



AODA (Accessibility for Ontarians with Disabilities Act) LTIMindtree Multi-Year Accessibility Plan

Statement of Commitment

LTIMindtree Canada Ltd. , LTIMindtree Limited and LTIMindtree Financial Services Technologies Inc. (“LTIMindtree”) is committed to ensuring equal access and participation for persons with disabilities. We are committed to treating persons with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”) and other accessibility laws.

LTIMindtree is also committed to meeting its current and ongoing obligations under human rights legislation respecting non-discrimination and accommodation. LTIMindtree understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations to persons with disabilities under any other law.

LTIMindtree strives to meet the needs of its employees and customers with disabilities and is working to remove and prevent barriers to accessibility.

This accessibility plan (“Plan”) outlines the steps LTIMindtree has taken and is taking to meet the requirements of AODA and improve accessibility for persons with disabilities.

Training

LTIMindtree provides training to employees, contractors, consultants and all others who deal with the public or other third parties on our behalf. This training is provided to staff as part of their orientation, and updated from time to time, including after changes to our policies.

Training will include but is not limited to:

- An overview of the AODA and the Integrated Accessibility Standard
- LTIMindtree accessibility policies and procedures
- 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 support person
- the requirements of human rights legislation pertaining to persons with disabilities

Training records are maintained by Human Resources.

Implementation Timeframe: beginning in 2012, and ongoing

Information and Communication

LTIMindtree communicates with persons with disabilities in ways that take into account their disability. We will work with the person with disabilities to determine what method of communication works for them.

LTIMindtree Canada Ltd, LTIMindtree Limited and LTIMindtree Financial Services Technologies Inc.

(Subsidiaries of LTIMindtree Limited formerly Larsen & Toubro Infotech Limited)

2810, Matheson Blvd East, Suite 500, Mississauga, ON L4W 4X7, Canada.

Main switchboard# 1-289-374-8899 www.ltimindtree.com



The LTIMindtree website and content on the website conforms with internationally recognized WCAG 2.1 AA level. Any revisions to the website will be done in accordance with Ontario's accessibility laws.

LTIMindtree is taking the following steps to make sure all publicly available information, including public safety information, is made accessible upon request:

- LTIMindtree will provide clients and members of the public with information in an accessible format or with communication supports upon request.
- We will respond to such requests as soon as practicable, and at a cost that is no more than the regular cost charged to other persons.
- We will consult with the person making the request in determining the suitability of an accessible format or communication support.

LTIMindtree notifies the public about the availability of accessible formats and communication supports by posting our Multi-Year Plan and Accessible Customer Service Policy on our website and by other means.

Implementation Timeframe: beginning in 2012, and ongoing

Employment

LTIMindtree is committed to removing barriers and improving opportunities in employment for persons with disabilities.

LTIMindtree accommodates job applicants and employees with disabilities during the recruitment and hiring process. Further, it notifies job applicants and members of the public of the availability of accommodation in its job ads and on its website.

LTIMindtree has various policies and procedures regarding accessibility and accommodation during employment, including a written process for developing individual accommodation plans and return-to-work plans for employees that have been absent due to a disability. We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability.

When necessary, LTIMindtree provides individualized emergency response information to employees with disabilities.

We ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes.

LTIMindtree notifies employees and successful job applicants about its accessibility and accommodation policies.

Implementation Timeframe: beginning in 2016, and ongoing

Customer Service

LTIMindtree provides service to clients in a manner that takes into account any disability-related needs a person may have. Persons with disabilities are welcome to bring service animals or have support people accompany

LTIMindtree Canada Ltd, LTIMindtree Limited and LTIMindtree Financial Services Technologies Inc.

(Subsidiaries of LTIMindtree Limited formerly Larsen & Toubro Infotech Limited)

2810, Matheson Blvd East, Suite 500, Mississauga, ON L4W 4X7, Canada.

Main switchboard# 1-289-374-8899 www.ltimindtree.com



them on our premises.

LTIMindtree has an Accessible Customer Service Policy, which is posted on its website and updated as needed.

LTIMindtree trains its staff in accessible customer service, as described above.

Implementation Timeframe: beginning in 2012, and ongoing

Feedback Process

LTIMindtree welcomes any feedback, complaints or questions regarding the methods it uses to provide goods and services to persons with disabilities.

Clients and others who wish to provide feedback on the way LTIMindtree provides goods and services to persons with disabilities can write to Info.Canada@ltimindtree.com or phone us at 1-289-374-8831. All feedback will be directed to the Executive Team for thoughtful discussion so we may further improve our accessibility practices. We will endeavour to respond within 30 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Implementation Timeframe: beginning in 2015, and ongoing

Updates

LTIMindtree regularly reviews and updates its policies and procedures regarding accessibility and accommodation.

This Plan is reviewed and updated at least once every 5 years. This Plan is effective November 30th, 2023.

LTIMindtree Canada Ltd, LTIMindtree Limited and LTIMindtree Financial Services Technologies Inc.

(Subsidiaries of LTIMindtree Limited formerly Larsen & Toubro Infotech Limited)

2810, Matheson Blvd East, Suite 500, Mississauga, ON L4W 4X7, Canada.

Main switchboard# 1-289-374-8899 www.ltimindtree.com