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# MULTI-YEAR ACCESSIBILITY PLAN

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# INTRODUCTION

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This 2014-2018 accessibility plan outlines the policies and actions that Ubisoft Toronto will put in place to prevent and remove barriers to accessibility in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*. This plan will be reviewed and updated at least once every five (5) years.

## **Our Commitment to Accessibility**

Ubisoft Toronto believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. Ubisoft Toronto respects and upholds the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated Regulations and is committed to meeting the needs of individuals with disabilities in a timely and effective manner.

# GENERAL REQUIREMENTS

General Requirements				
Requirement	Description	Action	Status	Completion Date
Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Policies completed and posted on external website and intranet.	Completed	December 2014
Accessibility Plans	<p>Large organizations shall:</p> <ul style="list-style-type: none"> <li>a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</li> <li>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> <li>c) review and update the accessibility plan at least once every five years.</li> </ul>	Multi-Year Accessibility Plan implemented and is reviewed at least once every five years in accordance with AODA requirements. This plan will be made available in an accessible format upon request and is posted on our external website.	Completed	September 2017
Training on IASR and the Human Rights Code	<p>Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to all persons with disabilities to:</p> <ul style="list-style-type: none"> <li>a) all employees and volunteers;</li> <li>b) all persons who participate in developing the organization's policies; and</li> <li>c) all other persons who provide goods, services or facilities on behalf of the organization.</li> </ul>	Ubisoft Toronto provides training to all of our employees who deal with the public or other third parties on our behalf on the requirements of the accessibility standards. New employees will also complete accessibility and human rights training within their first month of employment. Ubisoft Toronto keeps a record of training that includes the dates training was provided and completed.	Completed/Ongoing	July 2015

# INFORMATION & COMMUNICATIONS

Information & Communications Standards				
Requirement	Description	Action	Status	Completion Date
Feedback Process	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Ubisoft Toronto is committed to ensuring that all feedback processes (both internal and external) are made accessible to persons with disabilities and will consult with people with disabilities to determine their information and communication needs upon request. The feedback process is defined in <i>Customer Service Standards</i> policy posted on external website and intranet.	Completed	December 2014
Accessible Formats and Communications Supports	<p>(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>a) in a timely manner that takes in account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) The obligated organizations shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	Ubisoft Toronto is committed to providing or arranging for the provision of accessible formats and communication supports for persons with disabilities, upon request and ensure these are provided in a timely manner that is no more than standard costs. This is outlined in the <i>Integrated Accessibility Standards</i> policy posted on our external website and intranet.	Completed	December 2014
Accessible Websites and Web Content	Designated public sector organizations and large organizations shall make their internet websites and web content conform with the WCAG2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Ubisoft Toronto will ensure that our website, and where applicable web content, conforms to the WCAG as outlined in the ISAR and will refer to the legislation for specific compliance deadlines and requirements.	Completed/Ongoing	<b>December 2014</b> for level A compliance, <b>January 1, 2021</b> for level AA compliance

# EMPLOYMENT STANDARDS

Employment Standards (1)				
Requirement	Description	Action	Status	Completion Date
Recruitment	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Ubisoft Toronto has developed a process to ensure employees and the public are notified about the availability of accommodation for applicants with disabilities throughout the recruitment process. This includes incorporating our statement of commitment into job postings, advertisements and correspondence with candidates.	Completed	March 2016
Recruitment, Assessment or Selection Process	<p>(1) During a recruitment process, an employer shall notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.</p>	Ubisoft Toronto has reviewed and modified its recruitment processes to ensure all applicants, when individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request.	Completed	March 2016
Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Ubisoft Toronto includes language in the offer letter to notify of its policies for accommodating employees with disabilities.	Completed	August 2017

# EMPLOYMENT STANDARDS

Employment Standards (2)				
Requirement	Description	Action	Status	Completion Date
Informing Employees of Supports	<p>(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	Ubisoft Toronto has a process in place to inform its employees of its policies (and any updates) used to support employees with disabilities. As part of onboarding, new employees are required to read through these policies and sign off when completed.	Completed/Ongoing	July 2015
Accessible Formats and Communication Supports for Employees	<p>In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <p>a) information that is needed in order to perform the employee's job; and</p> <p>b) information that is generally available to employees in the workplace.</p>	Ubisoft Toronto has a process in place that upon request of an employee with a disability, it will consult with the employee to provide or arrange for the provision of accessible formats and communication supports.	Completed	December 2014

# EMPLOYMENT STANDARDS

## Employment Standards (3)

Requirement	Description	Action	Status	Completion Date
Workplace Emergency Response	<p>(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information:</p> <ul style="list-style-type: none"> <li>a) when the employee moves to a different location in the organization;</li> <li>b) when the employee's overall accommodations needs or plans are reviewed; and</li> <li>c) when the employer reviews its general emergency response policies.</li> </ul>	<p>Ubisoft Toronto has established a process to provide an individualized emergency evacuation plan to employees who have a disability. Where the employee requires assistance, Ubisoft Toronto will, with consent of the employee, provide the individualized plan to a person designated to provide assistance.</p>	Completed	December 2014

# EMPLOYMENT STANDARDS

Employment Standards (4)				
Requirement	Description	Action	Status	Completion Date
Documented Individual Accommodation Plans	<p>(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> <li>a) the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;</li> <li>b) the means by which the employee is assessed on an individual basis;</li> <li>c) the manner in which the employer can request an evaluation by an outside medical or other expert, at the employers expense, to determine if an how accommodation can be achieved;</li> <li>d) the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan;</li> <li>e) the steps taken to protect the privacy of the employee's personal information;</li> <li>f) the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;</li> <li>g) if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee; and</li> <li>h) the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ul>	Ubisoft Toronto will develop a process for documenting individual accommodation plans for employees with disabilities.	In Progress	December 2017



# EMPLOYMENT STANDARDS

Employment Standards (5)				
Requirement	Description	Action	Status	Completion Date
Return to Work Process	<p>(1) Every employer, other than an employer that is a small organization:</p> <ul style="list-style-type: none"> <li>a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work; and</li> <li>b) shall document the process</li> </ul> <p>(2) The return to work process shall:</p> <ul style="list-style-type: none"> <li>a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</li> <li>b) use individual documented accommodation plans, as described in section 28 of the Regulation, as part of the process</li> </ul> <p>(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	Ubisoft Toronto will review our current return to work process and ensure all requirements are met.	In Progress	December 2017

# EMPLOYMENT STANDARDS

Employment Standards (6)				
Requirement	Description	Action	Status	Completion Date
Performance Management, Career Development and Advancement & Redeployment	<p>(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p> <p>(2) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p> <p>(3) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	Ubisoft Toronto will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement opportunities, or when redeploying employees.	Completed/Ongoing	December 2014

# CUSTOMER SERVICE STANDARDS

Customer Service (1)				
Requirement	Description	Action	Status	Completion Date
Establishment of Policies	<p>(1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.</p> <p>(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ul style="list-style-type: none"> <li>a) the goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities</li> <li>b) the provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities</li> <li>c) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities</li> <li>d) When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.</li> </ul> <p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.</p> <p>(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.</p> <p>(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available upon request</p> <p>(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises own or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	Policies completed and posted on external website and intranet in compliance with the described Regulation.	Completed	December 2014

# CUSTOMER SERVICE STANDARDS

Customer Service (2)				
Requirement	Description	Action	Status	Completion Date
Use of Service Animals or Support Persons	<p>(1) This section applies if good, services or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if the public or third parties have access to the premises.</p> <p>(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>(3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities</p> <p>(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises</p> <p>(5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,</p> <p>a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and</p> <p>b) there is no other reasonable way to protect the health and safety of the person with a disability and the health and safety of others on the premises.</p> <p>(6) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.</p> <p>(7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.</p> <p>(8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.</p> <p>(9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request.</p> <p>(10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	Policies completed and posted on external website and intranet in compliance with the described Regulation.	Completed	December 2014

# CUSTOMER SERVICE STANDARDS

Customer Service (3)				
Requirement	Description	Action	Status	Completion Date
Notice of Temporary Disruptions	<p>(1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p> <p>(2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>(3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.</p> <p>(4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request.</p> <p>(5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	Policies completed and posted on external website and intranet in compliance with the described Regulation.	Completed	December 2014

# CUSTOMER SERVICE STANDARDS

Customer Service (4)				
Requirement	Description	Action	Status	Completion Date
Training for Staff	<p>(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ul style="list-style-type: none"> <li>a) every person who is an employee of, or a volunteer with, the provider</li> <li>b) every person who participates in developing the provider's policies</li> <li>c) every other person who provides goods, services or facilities on behalf of the provider</li> </ul> <p>(2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ul style="list-style-type: none"> <li>a) how to interact and communicate with persons with various types of disability</li> <li>b) how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person</li> <li>c) how to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability</li> <li>d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.</li> </ul> <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.</p> <p>(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p> <p>(6) Every provider, other than a small organization, shall,</p> <ul style="list-style-type: none"> <li>a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and</li> <li>b) on request, give a copy of the document to any person.</li> </ul> <p>(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.</p> <p>(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	<p>Ubisoft Toronto provides training to all of our employees who deal with the public or other third parties on our behalf on the requirements of the accessibility standards. New employees will also complete accessibility and human rights training within their first month of employment. Ubisoft Toronto keeps a record of training that includes the dates training was provided and completed.</p>	Completed	July 2015

# CUSTOMER SERVICE STANDARDS

Customer Service (5)				
Requirement	Description	Action	Status	Completion Date
Feedback Process	<p>(1) Every provider shall establish a process for receiving and responding to,</p> <p>a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p> <p>b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3)</p> <p>(2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.</p> <p>(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p> <p>(4) Every provider shall make information about the feedback process readily available to the public.</p> <p>(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.</p> <p>(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request.</p> <p>(7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	Policies completed and posted on external website and intranet in compliance with the Regulation.	Completed	December 2014
Format of documents	<p>(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	As described in the <i>Integrated Accessibility Standards</i> policy posted on external website and intranet, Ubisoft Toronto will provide or arrange for the provision of documents, or information contained in the documents, in accordance with the described Regulation.	Completed	December 2014

# FEEDBACK & ADDITIONAL INFORMATION

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For questions or to obtain more information on this accessibility plan, please contact:

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This document is available in an alternative format upon request.