

Multi-Year Accessibility Plan

Revised: January 2025

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

| Legislative Requirement | Responsibility | Actions Taken | Status |
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| Deadline: January 1, 2012 | | | |
| <p>Customer Service Standard: <i>Customer Service Policy</i> 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> | <p>People / Legal</p> | <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. | <p>Compliant and ongoing</p> |
| <p>Employment Standard: <i>Workplace Emergency Response Information</i> 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.</p> | <p>People (Office Services & Facilities)</p> | <ul style="list-style-type: none"> • All employees contacted annually by HR and information on intranet site. Those requiring assistance during an emergency contacted and provided with individual accommodation plans. | <p>Compliant and ongoing</p> |

| Legislative Requirement | Responsibility | | Status |
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| Deadline: January 1, 2014 | | | |
| <p>General Requirements <i>Accessibility Policies</i> Develop accessibility policies outlining how the company will implement legislation to its customers as well as to its employees.</p> | Legal | <ul style="list-style-type: none"> • Accessibility policies posted on intranet and on <i>Accessibility</i> pages on HarperCollins Canada's and Harlequin's external websites. | Compliant and ongoing |
| <p>General Requirements <i>Create Statement of Commitment</i> and make it available to the public.</p> | Legal | <ul style="list-style-type: none"> • <i>Statement of Commitment</i> posted on intranet and on <i>Accessibility</i> pages on HarperCollins Canada's and Harlequin's external websites. | Compliant and ongoing |
| <p>General Requirements <i>Multi-Year Accessibility Plan</i> Create and post online.</p> | Legal | <ul style="list-style-type: none"> • Multi-Year Accessibility Plan posted on intranet 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 |
| <p>Information & Communication Standard <i>Accessible Websites and Web Content</i> 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</p> | IT | <ul style="list-style-type: none"> • Accessibility requirements continue to be updated as website continues to be refreshed. | Compliant (WCAG 2.0 Level AA compliant and ongoing) |

| Legislative Requirement | | Responsibility | Actions Taken | Status |
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| Deadline: January 1, 2015 | | | | |
| General Requirement <i>Training</i> 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. | People | <ul style="list-style-type: none"> • Training is ongoing with record of data for reporting purposes. | Compliant and ongoing | |
| Information & Communication Standard <i>Make Feedback Accessible</i> When asked, the Company must be able to receive and respond to feedback from customers, employees and the public who have a disability. | Legal | <ul style="list-style-type: none"> • 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 | | | | |
| Employment Standard <i>Recruitment – Make Hiring Accessible</i> Revise recruitment protocols to inform applicants that the Company will accommodate disabilities during the selection process. | People | <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. • People will collaborate with candidates to provide accommodation upon request. | Compliant and ongoing | |
| Employment Standard <i>Information for Employees</i> Inform new and existing employees about policies supporting employees with disabilities. | People | <ul style="list-style-type: none"> • Information about Company's policies supporting employees with disabilities can be found on the intranet. | Compliant and ongoing | |

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| <p>Employment Standard <i>Making Information Accessible to Employees</i> When an employee with a disability asks for it, the Company must work with them to make workplace information accessible.</p> | <p>People</p> | <ul style="list-style-type: none"> • Employees are notified that, upon request, the Company will provide workplace information in accessible formats. | <p>Compliant and ongoing</p> |
| <p>Employment Standard <i>Helping Employees with Disabilities Stay Safe</i> 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> | <p>People (Office Services & Facilities)</p> | <ul style="list-style-type: none"> • Individual disability emergency plans to continue being updated on a yearly basis. | <p>Compliant and ongoing</p> |
| <p>Employment Standard <i>Processes to Accommodate Employees</i> 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> | <p>People</p> | <ul style="list-style-type: none"> • Written individual disability accommodation process created. • People works with employees to develop individual accommodation plans. | <p>Compliant and ongoing</p> |
| <p>Employment Standard <i>Help Employees with Disabilities Return to Work</i> Outline the steps the Company will take to help its 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.</p> | <p>People</p> | <ul style="list-style-type: none"> • Written Return To Work process was created. • People works with employees who are on disability and are ready to return to work. | <p>Compliant and ongoing</p> |
| <p>Employment Standard <i>Make Performance Management Accessible to Employees</i> Employers who use performance management processes must take into account the accessibility needs of employees with disabilities as well as accommodation plans, when using their performance management processes.</p> | <p>People</p> | <ul style="list-style-type: none"> • The Company will take into account how an employee's disability may impact the performance management process while developing an individualized accommodation plan. | <p>Compliant and ongoing</p> |

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| <p>Employment Standard <i>Career Development and Advancement</i> 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.</p> | <p>People</p> | <ul style="list-style-type: none"> • The Company will take into account how an employee's disability may impact career development and advancement while developing an individualized accommodation plan. | <p>Compliant and ongoing</p> |
| <p>Information & Communication Standard <i>Accessible Formats & Communication Supports</i> Provide information and communication about the Company's goods, services or facilities to people with disabilities. Notify the public about the availability of accessible formats and communication supports.</p> | <p>People / IT</p> | <ul style="list-style-type: none"> • Requests can be forwarded to Accessibility@Harlequin.ca or AccessibilityFeedback@HarperCollins.com. | <p>Compliant and ongoing</p> |
| <p>Legislative Requirement Responsibility Actions Taken Status</p> <p>Deadline: January 1, 2021</p> | | | |
| <p>Information & Communication Standard <i>Accessible Websites and Web Content</i> All websites and their content must meet WCAG 2.0 Level AA by 2021. If it is not possible to meet the WCAG 2.0 requirements, the Company may be able to update or repair the products used to support accessibility.</p> | <p>IT</p> | <ul style="list-style-type: none"> • Company websites made compliant and testing process implemented for new page development. | <p>Compliant and ongoing</p> |