



Ontario Multi-Year Accessibility Plan

Statement of Commitment

Workday's approach to diversity is simple: it's about embracing everyone. From cultivating a culture where all employees can bring their best selves to work to deploying diversity initiatives that support all, we're doing what it takes to build a more equitable workplace and world.

With regard to people with disabilities, Workday is committed to providing a welcoming environment that meets their needs and allows them to maintain their dignity and independence. Workday will ensure equal access and participation for all individuals by ensuring that people with disabilities have the resources and access they require in order to participate at the same level as others. Workday will remove and prevent barriers for people with disabilities by meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Introduction

Workday has developed and implemented a corporate policy and this multi-year accessibility plan governing how the organization will achieve accessibility. This accessibility plan is reviewed and updated at least once every 5 years and outlines the steps the Company is taking to meet accessibility requirements and to improve opportunities for people with disabilities.

Strategies and Actions

Workday will meet AODA and other accessibility requirements by engaging in the actions and initiatives described below.

Customer Service

Workday is committed to providing accessible customer service to people with disabilities. This means that we will provide customer service to people with disabilities with the same high quality and timeliness as others. Workday will do the following in order to comply with the Customer Service standard:

- Communicate that service animals are allowed in areas of our facilities that are open to the public and third parties and that people with disabilities who are accompanied by a support person will be allowed to have that person accompany them within our facilities;
- Provide any publicly available emergency information in an accessible format upon request;
- Provide employees with disabilities with individualized emergency response information if necessary and requested;
- Provide training on accessible customer service to employees and volunteers;

- Seek information from customers on how best to provide accessible customer service and incorporate feedback received to the extent possible; and
- Establish a process for receiving and responding to feedback about how goods, services and facilities are provided to people with disabilities.

Information and Communications

Workday is committed to making our information and communications accessible to people with disabilities and will demonstrate this commitment by doing the following:

- Notify the public and employees about the availability of accessible formats and communication supports and, upon request, provide or arrange for the provision of accessible formats in a timely manner;
- Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request;
- Seek feedback from people with disabilities to determine if their information and communication needs are being met;
- Post a link to our feedback process on our externally facing content; and
- Take steps to ensure public websites and web content conform to WCAG 2.0, Level AA.

Note: Although Workday makes efforts to support navigability for all users, our products are not, themselves, subject to WCAG 2.0 conformance.

Employment

Workday is committed to fair and accessible employment practices and has notified the public that the Company will provide reasonable accommodations to people with disabilities during the application process. We ask candidates to advise us of how Workday can support their participation in our process and make every effort to take into account their accessibility needs and provide the requested accommodation. Workday also works with existing employees who require accommodation during employment or upon return to work following an absence due to a disability. Additionally, Workday will:

- Notify successful applicants, when making offers of employment, of the Company's policies for accommodating employees with disabilities;
- Provide individualized workplace emergency response information to employees who have a disability if such individualized information is necessary and the Company is made aware of the need for accommodation;
- Develop a written process for the development of individual accommodation plans;
- Document how individual accommodation plans will be incorporated into the return to work process for employees who have been absent due to a disability; and
- Take the accessibility needs and individual accommodation plans of employees with disabilities into account when utilizing Workday's performance management processes, and when considering career development, advancement, and redeployment of employees with disabilities.

Training

Workday is committed to providing training on the requirements of Ontario's accessibility laws and

the Ontario Human Rights Code as it applies to people with disabilities and keeping applicable records of training dates and other pertinent information. As soon as practicable after hire, all employees and volunteers will be provided with training that includes the following components:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use any assistive devices that are available on-site or which otherwise may help with providing goods or services to people with disabilities; and
- Updates to the Company's policies.

This accessibility plan is publicly posted at workday.com. For more information on this accessibility plan, please contact accommodations@workday.com or 1-877-WORKDAY (1-877-967-5329) (USA).

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