



Sony Music Entertainment Canada Inc. Accessible Customer Service Plan

Delivering Services to People with Disabilities

Sony Music Entertainment Canada Inc. (Sony Music) is committed to delivering services that are accessible to everyone, including people with disabilities and individuals with age-related limitations.

All Sony Music employees will support this policy, its objectives and its implementation in accordance with their roles and responsibilities and ensure that:

- communications with people with disabilities occurs in a manner that takes into account a person's disability;
- services are delivered in a manner that respects the dignity and independence of persons with disabilities; and
- any new or updated technology platforms meet Web Content Accessibility Guidelines (WCAG) 2.0 to allow access for persons with disabilities through assistive devices.

Service Animals

Sony Music welcomes people with disabilities and their services animals. Service animals are allowed on the parts of Sony Music's premises that are open to the public.

Support Persons

Sony Music welcomes people with disabilities who are accompanied by a support person. Sony Music shall ensure that both persons are permitted to enter the parts of Sony Music's premises that are open to the public together and that the person with a disability shall not be prevented from having access to their support person while on such premises.

Notice of temporary disruption

If Sony Music has any issues with temporary disruption of access to services or facilities for persons with disabilities we will ensure that disruptions are communicated by such means as a notice posted at the entrance to Sony Music's premises or on our website or telephone system. The notice will include information about the reason for disruption as well as anticipated length of time and description of alternative facilities or services if available.



Training for Sony Music Staff

Sony Music will provide accessible customer service training to employees who:

- deal directly with members of the public either in person, on the telephone or through social media; or
- participate in developing Sony Music's policies, procedures governing the provision of services to members of the public or other third parties

Newly employees who meet the criteria above will be trained on Accessible Customer Service within 45 days of being hired.

Such training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* (Ontario) and the requirements of the customer service standard;
- Sony Music's policies and accessible customer service;
- How to Interact and communicate with people with various disabilities and those who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.

Feedback process

Sony Music welcomes feedback from the public or customers regarding Sony Music's delivery of services as it may identify areas that require change and encourage continuous improvements. Such feedback may be given in writing in electronic format or hard copy.

If you wish to send an email please send any feedback to AODAofficer@sonymusic.com and you will receive a written response within 2 weeks of receipt.

Written communication can be sent to:

Sony Music Entertainment Canada Inc.
150 Ferrand Drive Suite 300
Toronto, Ontario
M3C 3E5
Attention: AODA officer

Sony Music will use its best efforts to respond to such feedback within 2 weeks of receipt, allowing additional time for postal delivery if this is the chosen method of communication.