



Accessibility Policy

Sandvine is committed to excellence in serving all people including customers, associates, potential candidates, vendors, consultants including people with disabilities. We commit to the best practice of improving opportunities for people with disabilities.

Scope

This policy applies to all our Ontario based associates, potential candidates, customer, vendors, consultants, within the Waterloo office and people in remote locations.

Policy

Our accessibility plan and policy are designed to be in compliance with the Accessibility for Ontarian Disability Act (AODA) and is submitted to the Government of Ontario as per the regulations. This policy outlines procedures and actions Sandvine has in place to improve opportunities for people with disabilities.

A. Assistive Devices

Sandvine ensures all associates are familiar with various assistive devices through training. Devices can vary from assistive, to adaptive and/or rehabilitative devices to assist a person with disabilities.

B. Communication

Everyone at Sandvine needs to use their training to communicate with people with disabilities (whether they are internal or external to Sandvine) in a manner that respect their disability.

C. Service Animals

Sandvine welcomes people with disabilities and their service animals into our workplace when needed. Service animals are allowed on in our premises. Sandvine may ask the person if it is not readily apparent the service animal (i.e. guide, hearing or service animals) is relating to one's disability, for documentation from a regulated health professional to confirm the animal is a service animal. If an associate is unsure asking someone for documentation, please consult your local HR Business Partners.

D. Support Persons

Sandvine is happy to accommodate a person with a disability who is accompanied by a support person. The person with a disability is allowed to have the person accompany them on our premises. The support person is important for the person with a disability to access our company, or assist with day to day tasks or protect their health and safety. Support persons may be subject to the same security measures as the customer/visitor they are accompanying. We will notify people of this by posting a notice in the Reception area.



E. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for anyone with disabilities who are known to be accessing our site, Sandvine will notify them promptly. For someone who may not be expected to access our site, a notice will be clearly posted and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

Sandvine will provide annual accessible customer service training to all associates and volunteers. All Associates are aware of Accessibility policies and practices, and complete new hire training within the first month of hire. Associates will review the Accessibility when changes are made to our accessible customer service plan.

Training will include:

- 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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Sandvine's goods and services

Feedback Process

Customers who wish to provide feedback on the way Sandvine provides goods and services to people with disabilities can provide feedback, via phone to (519) 880-2600, email at info@sandvine.com, or writing to Sandvine at 410 Albert St., Waterloo, ON N2L 3V3.

All feedback, including complaints will be handled by Human Resources, and you can expect to hear back within ten (10) business days in the manner within which the feedback was original communicated or takes into account the person's accessibility needs due to disability.

Accommodation

The newly hired associate who has a disability, or any current associate who acquires a disability and is requesting an accommodation is responsible for notifying Human Resources and their Manager in writing that they require individualized accommodation plan.

Notice of Availability

Sandvine will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in our Reception area.

Accessible Format

All of our policies, procedures and other documents are available in accessible formats. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities; communication supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.



Request for accessible formats can be via:

- phone to (519) 880-2600,
- email at info@sandvine.com (enter the word Accessibility in the subject line) or,
- writing to Sandvine at 410 Albert St., Waterloo, ON N2L 3V3.

All accessible format request will be handled by Human Resources and you can expect to hear back within ten (10) business days. Sandvine will make reasonable efforts to provide a response in the same format that the feedback was received.

Modifications to this or Other Policies

This policy, related policies and the Sandvine's – Multi-Year Accessibility Plan outlines Sandvine's strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations. Any policy, practice or procedure of Sandvine that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

ABOUT SANDVINE

Sandvine's market-leading, cloudified Service Innovation and Intelligence portfolio helps customers deliver exceptional digital experiences and grow revenues. Our ability to classify over 95% of network traffic across mobile and fixed networks by user, application, device, location and other parameters creates uniquely rich, real-time network and service data. We then apply machine learning-based contextual insights to improve performance and enhance digital services. For more information, visit <http://www.sandvine.com> or follow Sandvine on Twitter @Sandvine.



USA
5800 Granite Parkway
Suite 170
Plano, TX 75024
USA

EUROPE
Svärdfiskgatan 4
432 40 Varberg,
Halland
Sweden
T. +46 340.48 38 00

CANADA
408 Albert Street,
Waterloo,
Ontario N2L 3V3,
Canada
T. +1 519.880.2600

ASIA
RMZ Ecoworld,
Building-1, Ground Floor,
East Wing Devarabeesanahalli,
Bellandur, Outer Ring Road,
Bangalore 560103, India
T. +91 80677.43333

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