



## FireEye Accessibility & Customer Service Plan

### Accessibility Plan

This accessibility plan outlines the policies and actions that FireEye undertakes to improve opportunities for people with disabilities, and incorporates FireEye's Customer Service Plan.

### Statement of Commitment

FireEye will treat all people in a way that allows them to maintain their dignity and independence. FireEye believes in integration and equal opportunity. FireEye will meet the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

### Customer Service Plan

#### *Providing Services to Persons with Disabilities*

FireEye is committed to excellence in providing legal and related services to all clients and their representatives, including persons with disabilities.

#### *Assistive devices*

We ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

#### *Communication*

We communicate with persons with disabilities in ways that consider their disability.

#### *Service animals*

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless the service animal is otherwise excluded from the area by law (e.g. kitchen areas) or where there are overriding health and safety considerations.

### *Support persons*

A person with a disability accompanied by a support person may have that support person accompany him or her on our premises.

While on our premises, the person with a disability will be permitted to have access to his or her support person.

Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support.

### *Notice of temporary disruption*

If a planned or unexpected disruption to our services occurs or facilities for clients with disabilities, FireEye will notify clients promptly. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be posted on our website and, where appropriate, will be posted in the reception area of the office location.

### *Training for staff*

FireEye provides training to all Ontario employees and others located in Ontario who deal with the public or other third parties on FireEye's behalf. Training will also be provided to any person who helps develop our policies, practices and procedures governing the provision of services to clients or third parties in Ontario.

Training is provided to new employees in Ontario during their orientation period.

Training includes:

- an overview of the *Accessibility for Ontarians with Disabilities Act* and the customer service standard;
- FireEye's plan related to the customer service standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use equipment or devices, where provided, available on-site or otherwise that may help with providing goods or services to persons with disabilities;
- what to do if a person with a disability is having difficulty in accessing our services.



Employees in Ontario will also be trained when changes are made to our customer service plan.

Training records are made and maintained under the *Accessibility Standards for Customer Service* (O. Reg. 429/07).

#### Feedback

Customers or others who wish to provide feedback on the way we provide services to persons with disabilities can provide their feedback directly to the individual from whom they received services.

Feedback may be provided by any of these methods:

By telephone: (+1)408-321-6300

By facsimile: (+1)408-321-9818

By e-mail: [HR@FireEye.com](mailto:HR@FireEye.com)

By regular mail: 601 McCarthy Blvd. Milpitas, CA 95035

In the ordinary course, customers can expect to hear from us within 3 business days of providing feedback.

Any complaints about services provided to persons with disabilities will be addressed according to FireEye's regular complaints management procedures.

#### Modifications to this or other policies

Any policy of ours that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

#### Availability of Documents

We have prepared the documentation required under the *Accessibility Standards for Customer Service*, and will provide copies upon request.

#### **Accessibility Policies and Plan under the Integrated Accessibility Standards**

#### **Accessible Emergency Information**



FireEye will provide clients and other third-parties with publicly available emergency information in an accessible way upon request. We provide employees with disabilities with individualized emergency response information when necessary based on their known accommodation needs.

## Training

Besides the training we provide to our Ontario employees under the *Accessibility Standards for Customer Service*, we provide training to our employees, volunteers and other staff members in Ontario on the *Integrated Accessibility Standards* (Ontario Regulation 191/11) and on the *Human Rights Code* as it relates to people with disabilities. Training is provided in a way that best suits the actual duties of our employees, volunteers and other staff members in Ontario.

Training is provided to new employees in Ontario during their orientation period, as outlined in the Customer Service Plan.

Training records are made and maintained under the *Integrated Accessibility Standards*.

## Kiosks

Should FireEye design, procure or acquire any self-service kiosks, we will do so with regard to accessibility for persons with disabilities. We will ensure that any employees involved in the procurement or acquisition of self-service kiosks are apprised of the need to consider accessibility features in choosing the appropriate self-service kiosk.

## Information and Communications

We will meet the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine their information and communication needs.

We will ensure that existing feedback processes are accessible to people with disabilities, upon request.

We will ensure that all of our publicly available information is made accessible upon request. Where a request for an accessible format or for communication supports is received, we will:

- consult with individual making the request to determine their accessibility needs and what would be a suitable format or support;
- provide the requested information in a timely manner; and
- provide the information at regular cost (if any).



We will try to make our websites, and all content posted on those sites since January 1, 2012, conform with WCAG 2.0, Level AA, as required under the *Integrated Accessibility Standards* by January 1, 2021:

- we will audit all websites and content for Level AA compliance;
- we will implement the changes to bring the websites and web content into conformance with all Level AA standards.

## Employment

We are committed to fair and accessible employment practices.

FireEye notifies the public and staff applying to internal postings that accommodations are available for people with disabilities during the recruitment process. If an applicant is selected to participate in an assessment process, FireEye notifies the applicant that accommodations are available upon request should the applicant have accessibility needs due to a disability. We will consult with the applicant to determine whether a suitable accommodation is available.

FireEye notifies successful applicants of its policies for accommodating employees with disabilities. We also notify our employees and new hires about our policies to support people with disabilities, and provides all such policies on our intranet so they are available to all employees.

Where an employee requests, we will provide or arrange for the provision of accessible formats or communications supports for: (a) information needed to perform the employee's job; and (b) information available to other employees.

We have implemented a Workplace Accommodation Policy and a Return to Work Policy that incorporate the obligations of the *Integrated Accessibility Standards*, including the development and use of Individual Accommodation Plans.

When undertaking any performance management processes, we will ensure that the accessibility needs of our employees with disabilities needs are considered. This will include a review of any individual accommodation plans in place for individual employees.

Where an employee, client or other person identifies any accessibility barriers, we will try to remove the barriers identified.



## **Design of Public Spaces**

FireEye will meet the *Accessibility Standards for the Design of Public Spaces* when building or making major modifications to public spaces. Due to the nature of our business, public spaces will typically include only service-related elements like waiting areas.

To reduce the risk of service disruptions, we will periodically inspect the accessible portions of our public spaces. When any deficiencies are noted that might impact accessibility, we will try to correct the deficiency within a reasonable time frame.

If a service disruption occurs, we will notify the public of the service disruption and alternatives available.

## **For more information**

For more information on this accessibility plan, or for a copy of this plan in an accessible format, please contact us by any of these means:

By telephone: (+1)408-321-6300

By facsimile: (+1)408-321-9818

By e-mail: [HR@FireEye.com](mailto:HR@FireEye.com)

By regular mail: 601 McCarthy Blvd. Milpitas, CA 95035