



Building a Secure Future.™

Irdeto Canada Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act (AODA)

STATEMENT OF COMMITMENT

Irdeto Canada Corporation (“Irdeto”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws. People are Irdeto’s biggest strength and diversity is celebrated through an inclusive workplace, where everyone has an equal opportunity to drive innovation and support Irdeto’s success.

PLAN OVERVIEW

The Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) in 2005. With the goal to make Ontario accessible by 2025. In accordance with the requirements set out in AODA’s Integrated Accessibility Standards (the “IASRs”) Irdeto will establish, implement, maintain, and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Irdeto:

- Customer Service
- Information and Communications
- Employment

This multi-year plan outlines Irdeto’s strategy to prevent and remove barriers to address the current and future requirements of the AODA and in order to fulfil our commitment. Unless otherwise noted, this multi-year plan applies to Irdeto’s Ontario location.

Irdeto will:

- Post this plan on its website: www.irdeto.com;
- Provide this plan in an accessible format upon request;
- Review and update the plan at least once every five years.

1. CUSTOMER SERVICE STANDARDS

Commitment

Irdeto Canada is committed to providing respectful services that focus on the unique needs of the individual. To achieve this, the organization makes reasonable efforts to ensure that policies, procedures and practices pertaining to the goods and services to the public adhere to the following guiding principles as set out in the Accessibility Standards for Customer Service: Ontario Regulation 429/07.

Actions taken:

- Ensuring all persons who, on behalf of Irdeto Canada, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices

and procedures, as well as all others providing services to our customers/visitors, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.

- Ensuring staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing the Irdeto Canada's goods or services.
- Ensuring completion of accessibility training is tracked and recorded.
- Reporting compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.
- Ensuring customers accompanied by a guide dog or other service animal in areas of Irdeto Canada open to the public and other third parties, are accommodated.
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated.
- Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice will include the reason of the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available.
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods.

2. INFORMATION AND COMMUNICATIONS STANDARDS

Commitment

Irdeto Canada is committed to complying with the provisions of the AODA in respect of this requirement with the objective of making applicable company information and communication accessible to persons with disabilities.

Feedback, Accessible Formats and Communication

Actions taken:

- Ensuring that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The organization will notify the public about the availability of accessible formats and communication supports.
- Providing or arranging for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that considers the person's accessibility needs, except as otherwise provided for under the IASR.
- Consulting with the person making the request in determining the suitability of an accessible format or communication support.
- Notifying the public about the availability of accessible formats and communication support.

Accessible Websites and Web Content

Actions taken:

- Ensuring that Irdeto's public website and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content) by January 1, 2014 and to Level AA for all content by January 1, 2021.

3. EMPLOYMENT STANDARDS

Commitment

Irdeto Canada is committed to fair and accessible employment practices that attract and retain talented employees of all abilities.

TALENT ACQUISITION

Policies and Procedures

Actions planned:

- Reviewing and, as necessary, modifying existing recruitment policies, procedures, processes, and templates.
- Specifying that accommodation is available for applicants with disabilities, on Irdeto's website and on job postings.

Assessment and Selection

Actions planned:

- Notifying job applicants, when they are individually selected to participate in an assessment or selection process, which accommodations are available upon request in relation to the materials or process to be used in the assessment/selection process.
- Including availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment.
- Consulting with the applicant and arranging for provision of suitable accommodations in a manner that considers the applicant's accessibility needs due to disability if a selected applicant requests an accommodation.

Notice to Successful Applicants

Actions taken:

- Including notification of Irdeto's policies on accommodating employees with disabilities in offers of employment.
- Notifying the successful applicant of its policies for accommodating employees with disabilities, when making offers of employment.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Actions taken:

- Providing individualized workplace emergency response information to the employee with the disability as soon as practicable, when the organization becomes aware of the need to accommodate an employee's disability and if the employee's disability is such that the individual emergency response information is necessary.
- Providing the individualized workplace emergency response information to the person designated to provide assistance to the employee, with the employees' consent.
- Reviewing the individualized workplace emergency response information when:

- The employee moves to a different location in the building
- The employee's overall accommodation needs, or plans are reviewed
- Irdeto reviews its general emergency responses and policies

INDIVIDUAL ACCOMMODATION & RETURN TO WORK PROCESS

Actions taken:

- Establishing a return-to-work process through Irdeto Canada's benefits provider, Canada Life. Each employee who has been on disability leave will have access to a case manager who will develop and monitor a defined gradual return-to-work plan. This plan will also identify any accommodations needed.
- Creating a process that Irdeto Canada will follow to accommodate an employee with a disability.
- Ensuring that the process for the development of documented individual accommodation plans includes the following elements:
 - The means by which the employees are assessed on an individual basis.
 - The manner in which Irdeto Canada can request an evaluation by an outside medical or other expert at Irdeto Canada's expense to assist in determining if accommodation can be achieved and if so, how accommodations can be achieved.
 - The steps taken to protect the privacy of the employee's personal information.
 - The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
 - If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
 - The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.

TRAINING

Actions taken:

- Determining and ensuring that appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, management, consultants, co-op students and interns.
- Ensuring that the training is provided to persons referenced above as soon as practicable.
- Keeping and maintaining a record of the training provided.

Actions planned:

- Ensuring that training is provided on any changes to the prescribed policies on an ongoing basis.

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT & REDEPLOYMENT

Actions planned:

- Reviewing and updating human resources policies and procedures as needed to ensure:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans, are considered when using performance management processes, providing career development and advancement opportunities, and redeployment.

FEEDBACK

For more information on this Multi-Year Accessibility Plan or to provide feedback, please contact:

Email: HRAMER@irdeto.com

Mail:

Irdeto Canada Corporation

Attention: Human Resources

2500 Solandt Road, Suite 300

Kanata, ON K2K 3G5