

Multi-Year Accessibility Plan

Revised: January, 2020

HarperCollins Canada and Harlequin review this plan on an ongoing 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			
<p>Customer Service Standard: <u>Customer Service Policy</u> 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.</p>	Human Resources	<ul style="list-style-type: none"> • 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
<p>Employment Standard: <u>Workplace Emergency Response Information</u> Create an individual workplace emergency response 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.</p>	Human Resources	<ul style="list-style-type: none"> • All employees contacted annually by HR and information on intranet site. Those requiring assistance during an emergency contacted by provided with individual accommodation plans. 	Compliant and ongoing
Legislative Requirement	Responsibility		Status
Deadline: January 1, 2014			
<p>General Requirements <u>Accessibility Policies:</u> Develop accessibility policies outlining how the Company will implement legislation to its customers as well as to its employees.</p>	Human Resources	<ul style="list-style-type: none"> • Accessibility policies posted on intranet site and on <i>Accessibility</i> pages on HarperCollins Canada's and Harlequin's external websites. 	Compliant and ongoing review/updates

General Requirements <u>Create Statement of Commitment</u> and make it available to the public.	Human Resources	<i>Statement of Commitment</i> posted on intranet site and on Accessibility pages on HarperCollins Canada's and Harlequin's external websites.	Compliant and ongoing review/updates
General Requirements <u>Multi-Year Accessibility Plan:</u> Create and post online.	Human Resources	• Multi-Year Accessibility Plan posted on intranet site and on <i>Accessibility</i> pages on HarperCollins Canada's and Harlequin's external websites. Continues to be updated as requirements are being met.	Compliant and ongoing review/updates
Information & Communication Standard <u>Accessible Websites and Web Content:</u> 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	IT	• Accessibility requirements continue to be updated as website continues to be refreshed.	In progress / ongoing
Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2015			
General Requirement <u>Training:</u> 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
Information & Communication Standard <u>Make Feedback Accessible:</u> When asked, the Company must be able to receive and respond to feedback from customers, employees and the public who have a disability.	Human Resources	• Requests can be forwarded to Accessibility@Harlequin.ca or AccessibilityFeedback@HarperCollins.com	Compliant and ongoing
Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2016			

<p>Employment Standard <u>Recruitment – Make Hiring Accessible:</u> Revise recruitment protocols to inform applicants that the Company will accommodate disabilities during the selection process.</p>	Human Resources	<ul style="list-style-type: none"> • Prospective applicants, job applicants and successful applicants are notified that the Company will provide accommodations during all stages of the recruitment and selection process upon request. • HR will collaborate with candidates to provide accommodation upon request. 	Compliant and ongoing
<p>Employment Standard <u>Information for Employees:</u> Inform new and existing employees about policies supporting employees with disabilities.</p>	Human Resources	<ul style="list-style-type: none"> • Information about Company's policies supporting employees with disabilities can be found on the internal website accessible to all employees. 	Compliant and ongoing
<p>Employment Standard <u>Making Information Accessible to employees:</u> When an employee with a disability asks for it, you must work with them to make workplace information accessible.</p>	Human Resources	<ul style="list-style-type: none"> • Employees are notified that, upon request, the Company will provide workplace information in accessible formats. 	Compliant and ongoing
<p>Employment Standard <u>Helping Employees with Disabilities Stay Safe:</u> 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.</p>	Human Resources	<ul style="list-style-type: none"> • Individual disability emergency plans to continue being updated on a yearly basis. 	Compliant and ongoing
<p>Employment Standard <u>Processes to Accommodate Employees:</u> 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.</p>	Human Resources	<ul style="list-style-type: none"> • Written individual disability accommodation process created • HR works with employees to develop individual accommodation plans 	Compliant and ongoing

