



Sony Music Entertainment Canada Inc. (“Sony Music”) Multi-Year Accessibility Plan

This multi-year accessibility plan applies to Canadian employees and Canadian Customers.

Sony Music Entertainment Canada, Inc. (“Sony Music”) is committed to excellence in serving all customers and employees including people with disabilities.

Sony Music is committed to meeting its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the related Integrated Standards Regulations (the “IASR”). As a part of the requirements under the AODA, Sony Music has developed a multi-year plan which outlines its strategy to meet the requirements under the AODA, and to remove barriers for those with disabilities.

This Multi-Year Accessibility Plan will be reviewed and updated by Sony Music at least once every 5 years, and as required.

Completed:

Customer Service Standard

Sony Music has developed policies which comply with the requirements under the AODA which set out guidelines for preventing and removing barriers to accessibility to improve the customer service of Sony Music.

Accessibility Plan

Sony Music has developed an Accessibility Plan, to be provided to the public and all employees. Sony Music has also complied with the Integrated Accessibility Standard. Sony Music will review and update this Plan as required.

Workplace Emergency Response Information

Emergency procedures, plans, or public safety information that is publicly available will be provided to the public and employees in an accessible format, or with appropriate communication supports, upon request.

Recruitment

Sony Music will specify on all job postings that accommodations are available for persons with disabilities. Sony Music will inform Applicants selected to interview for positions that reasonable accommodations are available during the recruitment process upon request. Sony Music will notify the selected applicant when making an offer of employment that accommodations are available during the course of employment for people with disabilities.



Information for Employees

Sony Music will communicate to all current employees and new hires as soon as practicable of the policies supporting employees with disabilities, and keep them up to date on any changes to the accessibility policies and procedures. When requested by an employee, Sony Music will consult with the employee and provide suitable accessible formats and communication supports needed to perform the employee's role.

Processes to Accommodate Employees

Sony Music has created a written process for the development of individual accommodation plans and has developed and documented a return to work process for employees who have been absent due to a disability.

Performance Management, Career Development and Redeployment

Sony Music will take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing Sony Music's performance management processes.

INFORMATION AND COMMUNICATIONS STANDARD:

Accessible Formats and Communications Supports

Upon request, when it is practicable, Sony Music will provide accessible formats and communication supports for persons with disabilities, and consult with the person making the request in order to determine the suitability of the accessible format or communication support. Sony Music will include a statement on its website that upon request Sony Music will provide accessible formats or communications supports for a person with disabilities.

Feedback

Sony Music has a feedback policy within the Customer Service Standard which ensures that the processes for receiving and responding a feedback are accessible and meet the requirements of the IASR. Sony Music's feedback policy will be accessible to persons with disabilities in accessible formats upon request.

Design of Public Space Standard

By January 1, 2017, Sony Music will make new or redeveloped public spaces accessible. This includes, but is not limited to our waiting areas and reception area. - completed



In Progress:

Website

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

Training

Sony Music will ensure that all employees receive training on the AODA, the IASR, and service of customers of all abilities. Training will include an overview of the AODA, the requirements of the Customer Service Standard, and Sony Music's Accessibility Policy.

Sony Music will maintain records of when training is completed and which individuals completed the training. Employees will be advised when changes are made to the Accessibility Plan or the Customer Service Policy.

Updated Company Wide Training will be conducted in January 30, 2020.

Accessibility Compliance Reports

By December 31, 2017 – Sony Music will file an Accessibility Compliance Report- completed

By December 31, 2020 – Sony Music will file an Accessibility Compliance Report

By January 1, 2021 – Sony Music will make best efforts to ensure that its websites and web content are accessible and meet WCAG 2.0 Level AA other than criteria 1.2.3 (live captions) and 1.2.5 (pre-recorded audio descriptions)

By December 31, 2023 – Sony Music will file an Accessibility Compliance Report

Feedback: We appreciate your feedback. Any customers, employees, or clients with questions or comments may contact:

Written communication can be mailed or emailed to the following

Sony Music Entertainment Canada Inc.
150 Ferrand Drive, Suite 300
Toronto, ON M3C3E5
Attention: AODA Officer

Email: AODAofficer@sonymusic.com



Appendix 1 – Definition of Disability

Disability, as defined by the AODA and the Ontario Human Rights Code, is:

- 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 development 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 of disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*