

# Multi-Year Accessibility Plan

## Intent:

This 2014-2026 accessibility plan outlines the policies and actions that Canadian Musical Reproduction Rights Agency Ltd. (CMRRA Ltd.) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

## Statement of Commitment:

CMRRA is committed to treating everyone, employees, and visitors or otherwise, in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will provide reasonable accommodation as required under the Accessibility for Ontarians with Disabilities Act.

## Definitions:

As defined in the AODA Act.

## Part 1 - General Requirements

Establishment of accessibility policies	Status	CMRRA’s Action Plan
<p>Create and make public a statement of commitment</p> <p>Develop and implement company-specific accessibility policies.</p>	<p>Completed/Ongoing</p>	<p>CMRRA has created a statement of commitment. Posting on the website (2017). Yearly review to stay compliant.</p> <p>CMRRA developed Accessibility policy 2015. Policies are revised yearly to ensure compliance.</p>

# Multi-Year Accessibility Plan

Multi-Year Accessibility Plan	Status & Year	CMRRA's Action Plan
Create and make public a multi-year accessibility plan. Provide the plan in accessible formats upon request. Review the plan every five (5) years.	Completed/Ongoing	Developed Multi-year Accessibility Plan Review plan every 5 years.
Trainings	Status & Year	CMRRA's Action Plan
	Completed 2017 and Ongoing training	1. CMRRA provided training to employees and supervisors on Ontario's accessibility laws and on Human Rights Codes. Training was provided to best suit the duties of employees. 2. Training will be provided to all new employees, within 1 <sup>st</sup> month of work.

## Part 2 - Information and Communications Standard

Feedback Process	Status & Year	CMRRA's Action Plan
CMRRA ensures feedback is processes are accessible by providing different formats. CMRRA welcomes feedback and take it as an opportunity to learn and improve.	Ongoing	Access to customer feedback information will be available on our CMRRA's website.



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Accessible Websites and Web Content	Status & Year	CMRRA's Action Plan
Significantly refresh website	Ongoing	By January 1, 2021, CMRRA will ensure that its website and all contents that posted online confirm with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

### Part 3 - Employment Standard

Workplace Emergency Response Information	Status & Year	CMRRA's Action Plan
	Ongoing	CMRRA will work with disabled employees to develop individualized workplace emergency response plans and provide information regarding emergency response.
Recruitment, assessment and selection processes	Status & Year	CMRRA's Action Plan
CMRRA reviewed its employment practices and revised where needed to ensure that they accommodate for persons with disabilities during the recruitment and assessment processes and when people are hired, as per the Standard.	2022 Ongoing	When recruiting, CMRRA will provide equal opportunity to all qualified applicants. Candidates may request that an accommodation be provided
Accessible Formats and Communication Supports for Employees	Status & Year	CMRRA's Action Plan
	2021 Ongoing – Yearly review	CMRRA will consult with employees and ensure the accessibility needs of employees with disabilities are taken into account when using performance management and career development.



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		CMRRA will develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
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### Feedback :

Questions or concerns regarding CMRRAs' Accessibility Policy and Multi-Year Accessibility Plan are to be directed to the People and Culture Team or submitted via the company's AODA Feedback Process. We encourage any individual interested in providing feedback to do so by any of the following means:

<b>Online</b>	Please submit the online version of our Feedback Form by completing in full and hitting the "Submit" button.
<b>In-Person</b>	Our Address: 56 Wellesley St. West, Suite 320, Toronto, ON, M5S 2S3 Please drop off the form to our reception area. Hard copies of the feedback form are also available at reception.
<b>By Mail</b>	Please mail the Feedback Form to: 56 Wellesley St. West, Suite 320, Toronto, ON, M5S 2S3
<b>Via Telephone</b>	(416) 926-1966