

# **LANDMARK CINEMAS**

## **MULTI-YEAR ACCESSIBILITY PLAN**

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### **Introduction**

Landmark Cinemas of Canada's Multi-Year Accessibility Plan is intended to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"), and Ontario Regulation 191/11 – "*Integrated Accessibility Standards Regulation*" (the "Regulation").

This plan outlines Landmark Cinemas of Canada's ("LCC") strategy and approach to prevent and remove barriers to accessibility and is intended to be read in conjunction with the Company's Guest Service Accessibility Policy.

### **Our Policy Statement and Commitment**

LCC supports the guidelines and principles of the AODA. We are committed to meeting the accessibility needs of all people in a manner that is congruent with the doctrines of dignity, independence and equal opportunity. We are committed to identifying, preventing and removing barriers for all persons including guests, employees and service partners with disabilities. LCC will comply with obligations as set out under the AODA and we will collaborate with individuals with disabilities to improve accessibility to our services, buildings and any employment opportunities.

### **Plan Availability**

This plan is available on LCC's website and upon request will be made available in an accessible format. If you would like to receive a copy of the plan in an alternate accessible format:

**Mail:** Landmark Cinemas of Canada Inc.  
Suite 100, 14505 Bannister Rd SE  
Calgary, AB T2X 3J3

**Telephone:** 1-403-254-3983

**Fax:** 1-403-266-1529

**Email:** [accessibility@landmarkcinemas.com](mailto:accessibility@landmarkcinemas.com)

### **Accessibility Committee**

The LCC Accessibility Committee includes representation from across the Company, including but not limited to Marketing, Guest Services, Operations, Human Resources and applicable employees and departments accountable to develop and revise policy and procedure that impacts accessibility requirements.

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Our Accessibility Committee is committed to:

- meeting on a regular basis
- identifying and executing on the development of procedures, policies and practices that impact our guests and employees with disabilities
- ensuring compliance in all areas of requirements as set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), and Ontario Regulation 191/11 – “*Integrated Accessibility Standards Regulation*” (the “Regulation”)

#### **Accessible Emergency Information** (public and workplace safety)

LCC is committed to providing our guests and service partners with publicly available emergency information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Employees who have made us aware of their disabilities and are unable to follow standard emergency plans will be provided with alternative emergency preparedness and response information, including when necessary, and with the employee’s consent, identifying another person to provide assistance to the employee.

Alternative emergency preparedness plans will be created and updated, as required, as soon as practicable after employment begins. Alternative plans will be stored with the standard Emergency plans located in the theatre or in the support centres.

#### **Assistive Devices**

Our guests can use their own personal assistive devices to access our goods and services or request to use one of the devices available at locations that offer the services below.

We offer closed captioning in all of our Ontario locations and descriptive video services in certain locations. These services will be expanded across our theatres located in Ontario. Guests can visit our website for the list of current movie titles available in accessible formats along with the specific theatre locations that currently have these available.

#### **Information and Communication**

***Accessible websites and web content*** – the Company’s new or substantially refreshed websites and web content will comply with Level A of the Worldwide Web Consortium’s Web Content Accessibility Guidelines (WCAG 2.0). Landmark Cinemas of Canada will make certain all Company websites comply with WCAG 2.0 Level AA by 2021.

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***Feedback: accessible formats and communication supports*** – as per requirements we will ensure the processes for receiving and responding to feedback are accessible. We will provide and/or arrange with a third party provider alternate accessible formats and communication supports as soon as reasonably practicable upon request.

Effective January 1, 2016 in Ontario the Company will provide and/or arrange for the provision of alternate accessible formats and communication supports for people with disabilities in a timely manner and at no extra cost to the individual.

Feedback will be accepted at theatre locations as well as through our corporate contact:

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Individuals will be consulted as to the most appropriate accessible format and/or communication supports necessary to meet their needs.

### **Employment**

Landmark Cinemas is committed to reinforcing our people focused value by ensuring fair and equal opportunities for all current and prospective employees are implemented.

Effective January 1, 2016 the following procedures have been reviewed and applicable revisions carried out. Training in these areas will be provided to the appropriate levels of employees:

#### ***Recruitment process***

- notify applicants, when they are chosen to participate in our selection process, that alternate accessible formats and communication supports are available to them upon request
- consultation will take place directly with the applicant to provide and/or arrange alternate accessible formats and communication supports to accommodate their needs due to their disability

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#### ***Accommodation process including return to work processes***

The written process for producing an individual accommodation plan, as soon as practicable after employment begins, includes the following:

- Consultation with the individual
- Method of employee assessment
- Opportunity to collaborate with outside third party expert (no cost to the employee) in order to assist in defining if and/or how accommodation can be achieved
- Applicable review and revision of the accommodation plan with the individual employee
- Communication method of reasons for revision and or denial
- Communication/presentation to individual employee
- Review and/or revise existing return to work processes as necessary to accommodate individuals who have been absent from work due to a disability
- Collaborate with the individual to establish return to work accommodation plans

#### ***Performance Management, Career Development and Redeployment***

The Company has completed a review and executed necessary revisions to existing performance management, career development, advancement and redeployment processes ensuring that accessibility needs and individual accommodation plans for employees with disabilities have been taken into account

#### ***Self-service kiosks***

- The Accessibility Committee is accountable to provide guidance and ensure accessibility for kiosks are part of every planning/renovation project.
- We will work with third party vendors and developers when designing, procuring and acquiring self-serve kiosks.
- Consideration and discussion regarding the availability of accessibility features and design will take place with vendors, suppliers and partners who install third party self-serve kiosks in our theatres and support centres.

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### ***Training***

LCC provides training to employees and other members of the team with regards to Ontario's accessibility laws and the *Human Rights Code* as they relate to people with disabilities.

Training is provided in a manner appropriate to the level of duties and roles of employees, volunteers and other team members.

- Appropriate training to all employees both part-time and full-time as it relates to the AODA, health and safety, and the *Human Rights Code*.
- Education and training is integrated into our *New Hire Orientation and Onboarding* process.
- Current processes include training on relevant AODA and Customer Service Requirements. Every employee is required to complete this training and training records are maintained within each theatre or department.
- All members of the Accessibility Committee and other appropriate individuals who have responsibility to develop policy, procedure and programs as per AODA are required to complete training.

For more information or requests for accessible formats of this document, please contact:

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This Multi-Year Accessibility Plan is reviewed on an annual basis and may be amended as is necessary and applicable to the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").