

Sony of Canada Ltd.

Multi-Year Accessibility Plan

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

Sony of Canada Ltd. (the “Company”) is committed to excellence in serving all customers and employees including people with disabilities.

The Company is committed to meeting its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the related Integrated Accessibility Standards Regulations (the “IASR”). As a part of the requirements under the AODA, the Company 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 the Company at least once every 5 years, and as required.

Completed:

Customer Service Standard

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

Accessibility Plan

The Company has developed an Accessibility Plan, to be provided to the public and all employees. The Company has also complied with the Integrated Accessibility Standard. The Company 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

The Company will specify on all future job postings that accommodations are available for persons with disabilities. The Company will inform Applicants selected to interview for positions that reasonable accommodations are available during the recruitment process upon request. The Company 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

The Company 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, the Company will consult with the employee and provide suitable accessible formats and communication supports needed to perform the employee’s role.

Processes to Accommodate Employees

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The Company 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

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

INFORMATION AND COMMUNICATIONS STANDARD:

Accessible Formats and Communications Supports

Upon request, when it is practicable, the Company 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. The Company will include a statement on its website that upon request the Company will provide accessible formats or communications supports for a person with disabilities.

Feedback

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

In Progress:

Website

The Company will make best efforts to ensure that its website is accessible.

Training

The Company will ensure that all employees receive training on the AODA, the IASR, and service of customers of all abilities. This will be completed in 2017. Training will include an overview of the AODA, the requirements of the Customer Service Standard, and the Company's Accessibility Policy.

The Company 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.

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Design of Public Space Standard – January 1, 2017

By January 1, 2017, the Company will make new or redeveloped public spaces accessible. This includes, but is not limited to:

- outdoor public use eating areas
- public outdoor paths of travel
- parking lots
- waiting areas with fixed seating

Accessibility Compliance Reports

By December 31, 2017 – The Company will file an Accessibility Compliance Report

By December 31, 2020 – The Company will file an Accessibility Compliance Report

By January 1, 2021- Sony will make best efforts to ensure that its websites and web content are accessible and meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)

By December 31, 2023 – The Company will file an Accessibility Compliance Report

For more information, questions, or concerns regarding accessibility at Sony of Canada Ltd. or to request communication in an accessible format, please contact Matthew Whelan at 201-3644-5040 or at matt.whelan@sony.com.

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

Email: matt.whelan@sony.com

Phone: 201-344-5040

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 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*.