

Corus Entertainment's Multi-Year Accessibility Plan

2014-2018

Introduction

This Multi-Year Accessibility Plan outlines Corus Entertainment Inc.'s ("Corus") strategy and action plan to prevent and remove barriers to accessibility and meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11), and Accessibility Standards for Customer Service (Ontario Regulation 429/07). It will be reviewed and updated on a regular basis to ensure ongoing compliance with applicable legislation and to ensure that measurable progress is being made in identified areas.

Our Commitment to Accessibility

Corus is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration, equal opportunity and the merit principle. We are committed to meeting the needs of people with varying abilities 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. We will make every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause Corus undue hardship. We view our accessibility efforts as an ongoing partnership with our customers and employees and welcome feedback on how we can continue to improve opportunities for people with varying abilities.

Barrier Assessment Methodology

As identified by the Ontario Ministry of Economic Development, Employment & Infrastructure, barriers to accessibility are obstacles that make it difficult or sometimes impossible for people with disabilities to actively participate in everyday activities. Barriers can be visible or invisible. We gathered information from a number of sources to identify potential Attitudinal, Information/Communications, Technology, Organizational and Architectural/Physical barriers at Corus including:

- Our 2014-2016 Employment Equity Plan, which was based on feedback from our Equity & Diversity Committee and research compiled from a thorough Employment System Review
- Stakeholder consultation – including internal Equity & Diversity subject matter experts, hiring managers, self-identified employees with disabilities and our cross-functional Accessibility Committee that includes representatives from Human Resources, Legal, Facilities, Communications and Digital/ New Media
- A review of best practices of organizations similar in size and/or industry to Corus

Accessibility Accomplishments

Providing an accessible, respectful workplace has always been an important objective of Corus. Some of the below accomplishments came out of compliance-driven initiatives, but many of them were in place prior to the introduction of AODA legislation. We have taken the following steps to foster an accessible organization:

POLICIES & RELATED PRACTICES

- ✓ RESPECT AT THE WORKPLACE POLICY - In approximately 2005 we implemented a robust policy around Respect at the Workplace outlining prohibited grounds of discrimination and formal and informal resolution options – this policy, which includes detailed information on Human Rights legislation and the Ontario Human Rights Code, is given to all new employees and acknowledged upon hire then reviewed by employees on an annual basis to promote ongoing commitment to the spirit of the message
- ✓ RESPECT AT THE WORKPLACE ADVISORS - We have Respect at the Workplace advisors, trained in informal conflict resolution, situated company-wide to respond to issues in consultation with our Human Resources department
- ✓ ACCESSIBILITY COMMITTEE - In 2011 we formed a cross-functional Accessibility Committee and identified an Accessibility Compliance Officer in Human Resources to assist in implementing AODA
- ✓ ACCESSIBILITY & DIVERSITY PORTAL - In 2012 we created an Accessibility & Diversity portal on our corporate website with links to related policies, customer service tip sheets, information on Notice of Disruptions, details on how to provide feedback on the accessibility of our services and contact information for our Accessibility Compliance Officer – a copy of our 2012 AODA Compliance Report is also accessible through the portal
- ✓ ACCESSIBILITY POLICY - In 2012 we created an Accessibility Policy and it is posted on our corporate website
- ✓ DIVERSITY & INCLUSIVENESS POLICY - In 2013 we created a Diversity and Inclusiveness Policy and it is posted on our corporate website

TRAINING/EDUCATION

- ✓ CUSTOMER SERVICE TRAINING - In 2012 we developed an interactive, online accessible customer service training program in-house and rolled out this training to our provincially-regulated, Ontario-based employees who deal with the public or other third parties on behalf of Corus and employees who participate in developing Corus policies, practices and procedures on providing goods or services – ongoing training is provided to new provincially-regulated hires in Ontario
- ✓ EDUCATION - We participated in a number of workshops and webinars to better understand our obligations related to AODA

Accessibility Accomplishments (Continued)

PHYSICAL ACCESSIBILITY

- ✓ CORUS QUAY PHYSICAL ACCESSIBILITY - Corus' Toronto facility, called Corus Quay, was designed as a world-leading facility from both a production technology point of view and from a building systems perspective - one of the foremost design considerations of the Corus Quay building architecture was to ensure that all measures were taken to create a barrier-free and accessible environment
- ✓ SPACE REDESIGN – We constantly evaluate accessibility and make adjustments as needed – for example, in 2014 we relocated a glass door in the hallway near our Corus Quay green room to make it easier for staff and visitors in wheelchairs to access the washroom facilities
- ✓ ACCESSIBILITY AT NEW SITES – Our Calgary-based employees will be moving to a new facility that is slated to open in August 2015 and it is fully compliant with AODA legislation
- ✓ ELECTRICAL DOOR OPENERS – In 2014 electrical door openers were added to the washrooms on the 7th and 8th floors of our Corus Quay facility
- ✓ ACCESSIBLE SIGNAGE – Braille has been included on all public informational signage in our Corus Quay facility

ACCOMMODATION

- ✓ INDIVIDUAL EMERGENCY RESPONSE PROCEDURES – In 2012 we created a process for requesting individual support in emergency situations such as a building evacuation, which resulted in individualized plans being developed - these plans continue to be reviewed on an ongoing basis
- ✓ PHYSICAL ACCOMMODATIONS - Physical accommodations are made for employees based on findings from individual ergonomic assessments - formal assessments typically take place as a result of a physician's recommendation, but informal assessments are also made available - we continue to employ two full-time staff at Corus Quay who are certified to perform both Level 1 and Level 2 ergonomic assessments to enable cost effective and timely assessments
- ✓ WORKSTATION MODIFICATIONS - Corus continues to accommodate all reasonable requests to modify workstations
- ✓ PARKING ACCOMMODATIONS - Parking accessibility accommodations are provided to employees with disabilities upon request

WEBSITE ACCESSIBILITY

- ✓ WEBSITE AUDITS – Detailed website audits were completed in 2014 to ensure compliance with World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 Level A

CORUS AWARDS

- ✓ In 2014, for the 6th year in a row, Corus was selected as one of Canada's Best Diversity Employers by Mediacorp as part of Canada's Top 100 Employers competition

Multi-Year Accessibility Plan – Ongoing & Future Planned Initiatives

The Accessibility Compliance Officer in Human Resources will be responsible for ensuring that the below initiatives are completed unless stated otherwise.

Ongoing Initiatives

ACCESSIBLE EMERGENCY INFORMATION

- Corus is committed to providing the public with emergency information, when necessary, in an accessible way upon request we will also provide employees with individualized emergency response information when necessary
- Individualized workplace emergency response Information and associated plans will be reviewed on a semi-annual basis and adjusted as needed

STAFF CONSULTATION, ACCESSIBILITY PLAN REVIEW & POLICY REVIEW

- The Accessibility Committee will meet on a quarterly basis to review progress on initiatives identified in this plan
- The Equity & Diversity Committee will meet on a semi-annual basis to review Employment Equity Plan progress and any significant new or revised HR policies and processes to ensure that barriers do not exist
- All employees are required to review our Respect at the Workplace policy on an annual basis

TRAINING

- New provincially-regulated hires in Ontario with roles that deal with the public or third parties on behalf of Corus or participate in developing Corus policies, practices and procedures on providing goods or services are required to complete online Accessible Customer Service training
- We provide our employees with Respect at the Workplace training, including a detailed overview of Human Rights legislation and the Ontario Human Rights Code

INFORMATION & COMMUNICATIONS

- Corus remains committed to meeting the communication needs of people with varying abilities and will consult with people with disabilities to determine their information and communication needs
- Any future website re-launches or significant refreshes will be audited for WCAG 2.0 Level A compliance
- We will continue to respond to accessibility related inquiries and feedback sent to the Accessibility Compliance Officer in Human Resources, which includes identifying any necessary actions or remedial items and ensuring their completion in a timely manner
- In the event of a service disruption, we will notify the public of the service disruption and alternatives available

Ongoing Initiatives (Continued)

EMPLOYMENT

- Corus remains committed to fair and accessible employment practices and will analyze turnover reports by designated group status on a quarterly basis to determine trends, minimize or eliminate employment barriers and determine appropriate follow up actions
- We will ensure compliance with policies pertaining to recruitment and selection to target a diverse talent pool and minimize potential bias – this includes posting job vacancies and conducting multiple interviews with more than one interviewer
- Hiring managers and Human Resources will continue to review and approve all job postings prior to posting to ensure listed requirements are bona fide to the position
- We will continue to work with our third-party disability adjudicator to develop individualized, documented return to work plans for employees returning from short term and long term disability leaves
- We will continue to have accommodation requests reviewed by our third-party disability adjudicator and will implement accommodation recommendations to the point of undue hardship

DESIGN OF PUBLIC SPACES

- Corus will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces to ensure compliance by January 1, 2017. Public spaces include:
 - Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
 - Accessible off street parking
 - Service-related elements like Reception, Security, queuing lines and waiting areas

2014 Initiatives

INFORMATION & COMMUNICATIONS

- Conduct website audits for WCAG 2.0 Level A compliance
- Post Multi-Year Accessibility Plan on corporate intranet and website

EMPLOYMENT

- Review Corus mentorship program enrollment to ensure designated group participation (as self-identified on Employment Equity questionnaire) and determine if any further action is required to promote inclusivity

COMPLIANCE REPORTING

- File an Accessibility compliance report as required under AODA by December 31, 2014

2015 Initiatives

STAFF CONSULTATION, ACCESSIBILITY PLAN REVIEW & POLICY REVIEW

- Review Equity & Diversity Committee membership to ensure that all designated groups, including people with disabilities, are adequately represented on the committee
- Survey new hires within 90 days of start date to evaluate on boarding process and minimize any potential employment barriers – survey questions will be reviewed in advance by the Equity & Diversity Committee
- Human Resources will conduct a detailed review of all existing HR policies and determine if any new policies are needed to ensure that organizational barriers to accessibility do not exist or are properly addressed if identified – this will include development of an Accommodation policy and related procedures

TRAINING

- Review participation in Corus University by designated group status (as self-identified on Employment Equity questionnaire) to determine if participation levels differ from the total employee population and monitor training to ensure accessibility (in terms of application and selection process, method of delivery and location) to all employees including designated group members
- Develop and implement diversity training programs to address unconscious bias training , hiring people with disabilities and diversity awareness
- Corus will provide training 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
- Ensure Performance Management training and related communications provides managers with awareness on effective communication strategies, appropriate timing to allow for employees to review and understand feedback prior to meeting and reasonable accommodation
- Ensure all future developed training and materials are developed with accessibility features in mind

INFORMATION & COMMUNICATIONS

- Post our certified 2014 Accessibility compliance report on our corporate website
- Ensure that our corporate website (www.corusent.com), company intranet and Kids Can Press website (www.kidscanpress.com) meet World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A when they are re-launched in 2015
- Perform a review of existing feedback processes and practices and implement process improvements where needed to ensure that processes are accessible to people with disabilities – this may include arranging for accessible formats and communications supports upon request
- We will take the following steps to notify the public and staff that, when requested, Corus will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:
 - Job posting templates will be modified to state that we will make our best efforts to make accommodations for people with disabilities upon request
 - Hiring managers and anyone setting up interviews on behalf of Corus will be instructed to ask the candidate if they require any type of accommodation for their interview at Corus and reasonable accommodations will be made upon request

2015 Initiatives (Continued)

EMPLOYMENT

- Add Workplace Emergency Response Information form to new hire documents that are completed upon hire
- Develop and implement a recruitment practices audit system to identify and address potential employment barriers – this will include a checklist of recruitment audit questions and a process to randomly audit hiring managers on their hiring practices – this checklist will be included in any future Recruitment & Selection training offered by Corus University
- Review the existing exit process for voluntary departures to ensure individuals are not leaving as a result of bias or potential employment barriers and determine if additional feedback mechanisms need to be employed
- Corus will continue to work with colleges and universities to offer internships and co-op placements to qualified students and, as a special measure to increase diversity, will give preference to designated group members, when skill set and experience factors are equal – this initiative will carry over into 2016
- When a recruitment agency is used for filling job vacancies, Corus will require that a minimum of 25% of the applicants put forward by the agency for consideration are qualified designated group members – this initiative will carry over into 2016
- Human Resources and the Equity & Diversity Committee will research additional outreach organizations and establish relationships
- Ensure that developmental needs and required training or tools identified in annual performance review process are put into action
- Assess current performance review processes to ensure accessibility features are incorporated (i.e., accessible forms, conversations in plain text)
- Ensure promotion criteria, practices and procedures take into account individual accommodation needs and plans in accordance with AODA
- New hires will be advised of our policies for accommodating employees with disabilities
- Ensure that hiring managers are taking into account the accessibility needs of employees with disabilities and individual accommodation plans, when providing career development, advancement or lateral moves
- Human Resources will purchase an Equitek subscription to attract more diverse applicants for job openings - Equitek is a Niche Network affiliated with Workopolis - their outreach programs assist corporations to generate an applicant flow through a proactive recruitment network of employment counselors, job coaches and mentors that represent diverse talent from all of the designated groups including internationally trained professionals
- Research assistive devices and source accessible product vendors so that information is readily available for responding to accommodation and accessibility requests

2016 Initiatives

EMPLOYMENT

- Promote self-identification of designated group member status, including disability, on employment equity questionnaire by educating employees on why it is important to self-identify through an Equity & Diversity section on our corporate intranet
- Re-survey the employee population to ensure accuracy of designated group member statistics
- Track career progression of employees with self-identified disabilities

2017 Initiatives

STAFF CONSULTATION, ACCESSIBILITY PLAN REVIEW & POLICY REVIEW

- Draft and finalize a new Multi-Year Accessibility Plan for the period 2018-2021

INFORMATION & COMMUNICATIONS

- The 2018-2021 Plan will include specific actions to ensure that the Corus corporate, Nelvana and Kids Can Press websites and content conform with WCAG 2.0 Level AA by January 1, 2021

FACILITIES

- Continue ongoing facilities evaluation to address barriers to physical access and as Corus renovates or moves into new facilities, ensure that all renovated or new facilities are accessible

COMPLIANCE REPORTING

- File an Accessibility compliance report as required under AODA by December 31, 2017

Feedback & Additional Information

For questions or to obtain more information on this accessibility plan, please contact the Corus Accessibility Compliance Officer at:

- Telephone: (416) 479-6076
- Email: accessibility@corusent.com

This document is available in an alternative format upon request.