



UNIVERSAL MUSIC CANADA

## MULTI-YEAR ACCESSIBILITY POLICY

**Universal Music Canada (“UMC”)** is committed to excellence in serving all our customers and clients, including people with disabilities. This accessibility plan outlines the policies and actions that UMC will put in place to improve opportunities for people with disabilities.

### STATEMENT OF COMMITMENT

**UMC** is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)*.

### MULTI-YEAR ACCESSIBILITY PLAN:

#### Training

UMC will provide training to employees, contractors, interns and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, contractors, interns and other staff members.

UMC will take the necessary steps to ensure that training required to meet Ontario’s accessibility laws is provided.

**1. Customer Service Standard Training:**

**AODA Compliance Date: January 1, 2012**

**Status:** Completed, ongoing training to be provided for new employees.

**Completion Date:** November 1, 2017

**2. Integrated Standards Training:**

**AODA Compliance Date: January 1, 2015**

**Status:** Completed, ongoing training to be provided for new employees.

**Completion Date:** November 1, 2017

#### Information and Communications

UMC is committed to meeting the communication needs of people with disabilities.

Based on request, and as soon as feasible, UMC will arrange for the provision of accessible formats or communication supports for people with disabilities. We will consult with the individual to determine their information and communication needs.

**1. Accessible Public Information:**

**AODA Compliance Date: January 1, 2016**

**Status:** Contact list created for communication supports for people with disabilities. Ongoing, as requested by customers and employees.

**Completion Date:** August 3, 2017

UMC will take the necessary steps to ensure all website and content conform with WCAG 2.0, Level AA.

**2. Accessible Website:**

**WCAG 2.0, Level A**

**AODA Compliance Date: January 1, 2014**

**Status:** Completed, UMC website is accessible to the public in compliance with WCAG 2.0, Level A.

**Completion Date:** August 31, 2017

**WCAG 2.0, Level AA**

**AODA Compliance Date: January 1, 2021**

**Status:** In progress. UMC is evaluating current websites accessible to the public for compliance with WCAG 2.0, Level AA.

**Expected Completion Date:** January 1, 2021

## **Employment**

UMC is committed to fair and accessible employment practices.

UMC will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes, and when people are hired:

- Job postings and offers of employment will include accommodation requests.
- New and existing Company policies will include accommodation plans and will be communicated to all employees. New employees will be provided with this information as soon as practicable after they are hired.

**1. Accessible Recruitment Process:**

**AODA Compliance Date: January 1, 2016**

**Status:** Implemented and ongoing, all job postings and offers of employment include accommodation requests. Reviewed all existing company policies company policies pertaining to Canada, to ensure it includes accommodation plans if applicable.

**Completion Date:** September 29, 2017

When requested by an employee with a disability, UMC will arrange for the provision of accessible formats or communication supports for employees. We will consult with the employee to determine their information and communication needs.

**2. Accessible Information for Employees:**

**AODA Compliance Date: January 1, 2016**

**Status:** Based upon request. UMC - Contact List for Communication Support created and available for communication supports for people with disabilities.

**Completion Date:** August 3, 2017

If necessary, individualized workplace emergency response information will be provided to employees who have a disability.

**3. Individualized Workplace Emergency Response:**

**AODA Compliance Date:** January 1, 2016

**Status:** Communicate with employees that any accommodations that are required for emergency response, to please contact Human Resources to create an individualized emergency response plan.

**Completion Date:** November 1, 2017

UMC will take the following steps to put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Work with employees with disabilities and seek outside expert evaluation if necessary, to develop appropriate individual accommodation plans.
- Conduct a disability management review to develop return-to-work processes.

**4. Accommodation & Return-to-Work Policies:**

**AODA Compliance Date:** January 1, 2016

**Status:** A return-to-work policy and a return-to-work plan template is now available for employees. Communicate with all employees on the Return to Work Policy.

**Completion Date:** September 29, 2017

UMC will take into account the accessibility needs of employees with disabilities if using performance management, career development and redeployment processes.

**5. Performance Management, Career Development & Redeployment Processes:**

**AODA Compliance Date:** January 1, 2016

**Status:** Communicated to employees that should they require accommodations for performance management, career development, and redeployments to inform Human Resources to create an individualized accommodation plan. Ongoing communication for all new employees. Individualized plans based on requests from employees.

**Completion Date:** November 1, 2017

**Design of Public Spaces**

UMC is committed to providing public spaces for persons with disabilities.

UMC will take the following steps when there are new construction or planned redevelopments to our building for exterior public spaces:

- Outdoor public eating areas to have at least 20% of tables accessible to people with mobility aids (i.e. wheelchairs).
- Ground leading to and under the accessible tables be level, firm and stable.
- Have enough space so that it is clear around the accessible tables so people using mobility aid can approach the tables.

- Exterior travel paths to include a minimum width and height requirements, slopes of sidewalk/walkways/ramps cannot exceed certain ratios, and surfaces of ramps and stairs must be firm, stable and slip resistant.
- Accessible parking to be available and include wider spaces for people who use mobility aids, be standard width space for people using mobility assistive devices.
- Have service counters that are low enough for someone sitting in a mobility aid and has enough clear space in front for a person with a mobility aid to approach the counter.

**1. Design for public spaces:**

**AODA Compliance Date: January 1, 2017**

**Status:** In progress, any new construction projects that include changes to the exterior public spaces will be designed to reflect the requirements for AODA.

**Expected Completion Date:** Ongoing until completion of the project of the new building.

**For More Information:**

For more information regarding the accessibility plan or to request accessible formats of this document, please contact **Voula Vagdatis, VP of Human Resources** at:

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