

MLSE ACCESSIBILITY POLICY

Our Commitment

At Maple Leaf Sports & Entertainment Ltd.'s ("MLSE"), we are committed to meet the accessibility needs of persons with disabilities in a timely fashion and consistent with the principles of dignity, independence, integration, and equal opportunity. This document sets out MLSE's policy on how we will achieve accessibility generally, as well as in employment and information and communication.

Application

This policy applies to all employees, managers, and customers of MLSE.

Multi-year Accessibility Plan

Our multi-year accessibility plan outlines our strategy to prevent and remove barriers and to meet the requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005*, and *Ontario Regulation 191/11 – "Integrated Accessibility Standards Regulation"* ("Regulation").

Our multi-year accessibility plan will be posted on our website, and available in an accessible format upon request. The multi-year accessibility plan will be reviewed and updated at least once every five years.

The plan will include accessibility strategies on the following areas:

General Accessibility Plans

MLSE will have regard to accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks.

MLSE will train all employees, volunteers, and others on Ontario's accessibility standards and on the *Ontario Human Rights Code* as it applies to persons with disabilities. The training will be appropriate to the duties and responsibilities of individuals being trained, and will be provided as soon as practicable and upon changes to our accessibility policies.

Information and Communications

MLSE will put into place strategies to meet the communication needs of people with disabilities. The strategies include:

- Providing information and communication in accessible formats or with communication supports upon request, including emergency procedure, plans or public safety information.
- Upon request, providing accessible formats and communication supports for persons with disabilities in a timely manner taking into account the person's accessibility needs, and at no additional cost than the cost charged to other persons.
- Consulting with the person making the request in determining the suitability of an accessible format or communications support.
- Notifying the public about the availability of accessible formats and communication supports.
- Developing accessible processes for receiving and responding to feedback.
- Reviewing the MLSE Playbook, containing all relevant AODA and Customer Service requirements. Each employee must complete an online Agreement, acknowledging that he/she has reviewed the MLSE Playbook in full.

If the requested information or communication is unconvertible, MLSE will provide an explanation of why the information and communication are unconvertible and a summary of such information and communication.

MLSE's websites and web content currently conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level A, and will work on conforming to WCAG 2.0 Level AA by January 1, 2021.

Employment

MLSE values all its employees and an inclusive and accessible workplace. In keeping with this commitment, MLSE will put in place the following strategies:

- Notifying employees, job applicants, and members of the public about the availability of accommodation for applicants with disabilities in the recruitment, assessment and selection processes.
- Notifying applicants selected that if MLSE will consult with the applicant and provide or arrange for accommodation in a manner which takes in to account the applicant's accessibility needs.
- Notifying successful applicants of MLSE's employee accommodation policies.
- Notifying employees as practicable after starting employment and upon changes to our policies on supporting employees with disabilities, including accommodation.
- Consulting with an employee who requests accessible formats and communication supports for information needs to perform the job, information that is generally available to employees in the workplace.
- Consulting an employee on the suitability of an accessible format or communication support.
- Providing individualized workplace emergency response information if needed.
- Providing documented individual employee accommodation plans.
- Developing and implementing a documented return to work process for employees absent due to disability and who require accommodation.
- Taking into account the accessibility needs and individual accommodation plans of employees during the performance management, career development and advancement, and redeployment processes.

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