



OUTFRONT Media Canada LP (OUTFRONT Media)

Accessibility for Persons with Disabilities Multi-Year Accessibility Plan (2019 – 2023)

***In Compliance with O. Reg. 191/11
Integrated Accessibility Standards***

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Introduction

OUTFRONT Media Canada LP (OUTFRONT Media) is Canada's leading full-service Out-of-Home advertising company. OUTFRONT Media's vision is to be the best Out-of-Home advertising company in America, a recognized leader in the media industry, and the first choice of customers and employees. Always.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility throughout Ontario by the year 2025. This legislation is the first of its kind in Canada. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard – including the areas of Information & Communication, Transportation and Employment (O. Reg. 191/11) and the Accessible Built Environment which has not yet been regulated.

Statement of Commitment

OUTFRONT Media is committed to accessibility for persons with disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equality of opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA. OUTFRONT Media respects and supports the Ontario Human Rights Code.

In 2011, we implemented the Customer Service Standard, under which we

- established an Accessible Customer Service Policy and Feedback Process
- set standards for the production of information in alternate formats where requested
- trained our employees in providing accessible goods and services.

We continue to be responsive to changing customer and employee expectations and continuously evaluate how best to support the needs of persons with disabilities when making changes to our services and systems.

The Integrated Accessibility Standard outlines a number of expectations for accessibility. One of these expectations concerns accessibility to information and communication produced by OUTFRONT Media. This includes accessible print information, accessible website information, accessible communication methods, and ensuring employees are appropriately trained. As introduced by OUTFRONT Media when implementing the Customer Service Standard, information is made available in alternate formats upon request. Our website is already accessible and conformant with the World Wide Web Content Accessibility Guidelines WCAG 2.0, Level AA.

Another expectation concerns accessibility of employment. OUTFRONT Media plans to provide persons with disabilities access to employment related information as it relates to recruitment & selection, performance management, career development, advancement and redeployment, in alternate formats upon request. Recruitment and assessment processes will be accessible to candidates with disabilities upon request. OUTFRONT Media will also provide employee accommodation where required.

Under the Integrated Accessibility Standard, OUTFRONT Media must develop a multi-year accessibility plan to identify and address barriers to information and communication and employment for persons with disabilities. Accessibility allows OUTFRONT Media the opportunity to provide service excellence to all its customers and employees, and to create an inclusive culture for employees and service partners.

OUTFRONT Media is committed to addressing any barriers found in its policies, procedures, programs, practices and services.

OUTFRONT Media is pleased to present its Multi-Year Accessibility Plan (2019-2023). This Plan identifies the steps OUTFRONT Media has taken and will continue to take to ensure its goods, services and opportunities are accessible to all persons with varying abilities.

Questions or comments about OUTFRONT Media's accessibility plan are always welcome. Please contact Louise Plant VP- Human Resources at (416) 521-6518 or by email at Louise.plant@OUTFRONT.ca.



Accessible Information and Communication

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	Status
<p>Provide all new and existing employees with greater accessibility in the workplace.</p> <p>Provide customers and general public with equal access to information, goods and services of OUTFRONT Media. Reduce or eliminate service barriers.</p> <p>Communicate OUTFRONT Media's commitment to accessibility to all new and existing employees, customers and the general public.</p>	<p><i>Develop a Statement of Commitment confirming OUTFRONT Media's vision and goals for accessibility, as well to meet accessibility needs of persons with disabilities. Communicate to all new and existing employees, customers and the general public - via website and/or printed materials. Make available in alternate formats upon request.</i></p>	Completed 2014
	<p><i>Update OUTFRONT Media's Accessibility Customer Service Policy to comply with the Integrated Accessibility Standard. Updated Policy to be entitled Accessibility Policy. Communicate to all new and existing employees, customers and the general public - via website and/or printed materials. Make available in alternate formats upon request.</i></p>	Completed 2014
	<p><i>Develop and implement a Multi-Year Accessibility Plan. Make available in alternate formats upon request.</i></p>	Completed 2014
	<p><i>Review Accessibility Policy annually and revise as necessary.</i></p>	Completed and reviewed annually
	<p><i>Review and adjust Multi-Year Accessibility Plan in 3 years in conjunction with requirement to report accessibility achievement every three years to Government of Ontario.</i></p>	Completed Multi-year plan will be reviewed, as required, to ensure on-going compliance
<p>Develop a plan that provides employees with disabilities assistance in emergency evacuation situations.</p>	<p><i>Employees offered individualized emergency response assistance. Employee Emergency Response Plan revised and individual employee emergency response plans developed where required.</i></p>	Completed 2014
<p>All new and existing employees, customers and the general public have greater access to providing feedback thereby reducing barriers to communication. OUTFRONT Media is able to be more responsive to all new and existing employees, customers and the general public's needs and to improve communication with, and service to, customers.</p>	<p><i>Review and update OUTFRONT Media's Feedback Procedures, as necessary, by ensuring all new and existing employees, customers and the general public are aware OUTFRONT Media has a fully accessible feedback process - via website and/or printed materials. Make available in alternate formats upon request.</i></p>	Completed
	<p><i>Continue to make available Accessibility Feedback Forms - via website and/or printed materials. Make available in alternate formats upon request.</i></p>	Completed
<p>Ensure OUTFRONT Media public information and organizational materials are available in alternate</p>	<p><i>Provide alternate formats to persons with disabilities upon request, including information needed to perform employee's job and information generally available in workplace by December 31, 2015.</i></p>	Completed
		Completed

formats upon request.	<i>Engage an Alternate Format Service Provider to provide alternate formats upon request to enable OUTFRONT Media to receive and provide information in a variety of formats including large print, e-text, audio, DAISY, Braille by December 31, 2015.</i>	
Ensure OUTFRONT Media's web information is accessible to all new and existing employees, customers and the general public.	<i>Conduct website(s) accessibility audit. Audit to review for both WCAG 2.0 Level A and Level AA compliance. Ensure all new websites implemented after January 1, 2014, and web content on those sites, conform to at minimum WCAG 2.0 Level A requirements. Level AA compliance is required on all OUTFRONT Media websites by January 1, 2021. (This activity relates to websites OUTFRONT Media controls or is able to control through a contractual relationship with a third party.)</i>	Completed
	<i>Include accessibility provisions in procurement documents and service contracts for any new web-based applications.</i>	Completed

Accessible Employment

<i>Desired Outcome</i>	<i>Activities to Remove Barriers and Achieve Outcome</i>	
Ensure employment with OUTFRONT Media is fully accessible and the needs of employees with disabilities are taken into account. Reduce or eliminate employment barriers.	<i>Review OUTFRONT Media's employment processes to ensure they are accessible, including Recruitment & Selection, Performance Management, Career Development, Advancement and Redeployment.</i>	Completed and reviewed annually
	<i>Review and update, as necessary, OUTFRONT Media Human Resources Policies and Procedures to include clarification on OUTFRONT Media's commitment to persons with disabilities throughout the employment cycle, including Recruitment & Selection, Performance Management, Career Development, Advancement and Redeployment.</i>	Completed
	<i>Develop and implement an Employment Accommodation Policy and Procedures for new and existing employees, and for applicants with disabilities during the recruitment and assessment processes by December 31, 2015.</i>	Completed
	<i>Develop and implement a Return to Work Policy and Procedures for employees returning to work from a leave due to a disability by December 31, 2015.</i>	Completed
	<i>Provide notice regarding the availability of accommodation to applicants with disabilities during the recruitment and assessment processes. Provide accommodation to applicants as required.</i>	Completed
	<i>Provide accommodation to new or existing employees with disabilities, including those requiring accommodation when returning to work from a leave due to a disability, via documented accommodation plans.</i>	Completed

	<p>Ensure new, existing and returning employees are aware of OUTFRONT Media's:</p> <ul style="list-style-type: none"> • Accessibility for Persons with Disabilities Policy; • Accommodation Policy and Procedures; • Return to Work Policy and Procedures; • Emergency Response and Evacuation Support Procedures. <p>Provide awareness via orientation, training and/or printed-materials.</p>	Completed
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Accessible Work Environment

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	
<p>Improve accessibility to/from OUTFRONT Media's premises within Ontario.</p>	<p>Review, make improvements and/or add, as necessary:</p> <ul style="list-style-type: none"> - automatic door openers to main entrances to/from our premises; - to main reception area; - to main washroom by reception area; - to lighting to ensure persons with low vision are able to see better in order to move into/from the premises safely; - to signage to/from main entrance, reception and washroom areas to ensure they are more visible; - to telephones with telecommunications devices for persons who are deaf, deafened or hard of hearing; - to parking spots to be used by persons with disabilities, ensuring they are wider and closer to main entrances to our premises. 	Completed

Training

<i>Desired Outcome</i>	<i>Activities to Remove Barriers and Achieve Outcome</i>	
<p>Provide all new and existing employees with orientation and training to OUTFRONT Media's commitment to accessibility and legislative requirements.</p> <p>Increase employee awareness and understanding of disability, accessibility and tools to support accessible services, as well as sensitivities pertaining to disability.</p>	<p><i>Provide training to new, existing employees, volunteer, and any other person who provides goods and services on behalf of the organization regarding the Integrated Accessibility Standard, the Ontario Human Rights Code, and to assist reduce perceptions and stereotypes about persons with disabilities, accessibility and tools to support accessible services. Also include the review of related policies and procedures by December 31, 2014.</i></p>	<p><i>Completed</i></p> <p><i>Training materials will be reviewed, as required, to ensure on-going compliance with integrated Accessibility Standards Regulation</i></p>

Design of Public and Indoor Spaces

<i>Desired Outcome</i>	<i>Activities to Remove Barriers and Achieve Outcome</i>	
<p>OUTFRONT will ensure that public properties and facilities meet the requirements of the Design of Public Spaces standard as well as the Ontario Building Code</p>	<p><i>OUTFRONT continues to design spaces with accessibility in mind.</i></p> <p><i>Building Code requirements are followed and consideration given to features that improve accessibility.</i></p>	<p><i>Ongoing</i></p>