

Postmedia Network Inc.

Introduction and Statement of Commitment

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (IASR) under the AODA require that effective January 1, 2014, Postmedia Network Inc. establish, implement, maintain and document a multi-year accessibility plan for its employees, contractors, and suppliers, - strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards are applicable to divisions of Postmedia in Ontario:

- Customer Service Standard;
- Information and Communications;
- Employment Standards.

This multi-year plan outlines Postmedia's strategy to prevent and remove barriers to address the current and future requirements under AODA.

In accordance with the requirements set out in the IASR, Postmedia will:

- Establish, review and update this multi-year plan in accordance with AODA legislation;

- Provide this plan in an accessible format upon request; and
- Review and update this plan at least once every five years

Customer Service Standard

Commitment:

Postmedia Network Inc. has been in compliance with the Accessible Customer Service Regulation under the AODA since January 1, 2013. Postmedia will continue to comply with the regulation.

All customer service provided by Postmedia shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.

Action Taken:

The following measures were implemented by Postmedia effective January 1, 2013:

All employees who, on behalf of Postmedia, deal with the public and all those who are involved in the development and approvals of customer service policies, practices and procedures are trained to communicate and provide the best possible customer service, including persons with disabilities;

All employees who, on behalf of Postmedia, deal with the public have received training on various assistive devices that may be used by customers with disabilities who are accessing the services of Postmedia;

Creation and implementation of a Customer Service Standard and Employee Training policy;

Completion of accessibility training is tracked and recorded;

Members of the public who are accompanied by a guide dog or other service animals in public areas of Postmedia are accommodated;

Support persons accompanying a person with disabilities will be accommodated;

Customers will be notified in the event of a planned or unplanned disruption of service or inaccessibility of facilities used by persons with disabilities by placing notices at all public entrances and service counters on Postmedia

and equal opportunity. Policy in effect January 1, 2012. Copy of the policy is available at all Ontario locations in an accessible format if requested.

Required legislative compliance: January 1, 2014

Implementation time frame: January 1, 2011 to December 31, 2013

Completion date: December 31, 2013

Accessibility Plans

Commitment:

Postmedia is committed to establish, implement, maintain and document a multi-year accessibility plan. The plan will meet, or where feasible, exceed the recommended standards. Postmedia is committed to prevent and remove barriers under this regulation. The multi-year accessibility plan will be reviewed every five years.

Action taken:

Postmedia has undertaken an extensive assessment of their physical locations. Physical barriers, where identified and will be corrected to meet the requirements in accordance with IASR. Copy of the plan

provide goods and services on behalf of Postmedia, and persons participating in the development and approval of Postmedia's policies;
Ensure that the training is provided to persons referenced above as soon as practicable;
Keep and maintain a record of training, including dates that the training was provided and the number of individuals to whom it was provided;
Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Required legislative compliance: January 1, 2015

Required legislative compliance: January 1, 2014
Implementation time frame: January 1, 2012 to December 31, 2013
Completion date: December 31, 2013
Accessible Websites and Web Content

Action taken:

Postmedia is making their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.

Required legislative compliance: January 1, 2016
Implementation time frame: January 1, 2012 to December 31, 2015
Completion date: December 31, 2017

Employment Standards

Commitment:

Postmedia is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Actionable item:

In accordance with the IASR, Postmedia will:

General Recruitment

Postmedia will

When making offers of employment, Postmedia will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action taken:

The following measures were implemented by Postmedia effective January 1, 2012:

Postmedia will ensure that the policy includes a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Postmedia will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan;
- Include in the process the means by which the employee is assessed on an individual basis;
- Include in the process the manner in which Postmedia can request an evaluation by an outside medical or other expert, at Postmedia's expense, to assist Postmedia in determining if and how accommodation can be achieved;
- Include in the process the manner in which the employee can request participation of a representative from his or her bargaining agent where an employee is in the bargaining unit, or the participation of another representative from the workplace where an employee is not in the bargaining unit;
- Steps are in place to protect the privacy of the employee's personal information;
- Outline the frequency in which individual accommodation plans will be

individualized return to work plan for such employees, and requires the use of

Required legislative compliance: January 1, 2016
Implementation time frame: January 1, 2015 to December 31, 2015
Completion date:
New and Redeveloped Public Spaces Accessible

Postmedia will take into account the accessibility needs of customers and meet accessibility laws when building or making major changes to public spaces.

Postmedia will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Actionable item:

In accordance with the IASR, Postmedia will:

Assess current properties for barriers;

Take into account the accessibility needs of customers with disabilities when creating new or redeveloping public spaces.