

Accessibility Policy

Overview

Sony of Canada Ltd. (the “Company”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people 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 in accordance with our statutory obligations pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Company is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* (the “Code”) respecting non-discrimination. Additionally, we understand that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* and its accessibility standards do not substitute or limit obligations under the Code or obligations to people with disabilities under any other law. We are committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

The Company will use its reasonable efforts to ensure the goods and services are provided in a manner that respects the dignity and independence of people with disabilities.

Policy

The purpose of this Policy is to outline practices and procedures in place at the Company to help identify and remove barriers that impede a person's ability to access our services as well as to identify, remove and prevent barriers and increase accessibility for people with disabilities in the areas of information and communications and employment.

This policy is in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and Regulation 191/11, “Integrated Accessibility Standards” (Regulation) under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”). The objective of the AODA is to create a more accessible Ontario by identifying and to the extent possible, preventing and eliminating barriers experienced by people with disabilities.

Training

We are committed to training all staff and volunteers in accordance with the AODA and the Code as related to the provision of goods and services to people with disabilities.

In addition, we will train:

- a) all persons who participate in developing the Company's policies, practices, and procedures regarding the provision of goods or services to members of the public or other third parties; and
- b) all other persons who provide goods, services or facilities on behalf of the Company, whether that person is an employee, agent, volunteer, or otherwise.

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the AODA and the requirements of the Customer Service Standards;
- our policies related to the Customer Service Standards;

- 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 a support person;
- how to use the equipment or devices available on the Company's premises or otherwise provided by the Company that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty in accessing our Company's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities or parts of our premises that are open to the public. The Company is committed to serving people with disabilities who use devices to obtain, use or benefit from our services. The Company will also ensure that Company members are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons in accordance with all obligations under the AODA and the Code, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities or members of the public when accessing parts of our premises that are open to the public.

Communication

We communicate with people 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.

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 and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario

- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded; and
- discuss with the customer another way of providing goods, services or facilities.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, the Company might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability; and/or
- others on the premises.

Before making a decision, the Company will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If the Company determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

In the event of a temporary disruption to services or facilities for customers with disabilities, the Company will take reasonable steps to advise people with disabilities who may be affected by the disruption. In particular, the Company will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Feedback on Customer Service

The Company welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Individuals are encouraged to provide their feedback directly from whom they received the service and the feedback may be provided in person, by telephone, in writing or by electronic text.

Where the feedback is of a more general nature, the General Manager, will be responsible for investigating the matter and determining the actions to be taken. In all cases, every effort will be made to respond to the feedback in a timely and effective manner.

The Company welcomes feedback through its email address at: APO-USA@am.sony.com.

The Company ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

All documents that detail the Company's Accessibility policies and procedures will be posted on our external and internal websites, as required pursuant to the AODA, and will be made available upon request.

The Company will make every effort to make the information available to people with disabilities in a format that take into account their disability.

The Company will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to people with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our Company and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) 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. If the Company determines that information or communications are unconvertible, the Company shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements for company websites.

Changes to Existing Policies

Any policies of this Company that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed in accordance with the Company's obligations pursuant to the AODA or any applicable laws.

This document is publicly available. Accessible formats are available upon request.