

May 1, 2015

Wipro Limited- Multi-Year Accessibility Plan

Introduction and Statement of Commitment

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA) in 2005. It is the goal of the Government of Ontario to make Ontario accessible by the year 2025. Wipro Limited (hereafter referred to as Wipro) is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* and all the standards under it, in order to meet the accessibility needs of persons with disabilities in a timely manner.

The Standards include:

Customer Service Standard-Ontario Regulation 429/07

The Customer Service Standard (Ontario Regulation 429/07) ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability. Requirements include development of a policy, practices, procedures as well as the provision of training for staff. Wipro submitted compliance reports to the Province indicating that Wipro had addressed the requirements of the Regulation and was meeting the compliance obligations. Wipro will continue to ensure compliance with the Customer Service Standard.

Integrated Accessibility Standard Regulation (IASR) – Ontario Regulation 191/11

IASR brings together the following standards in one Regulation: Information and Communication, Employment, Built Environment and Transportation. The Transportation Standard does not apply to Wipro. General requirements common to all standard areas include policy development and training.

This multi-year plan outlines Wipro's strategy to prevent and remove barriers to address the current and future requirements of AODA, and in order to fulfill Wipro's commitment as outlined in Wipro's policies.

In accordance with the requirements set out in IASR, Wipro will:

- Post this plan on its website (<u>www.wipro.com</u>);
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

Wipro Multi-Year Accessibility Plan

Part 1: General Requirements

Initiative	Action	Commence -ment	Compliance Date
1.1 Establishment of Accessibility Policies	 Wipro has developed and communicated its Accessible Customer Service Policy to all employees, both in Wipro's Business Process and Technology 	Completed	March 2014

Wipro Technologies, a division of Wipro Limited

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	 groups, across Canada. Policy has been posted on Wipro's website: <u>www.wipro.com</u> 		
1.2 Accessibility Plan	 Development and communication of Wipro Multi-Year Plan Review and update of the plan at least once every five years 	December 2014	May 2015 January 2019
1.3 Training	 Ensuring that all persons who, on behalf of Wipro, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities Training incorporated into onboarding for Business Processing and Technology groups; Ensuring staff are familiar with various assistive devices, as required, that may be used by customers with disabilities who are accessing Wipro's goods or services Ensuring completion of accessibility training is tracked and recorded for all staff Develop a refresh training program to be delivered annually to all employees 	Training completed for BPS Training/ tracking for Technology Group to be completed in Q1 2015	March 2015 June 2016

Part 2: Information and Communications Standards

Initiative	Action	Commence -ment	Compliance Date
2.1 Feedback	 Establish a formal committee of site leaders and HR representatives to review all email feedback received and approve response 	In progress	September 2015
2.2 Accessible Formats & Communication Support	 Develop understanding of current accessible formats and information technology tools available to adequately respond to requests for accessible formats that take into consideration the requestor's disability needs Educate staff on the availability of and 	In progress	September 2015



	 through the onboarding process Incorporate language in Wipro's marketing/ orientation materials and website to advise that, in accordance with AODA, accessible format may be made available on request 	
2.3 Accessible Websites & Web Content	 Website and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasingly to WCAG 2.0 Level AA by January 1, 2021 to the extent practicable 	January 1, 2021

Part 3: Employment Standards

Initiative	Activity	Commence- ment	Compliance Date
3.1 Recruitment, Assessment, Selection	 Review and update existing recruitment, policies, procedures and processes Specify that accommodation is available for applicants on the website and on job posting Inform applicants about the availability of accommodation, when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins work If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability 	In progress	January 1, 2016
2.2 Informing Employees of Support	 Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities Keep employees up-to-date on changes to policies/procedures relating to accommodation 	In Progress	Ongoing
2.3 Workplace Emergency Response Information	 Work closely with Health and Safety chairs to establish process to provide employees who request, to receive individualized workplace emergency response information 	In progress	September 2015
2.4 Documented Individual Accommodation Plans/Return to	 Create a written process for the development of documented individual accommodation plans and return-to-work plans for employees with disabilities Include in the processes and plans all of 	In progress	January 1, 2016

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Work Processes	the required elements in accordance with the provisions of IASR		
2.5 Performance Management, Career Development, Advancement and Redeployment	 Review and update existing policies, practices to ensure compliance with IASR Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans into account as part of the performance management process, providing career development and advancement, and opportunities and considering redeployment 	In progress	January 1, 2016

Part 4: Design of Public Spaces Standards

Initiative	Action	Commence- ment	Compliance Date
4.1 Maintain the Accessible Parts of Our Public Spaces	 Identify preventative and emergency maintenance procedures for handling disruptions Make any necessary modification to Wipro's public work spaces to ensure that the needs of those with disabilities are taken into account 	June 2015	January 1, 2017
4.2 Make Parking Accessible	 Where applicable, new and redeveloped parking areas meet certain technical requirements in accordance with the provisions of IASR 	As required	As required

Part 5: Closing Statements

This plan is in accordance with AODA and with Wipro's objective of treating all people in a way that allows them to maintain their dignity and independence, while creating an inclusive work environment for Wipro's people to develop to their full potential. The Multi-Year Accessibility Plan is posted on Wipro's website and will be reviewed and updated at least once every 5 years.

For the public:

If you have any questions, or have feedback related to Wipro's Multi-Year Accessibility Plan, please email: <u>aodafeedback.canada@wipro.com</u>.

For Wipro employees:

If you have any questions, or have feedback related to Wipro's Multi-Year Accessibility Plan, please contact your HR Representative.