Multi-Year Accessibility Plan

HarperCollins Canada and Harlequin review this plan on an ongong basis and update at least once every five years. This plan will be provided in an accessible format upon request.

Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2012	. ,		
Customer Service Standard: Customer Service Policy Create an accessible customer service policy to ensure accessibility for persons with disabilities and make it available to the public. Provide the policy in accessible format upon request. Train staff on accessible customer service. Report progress online.	Human Resources	 Policy created and posted on external site. Contact information made available to request policy in accessible format. All employees and new employees trained on accessible customer service Record of data ongoing for reporting purposes. 	Compliant & ongoing
Employment Standard: Workplace Emergency Response Information Create an individual workplace emergency reponse plan for those employees with disabilities who may need assistance during an emergency. Gain the employees' consent to share this information with anyone designated to help them in an emergency.	Human Resources	• All employees contacted annually by HR and information on intranet site. Those requireing assistance during an emergency contacted by provided with individual accommodation plans.	ongoing
Legislative Requirement	Responsibility		Status
Deadline: January 1, 2014			
General Requirements Accessibility Policies: Develop accessibility policies outlining how the Company will implement legislation to its customers as well as to its employees.	Human Resources	 Accessibility policies posted on intranet site and on Accessibility pages on HarperCollins Canada's and Harlequin's external websites. 	Compliant and ongoing review/updates

Revised: January, 2020

General Requirements Create Statement of Commitment and make it available to the public.	Human Resources	•	Compliant and ongoing review/updates
General Requirements Multi-Year Accessibility Plan: Create and post online.	Human Resources	Multi-Year Accessibility Plan posted on intranet site and on Accessbility pages on HarperCollins Canada's and Harlequin's external websites. Continues to be updated as requirements are being met.	Compliant and ongoing review/updates
nformation & Communication Standard Accessible Websites and Web Content: Websites that go through a new look and feel to their site, or update any major changes to content (after Jan 1, 2012), must be compliant with WCAG 2.0 A	ΙΤ	Accessibility requirements continue to be updated as website continues to be refreshed.	In progress / ongoing
Legislative Requirement Deadline: January 1, 2015	Responsibility	Actions Taken	Status
General Requirement Training: Provide training on IASR requirements to employees, volunteers (paid and unpaid), leaders and anyone who provides goods and services on Company's behalf. Keep a record of trained recipients.	Human Resources	Training is ongoing with record of data for reporting purposes.	Compliant and ongoing
nformation & Communication Standard Make Feedback Accessible: When asked, the Company must be able to receive and respond to feedback from customers, employees and the	Human Resources	Requests can be forwarded to Accessibility@Harlequin.ca or AccessibilityFeedback@HarperCol lins.com	Compliant and ongoing
oublic who have a disability.			

Employment Standard Recruitment – Make Hiring Accessible: Revise recruitment protocols to inform applicants that the Company will accommodate disabilities during the selection process.	Human Resources	 Prospective applicants, job applicants and successful applicants are notified that the Company will provide accomodations during all stages of the recruitment and selection process upon request. HR will collaborate with candidates to provide accomodation upon request. 	Compliant and ongoing
Employment Standard Information for Employees: Inform new and existing employees about policies supporting employees with disabilities.	Human Resources	 Information about Company's policies supporting employees with disabilities can be found on the internal website accesible to all employees. 	Compliant and ongoing
Employment Standard Making Information Accessible to employees: When an employee with a disability asks for it, you must work with them to make workplace information accessible.	Human Resources	 Employees are notified that, upon request, the Company will provide workplace information in accesible formats. 	Compliant and ongoing
Employment Standard Helping Employees with Disabilities Stay Safe: Develop plans to assist employees with disabilities during an emergency, including ensuring the information is formatted so an employee with a disability can understand it.	Human Resources	Individual disability emergency plans to continue being updated on a yearly basis.	Compliant and ongoing
Employment Standard Processes to Accommodate Employees: Develop accommodation plans for employees with disabilities. Accommodation plans are a formal way of recording and reviewing the things needed to accommodate an employee with a disability. Document these plans.	Human Resources	Written individual disability accomodation process created HR works with employees to develop individual accomodation plans	Compliant and ongoing

Employment Standard Help Employees with Disabilities Return to Work: Outline the steps you will take to help your employees return to work when they have been absent because of a disability and need some form of disability-related accommodation to return to work.	Human Resources	 Written Return To Work process was created. HR works with employees who are on disability and are ready to return to work. 	Compliant and ongoing
Employment Standard Make Performance Management Accessible to Employees: Employers who use performance management processes must take into account the accessibility needs of employees with disabilities as well as accommodation plans, when using its performance management processes.	Human Resources	The Company will take into account on how employee's disability may impact the performance management process while developing an individualized accomodation plan.	Compliant and ongoing
Employment Standard Career Development and Advancement: Employers must take into account accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees.	Human Resources	The Company will take into account on how employee's disability may impact career development and advancement while developing an individualized accomodation plan.	Compliant and ongoing
Information & Communication Standard Accessible Formats & Communication Supports: Provide information and communication about your goods, services or facilities to people with disabilities. Notify the public about the availability of accessible formats and communication supports.	Human Resources / IT	Requests can be forwarded to Accessibility@Harlequin.ca or AccessibilityFeedback@HarperCol lins.com	Compliant and ongoing
Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2021	li T		To be considered
Information & Communications Standard Accessible Websites and Web Content: All websites and its content must meet WCAG 2.0 Level AA by 2021. If it is not possible to meet the WCAG 2.0 requirements, you may be able to update or repair the products you used to support accessibility.	ΙΤ		To be completed