



## 2019 - 2022

This Multi-Year Accessibility Plan outlines Corus Entertainment Inc.'s ("Corus") strategies and action plan to continue to prevent and remove barriers to accessibility and meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. It will be reviewed and updated at least every five years 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 inclusion and equal opportunity. 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. 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.

### Past Achievements

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 accessibility legislation. We have taken the following steps to foster an accessible organization:

#### **BARRIER ASSESSMENTS & CONSULTATION**

- ✓ A review was done to identify potential Attitudinal, Information/Communications, Technology, Organizational and Architectural/Physical barriers at our Corus Quay head office
- ✓ Subject matter experts were consulted including: hiring managers, self-identified employees with disabilities and representatives from the People & Communications Team, Legal, Facilities, and Technology
- ✓ A renewed Diversity & Inclusion Council was formed in 2018 with people from diverse backgrounds and affinity groups with a refreshed mission to make Corus a more inclusive culture that values the uniqueness of every person

#### **POLICIES & RELATED PRACTICES**

- ✓ In 2018 we refreshed a policy around Respect in the Workplace outlining prohibited grounds of discrimination and formal and informal resolution options – this policy, which includes detailed information on Human Rights legislation is given to all new employees and acknowledged upon hire then sent as a reminder to all employees on an annual basis to promote ongoing commitment.



## Corus Entertainment's Multi-Year Accessibility Plan

- ✓ In 2012 we created an Accessibility & Diversity page on our corporate website with links to related policies, information on Notice of Disruptions, and details on how to provide feedback on the accessibility of our services and contact information. Copies of AODA Compliance Reports are also posted on this page.
- ✓ Policies for Customer Service Standards and Integrated Standards were refreshed in 2015 and are available on the Corus website and internal intranet
- ✓ In 2015, an Accommodation Policy and Process was created for employees to come forward in a confidential manner to identify barriers they are experiencing and their need for accommodation. In consultation with members of the People & Culture team a reasonable accommodation plan will be put in place.
- ✓ In 2015, our Training & Development as well as Promotions & Transfers practices, were updated to reflect bias awareness and to take accessibility needs into consideration when providing development and advancement opportunities

### **TRAINING/EDUCATION**

- ✓ An online accessible customer service training program was provided upon hire to 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
- ✓ Members of the People & Communications Team have participated in a number of workshops and webinars to better understand our obligations related to Accessibility

### **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 measures were taken to create a barrier-free and accessible environment
- ✓ We constantly evaluate accessibility and make adjustments as needed
- ✓ In 2014 electrical door openers were added to some washrooms at our head office Corus Quay facility along with braille on all public informational signage

### **EMPLOYMENT**

- ✓ We have a process for employees to request 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
- ✓ Reasonable accommodations are made for employees who complete an Individual Accommodation Assessment Form to identify their needs and possible accommodation solutions



## Corus Entertainment's Multi-Year Accessibility Plan

- ✓ Corus employs two full-time staff who are certified to perform both Level 1 and Level 2 ergonomic assessments to enable cost effective and timely assessments and will accommodate all reasonable requests to modify workstations
- ✓ Parking accessibility accommodations are provided to employees with disabilities upon request
- ✓ Corus job postings confirm that we will make our best efforts to make accommodations for people with disabilities upon request
- ✓ We notify new hires of our policies and processes for accommodating employee with disabilities and make that information accessible on our internal intranet
- ✓ Corus subscribes to Equitek, which is a niche job site that uses a network of employment counselors, and job coaches to reach diverse talent
- ✓ We 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
- ✓ In 2017, the People Team refreshed the exit interview process and seeks to conduct in-person exit interviews with all people who resign from Corus to obtain feedback including about barriers they may have experienced
- ✓ Corus provides an Employee Assistance program to support employees in the areas of mental health and wellness through a range of supports and resources, which was extended to all employees in 2019, including those who are not eligible for coverage under the benefit plan

### **WEBSITE ACCESSIBILITY**

- ✓ Continued website audits are completed to ensure compliance with World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 Level A

### **DESIGN OF PUBLIC SPACES**

- ✓ Corus met the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by January 1, 2017.

## **Strategies and Actions Planned for 2019 - 2022**

### **STAFF CONSULTATION, ACCESSIBILITY PLAN REVIEW & POLICY REVIEW**

- The Diversity and Inclusion Council will review the Multi-Year Accessibility Plan progress and any significant new or revised HR policies and processes to ensure that barriers do not exist
- A new Diversity and Inclusion microsite is planned to launch in 2019 to provide all employees with more information around Corus' commitment, road map and resources for making Corus a truly inclusive workplace



## Corus Entertainment's Multi-Year Accessibility Plan

- All employees are required to review our recently updated Respect at the Workplace policy on an annual basis
- Draft and finalize a new Multi-Year Accessibility Plan for the period 2023-2025

### **EMPLOYMENT**

- Corus remains committed to fair and accessible employment practices and through new quarterly onboarding surveys will 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 for bias
- By early 2020, Corus plans to launch a new Onboarding program for Leaders, which will emphasize the Corus Values and Diversity and Inclusion Mission, and build leaders awareness for creating an inclusive culture within their teams
- The People Team and the Executive Leadership Team have approved funding to centralize the recruitment and hiring process to improve the quality of new hires and ensure that all recruitment and hiring practices are fair and consistent across the company and take into account diversity and inclusion principles throughout the talent attraction and acquisition lifecycle

### **TRAINING**

- The Diversity & inclusion Council has a mandate to identify diversity training gaps and recommend training solutions to build a more diverse and inclusive culture, including accommodation practices
- Accessibility training will be reviewed and updated learning resources will be available to all Ontario legislated employees
- Corus U will complete a review of all learning programs and platforms to ensure accessibility for employees in all designated groups

### **PHYSICAL ACCESSIBILITY**

- Starting in 2019, Corus will start to establish all-gender washroom facilities in many Corus office locations. This goes beyond making our facilities physically accessible to making them more accessible for people who face barriers if their gender does not align the public perception of gender
- Corus will continue to meet all accessibility related building code requirements when planning and executing significant renovations

### **INFORMATION & COMMUNICATIONS**

- Ensure that our websites and company intranet are accessible and meet World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A by January 2021



## Corus Entertainment's Multi-Year Accessibility Plan

- 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

### **COMPLIANCE REPORTING**

- File an Accessibility Compliance Report as required under AODA by December 31, 2020
- Complete regular progress reports in consultation with people with disabilities through the D&I Council

### **Feedback & Additional Information**

For questions or to obtain more information on this accessibility plan, please contact Karen Gifford, Senior Director, Regulatory Compliance and Licensing in one of the following ways:

- Telephone: 416-479-6352 or 1-866-537-2397 ext. 6352
- Email: [accessibility@corusent.com](mailto:accessibility@corusent.com)
- Visit [corusent.com/accessibility/](http://corusent.com/accessibility/) to fill a feedback form anonymously

This document is available in alternative formats upon request.