

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

SCOPE

These procedures apply 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.

Introduction

Persons with Disabilities may require certain accommodations to help them access SunGard services and facilities. SunGard is committed to serving all Persons with Disabilities by removing barriers that may arise in the course of doing business as follows:

Communication with Customers with Disabilities

SunGard Employees will communicate with Persons with Disabilities in ways that take into account their disability. SunGard Employees will be trained on how to interact and communicate with people with various types of disabilities. This will include training SunGard Employees to communicate over the telephone in clear and plain language and to speak clearly and slowly.

Procedures for the Use of Assistive Devices

SunGard allows Persons with Disabilities to use their own personal assistive devices.

Customer Responsibilities

In most situations, SunGard expects Persons with Disabilities to take the initiative to request appropriate accommodation. Persons with Disabilities who require accommodations are encouraged to communicate their needs promptly to SunGard Employees. If Persons with Disabilities are unable to make a request without assistance, Support Persons or a legal guardian may assist Persons with Disabilities in making the request.

We ensure that SunGard Employees are trained and familiar with various assistive devices that may be used by Persons with Disabilities while accessing our services and facilities. It is the responsibility of Persons with Disabilities to ensure that their assistive devices are operated in a safe and controlled manner at all times when accessing SunGard services.

SunGard Responsibilities

At times, Persons with Disabilities may be unable, due to the nature of their disability, to identify or communicate accommodation needs. If it is evident that a customer has a disability and may require accommodation, SunGard Employees may ask the customer if assistance accessing SunGard services is required.

Where applicable, assistive devices owned and operated by SunGard will be available for use by Persons with Disabilities. Appropriate SunGard Employees will be knowledgeable of the presence and trained in the use of the assistive devices. SunGard Employees will be available to assist with the use of these devices if requested for use by Persons with Disabilities.

Determining Accommodations Solutions

SunGard Employees may ask Persons with Disabilities for suggestions and for information directly related to their accommodation needs. SunGard Employees will respect customers' privacy regarding their disability and accommodation requests at all times. SunGard will review each request for accommodation on a case by case basis using reasonable efforts. To satisfy a request for accommodation, SunGard services may be provided in an alternative manner, at a different time, in another location, utilizing assistive devices or equipment, or other reasonable measures may be pursued. When Persons with Disabilities require the same accommodation on a continuous basis, SunGard Employees may keep their accommodation information on file for future reference.

Procedures for the Use of Service Animals

Service Animals may accompany Persons with Disabilities in any areas open to the general public, unless otherwise prohibited by law. The Customer Service Standard, O. Reg 429/07, indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability or (2) (when it is not readily apparent that the animal is a Service Animal), the Person with Disabilities provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Customer Responsibilities

Persons with Disabilities who require assistance of Service Animals are responsible for the animals while on SunGard premises, which may include, but not limited to:

- Supervising and keeping Service Animals in control;
- Making certain Service Animals are well-behaved; and,
- Ensuring that Service Animals do not engage in behavior that may create health and/or safety issues.

SunGard Responsibilities

SunGard will ensure Employees, agents and others that provide services on behalf of SunGard understand that Service Animals are working animals, not pets, and should not be distracted, spoken to or offered food. Should a service animal be excluded from SunGard premises (by law), then SunGard will ensure that other measures are available to enable the Person with Disabilities to obtain, use, or benefit from the good and/or service.

Procedures for the Use of Support Persons

Some Persons with Disabilities may rely on Support Persons to help them access services provided by SunGard. If Persons with Disabilities are accompanied by Support Persons, SunGard will ensure that SunGard Employees permit both persons to enter SunGard premises that are open to the public.

SunGard Employees will be properly trained to identify Support Persons who may be a paid professional, volunteer, family member, or friend that may accompany a customer in order to help with communication, mobility, personal care, or medical needs or with access to goods and services.

If SunGard is concerned with disclosure of SunGard confidential information, Support Persons may be asked to wait on SunGard premises that are open to the public or to sign a confidentiality agreement. If

Support Persons are prohibited from entering SunGard premises that are not open to the public, SunGard will provide alternative arrangements for Persons with Disabilities who require the assistance of Support Persons.

Procedures for Providing Notice of Temporary Disruptions

Although SunGard strives to operate its services and facilities without interruptions, disruptions in services and facilities may occur. SunGard will provide notice of disruptions in the usual services and facilities used by Persons with Disabilities such as accessible washrooms, elevators, ramps, power-operated doors, etc. and other disruptions that may impact access to SunGard services.

If service and facilities disruptions are planned or anticipated (e.g., routine maintenance), SunGard will post notices of the disruption in advance. If service and facilities disruptions are not anticipated (e.g., sudden malfunctions), SunGard will post notices of service disruptions as soon as reasonably possible after the disruption occurs. In the event of service and facilities disruptions, SunGard will provide, where possible, alternative means of access to SunGard services. SunGard will include the following information in notices of disruption:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate facilities or services, if any
- Contact information

SunGard will ensure that Notices of Disruptions are conspicuous and are placed in reasonable places, including the customer entrance, reception counters and where possible, at the place of disruption. Notices of anticipated disruptions may be posted on SunGard website.

Persons with Disabilities may require additional assistance during temporary disruptions to access SunGard services and/or facilities. In most situations, SunGard expects Persons with Disabilities to take the initiative to request appropriate accommodation by notifying SunGard Employees. Upon notice, SunGard Employees will provide reasonable assistance to help customers access SunGard services.

Procedures for Employee Training

SunGard is committed to establishing, implementing and maintaining a program for training on how to provide customer service to Persons with Disabilities. SunGard will ensure that all appropriate SunGard Employees receive training about the provision of SunGard services to Persons with Disabilities. SunGard will provide training to SunGard Employees as soon as practicable after they are assigned the applicable duties as well as on an ongoing basis as changes occur to SunGard policies, procedures and practices governing the provision of services to Persons with Disabilities. SunGard will keep reasonably detailed records of the training provided, the date and training provided, and the number of individuals to whom it was provided.

The training shall include but is not limited to the following:

- Review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Ontario Regulation 429/07 Accessibility Standards for Customer Service.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with Persons with Disabilities that use Assistive Devices or require the assistance of Service Animals or Support Persons.
- How to use equipment or devices, if any, available on SunGard premises that may help with the provision of services to Persons with Disabilities (e.g., TTY telephones, elevators, lifts, listening devices or other technology).

- How to assist Persons with Disabilities accessing SunGard services.
- SunGard Customer Service Accessibility policies, procedures and practices governing the provision of SunGard services to Persons with Disabilities.

Procedures for Resolving Disagreements about Accommodation Solutions

SunGard Employees will work with Persons with Disabilities to find an agreeable accommodation solution (including the provision of documents in alternative formats) if they disagree with the solution that is proposed. In situations where an agreeable solution is not found: (i) the matter may be referred to Human Resources or the appropriate department manager; and/or (ii) SunGard Employees and Persons with Disabilities will refer to SunGard Procedures for Receiving Feedback.

Procedures for Receiving Feedback

We appreciate feedback from our customers on all issues, especially related to the way we provide goods and services to Persons with Disabilities. SunGard will accept feedback given in person, verbally or in writing, online, by telephone, or any other means. Customer Feedback Forms are available upon request. These Forms or any other types of feedback may be emailed to askashr@sungard.com or faxed to 1-266-262-8300. Customers may also ask to speak with a Facility Manager, if on SunGard premises, or call the SunGard Human Resources Service Center at 1-800-905-2747. To reach us by mail, please send mail to:

SunGard Human Resources Services Center
680 East Swedesford Road
Wayne, PA 19087
USA

All feedback will be kept confidential. It will be directed to SunGard's Human Resources Department to improve upon customer service. Where appropriate, Customers can expect a response to their concerns within a reasonable timeframe of receipt of the feedback. SunGard reserves the right to consult with third parties as appropriate regarding feedback and complaints and on improvements to customer service.

Procedures for Modifications to AODA Customer Service Accessibility Policy or other Documentation

SunGard will review these procedures and all other documents required under the Accessibility Standards for Customer Service, periodically or more frequently, if required, and in accordance with the applicable requirements of the legislation. Any policy or other document of SunGard that does not respect and promote the dignity and independence of Person with Disabilities will be modified or removed.

Procedures for Availability of Documents

SunGard will make this policy and procedures and any other documents required by Ontario Regulation 429.07 available to anyone upon request.

Procedures for Provision of Documents in Alternative Formats

SunGard is committed to providing access to SunGard services for Persons with Disabilities. If SunGard is required to provide a copy of a document to Persons with Disabilities, SunGard will take into consideration their disabilities and provide the document in an appropriate format, where reasonably possible.