

Sony Music Entertainment Canada Inc. Accessibility Plan

SCOPE

This Plan defines the commitment of Sony Music Entertainment Canada, Inc. (“Sony Music”) to meeting the accessibility requirements of people in Ontario with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

This Plan applies to employees, volunteers, agents and contractors who work directly for Sony Music in Ontario. This Plan applies to the provision of goods and services at the premises owned or operated by Sony Music, as well as interactions with employees and customers in any format in Ontario.

DEFINITIONS

AODA: Accessibility for Ontarians with Disabilities Act

Barrier: anything that prevents a persona with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy or practice.

Disability:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

PLAN

1.0 Organizational Commitment

Sony Music is committed to:

- providing its goods and services in a manner that respects the dignity and independence of persons with disabilities, and
- ensuring that every employee and customer receives equitable treatment with respect to employment and services, and receives accommodation where required, in accordance with the provisions of the *Ontario Human Rights Code* and the *AODA* and its Regulation.

Sony Music is 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 AODA.

2.0 Accessible Customer Service Plan

Sony Music is committed to serving all customers, including people with disabilities, in a manner that respects their dignity and independence and provides equal opportunity to those with disabilities to obtain, use and benefit from our goods and services. The details of this commitment are described in Sony Music's Accessible Customer Service Plan which is made available to the public through the Company website.

3.0 Accessible Emergency Information

Emergency procedures, plans or public safety information, that are publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

4.0 Training

Training will be provided to employees, volunteers 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, volunteers, and other staff members.

5.0 Information and Communications

Sony Music is committed to meeting the communication needs of people with disability. Sony Music will consult with people with disabilities to determine their information and communication needs and will work towards making our communications more accessible.

Sony Music will make best efforts to ensure that its website is accessible.

Sony Music will ensure that existing feedback processes are accessible to people with disabilities.

Sony Music will ensure that all publically available information is made accessible upon request.

6.0 Employment

Sony Music is committed to fair and accessible employment practices.

Recruitment

Sony Music will notify its employees and the public about the availability of accommodation for applicants with disabilities in all phases of the recruitment and assessment process by including a statement to this effect in all Ontario postings.

If a selected applicant requests an accommodation, Sony Music will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making an offer of employment, Sony Music will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Sony Music will inform employees of its policies to support those with disabilities and consult with employees where accommodation of a disability is requested.

Accessible Formats and Communications Supports for Employees

Sony Music will provide communication supports and accessible formats to employees who need assistance in accessing information required to perform their job duties. Sony Music will consult with the employee making the request to determine the suitability of an accessible format or communication support.

Workplace Emergency Response Information

Sony Music will provide individualized workplace emergency response information to employees who have a disability, if their disability is such that the individualized information is necessary and that Sony Music has been made aware of the need for accommodation.

Individualized workplace emergency response information will be reviewed when an employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when Sony Music reviews its general emergency response policies.

Accommodation Plans

Sony Music will have a written process for the development of documented individual accommodation plans for employees with disabilities that meets the requirements of the *AODA*.

Return to Work Process

Sony Music will have a documented process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work, and which meets the requirements of the *AODA*.

Performance Management

Managers will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when administering the Performance Management Process.

Career Development, Advancement and Redeployment

Managers will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when carrying out career development, advancement or redeployment.

7.0 Design of Public Spaces

Sony Music will meet the *Accessibility Standards for the Design of Public Spaces* when building or making major modifications to public spaces as required by the *AODA*.

Service Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Sony Music will notify customers promptly. This posted 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 placed at all public entrances and service counters of our affected premises that are open to the public.

Review and Modifications of the Plan

Sony Music is committed to developing policies that respect and promote the dignity and independence of people with disabilities. This Plan will be reviewed and updated as required every 5 years.

This Plan will be made publically available and in accessible formats upon request.