in Ontario regardless of where they are located, as well as volunteers and third parties who interact with the public on behalf of SunGard in Ontario.

POLICY STATEMENT

In fulfilling the mission and purpose of the Accessibility for Ontarians with Disabilities Act (“AODA”) and Ontario Regulation 429/07 regarding the Accessibility Standards for Customer Service (“Customer Service Standards”) under the AODA, SunGard is committed to providing its services in a manner that respects the dignity and independence of Persons with Disabilities and supports the principles of equal opportunity and integration.

In particular, SunGard will ensure that:

- Persons with Disabilities are provided with an equal opportunity to obtain, use and benefit from SunGard’s services;
- its services are provided in a manner, which respects the dignity and independence of Persons with Disabilities;
- the provision of services to Persons with Disabilities are integrated with the provision to others, unless alternative methods of delivery are necessary for the benefit of an individual Person with Disability, in which case the alternative provision of goods and services may be temporary or permanent;
- communications with a Person with a Disability are conducted in a manner that takes the person’s Disability into account; and
- Persons with Disabilities may use Assistive Devices, Service Animals and Support Persons as may be necessary to access SunGard’s goods and services, unless otherwise superseded by law.

DEFINITIONS

Words and terms not otherwise defined in this Policy shall have the following meanings:

“**Assistive Device**” means a device used to assist Persons with Disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

“**Disability**” as defined in the Human Rights Code (Ontario) includes, without limitation:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or

- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“**Employees**” means every person who is employed or provides services on behalf of SunGard, whether the person is a full-time or part-time employee, agent, contractor, intern or other representative of SunGard.

“**Persons with Disabilities**” means any person or individual who has a Disability.

“**Service Animals**” means any animal individually trained to do work or perform tasks for the benefit of a Person with Disability.

“**Support Persons**” means any person or individual, who is hired or selected by a Person with Disability, to provide services or assistance with communication, mobility, personal care or medical needs, while accessing services.

SUNGARD’S PROVISION OF SERVICES TO PERSONS WITH DISABILITIES

SunGard is committed to excellence in serving all customers, including Persons with Disabilities. In providing its services, SunGard will provide the following support and assistance to Persons with Disabilities:

Communication

SunGard will:

- communicate with Persons with Disabilities in ways that take into account their specific Disability;
- train Employees on how to effectively interact and communicate with persons having various types of Disabilities; and
- post this Policy in a conspicuous location on its Premises, which is accessible to its Employees.

Telephone Services

SunGard will:

- commit to providing fully accessible telephone services to its customers;
- train Employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly; and

Assistive Devices

SunGard is committed to:

- serving Persons with Disabilities who use Assistive Devices to obtain, use or benefit from SunGard’s services;
- ensuring that its Employees are trained and familiar with various Assistive Devices, which may be used by Persons with Disabilities who access SunGard services.

Use of Service Animals and Support Persons

SunGard is committed to:

- welcoming Persons with Disabilities, who are accompanied by a Service Animal on those locations and parts of its premises, which are open to the public, provided having a Service Animal on the premises is not excluded by law;
- ensuring that its Employees are properly trained in how to interact with Persons with Disabilities, who are accompanied by a Service Animal; ensuring, that were a Service Animal is prohibited from entering its location or a portion of its public premises, SunGard will have alternative arrangements for allowing Persons with Disabilities, who require a Service Animal, access to its services;
- welcoming Persons with Disabilities, who are accompanied by a Support Person on those locations and parts of its premises, which are open to the public. Any Person with a Disability, who is accompanied by a Support Person will be allowed to enter SunGard premises which are open to the public with his/her Support Person. At no time will a Person with a Disability, who is accompanied by a Support Person be prevented from having access to his/her support person while on SunGard premises which are open to the public; and

Notice of Temporary Disruption

SunGard will:

- provide its customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by Persons with Disabilities;
- ensure any notice of disruption will include information regarding the reason for disruption, the anticipated duration of the disruption and a description of alternative facilities or services, if available for Persons with Disabilities; and
- ensure any notice of disruption is placed at all public entrances and reception counters of its premises.

Training for Employees

SunGard will:

- provide training to all Employees and all those who are involved in the development and approval of customer service policies, practices and procedures;
- ensure the training of Employees includes the following:
 - the purpose of the AODA and the requirements of the Customer Service Standards;
 - 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 offer assistance if a Person with a Disability is having difficulty in accessing SunGard's services.
- ensure Employees are trained on policies, practices and procedures that affect the way goods and services are provided to Persons with Disabilities; and
- provide ongoing training to Employees when any changes are made to SunGard's policies, practices and procedures.

Feedback Process

- SunGard's ultimate goal is to meet or surpass client expectations while serving customers who have Disabilities. SunGard welcomes and appreciates any comments relating to how well client expectations are being met.
- Customers can provide feedback regarding the way SunGard provides services to Persons with Disabilities by contacting the Customer Feedback Form and sending it by mail, email or fax to SunGard Human Resources Department (contact information can be found in the "Availability and Format of Documents" section below). All feedback will be directed to SunGard's Human Resources Department. Customers can expect a response to their concerns within a reasonable timeframe.

Modifications to Policy

- SunGard is committed to developing customer service policies that respect and promote the dignity and independence of Persons with Disabilities. No changes will be made to this Policy before and without considering the impact it may have on Persons with Disabilities.
- Any SunGard policy, which does not respect and promote the dignity and independence of Persons with Disabilities will be modified or replaced.
- SunGard will review this Policy periodically or more frequently, if required.

QUESTIONS ABOUT THIS POLICY

This Policy exists to achieve service excellence for customers with Disabilities. Anyone having a question about this Policy or who does not understand this Policy may seek an explanation or clarification from SunGard's Human Resources department (see contact information below).

AVAILABILITY AND FORMAT OF DOCUMENTS

All documents relating to the Customer Service Standard of the AODA will be made available upon request and in a format reasonably accommodating Disabilities. Request may be addressed to SunGard Canada's HR Depart by email (askashr@sungard.com), mail (680 East Swedesford Road, Wayne, PA 19087), telephone (1-877-905-2747) or fax (1-266-262-8300).