

Cineplex Inc.

Multi Year Accessibility Plan

Updated: May 1, 2025

Introduction

Cineplex Inc. has updated its multi-year accessibility plan (the “Multi-Year Plan”), which sets out the deliverables and activities that we have undertaken, and will continue to undertake, to identify, prevent and remove barriers to accessibility. The Multi-Year Plan builds on Cineplex’s previous and ongoing efforts to provide services that are accessible to the widest possible number of patrons and employment opportunities to individuals of all abilities, and applies to all wholly owned Canadian subsidiaries (collectively, “Cineplex”).

This Multi-Year Plan was developed to ensure that we meet our obligations under the Accessibility for Ontarians with Disabilities Act (“AODA”).

We encourage and welcome open communication.

Feedback may be provided in person, via telephone (including use of relay services) by email, online chat through the Help Centre on Cineplex.com, in writing, or by any other means that Cineplex engages with the public, including our guests and employees. To provide feedback or obtain this document in an alternative format, please speak with a Manager at one of our locations, or contact us at the following:

Cineplex Entertainment LP
Vice President, Guest Experience
1303 Yonge Street
Toronto, Ontario M4T 2Y9

[1-800-333-0061](tel:1-800-333-0061)

accessible@cinplex.com

If any of the above methods of communication are not suitable, please let us know and we will provide you with a copy of this document in an alternative format.

Cineplex’s Commitment to Accessibility

Cineplex, and its employees, are committed to improving access and opportunities for all individuals, including our guests and employees with disabilities, by identifying and removing barriers that may prevent, inhibit or restrict their access to our products, services and/or employment opportunities.

As a continuation of that long-term dedication, and in an effort to comply with our obligations under applicable accessibility laws, including the AODA (“Accessibility Laws”), Cineplex and its employees are expected to incorporate the following basic principles into their daily work:

- Cineplex shall endeavor to provide barrier-free access to the goods and services that we offer to the public;
- Cineplex will ensure that anyone who interacts with our guests on our behalf (including employees, volunteers and/or third parties that provide goods, services or facilities on our behalf) are familiar with our accessibility policies, practices and procedures and will be trained on how to positively respond to guests who require individualized accommodation due to a disability;
- Cineplex will ensure that employees responsible for establishing employee and guest related policies, practices and procedures are familiar with Accessibility Laws and other accessibility related legislation to ensure that all policies, procedures and practices take into account the possible needs of individuals with disabilities;
- Cineplex shall be open to working with our guests or employees to facilitate a solution when a guest or employee encounters a barrier to accessibility;
- Cineplex will treat our guests and employees in a manner that respects their dignity and independence; and
- Cineplex is open to and welcomes suggestions on how we can better improve the accessibility of our facilities, services and work environments.

Customer Services Standard

Status: Completed

Cineplex’s *Policies for the provision of Accessible Goods and Services* (each an “Accessible Customer Service Policy”) is available on our applicable websites, and will be made available in an alternate accessible format, if requested.

Integrated Standard:

Part I

General

Status: Completed

Establishment of accessibility policies.

Cineplex developed a written policy concerning its commitment to accessibility that meets the requirements under Accessibility Laws, that is publicly available and shall be provided in an accessible format upon request.

Accessibility plans.

Cineplex established, implemented, and maintains a multi-year accessibility plan to identify, remove and prevent barriers to accommodation and to ensure that we meet our obligations under Accessibility Laws well in advance of the deadlines. The plan is available on Cineplex.com, and shall be provided in an accessible format upon request.

Self-service kiosks.

Cineplex has regard to accessibility when designing, procuring or acquiring self-serve kiosks, and shall work with its third party vendors and developers to incorporate accessible features into any new or renovated self-serve kiosk. In addition, Cineplex shall engage in discussions about the availability of accessible features with vendors and suppliers who install third party self-serve kiosks in our establishments.

Training.

Training is provided to anyone that interacts with our guests on our behalf, including our employees, volunteers and third parties who provide goods, services or facilities on our behalf, and anyone involved in the development of our policies and procedures, as soon as practicable and will be appropriate to the duties and responsibilities of the individuals receiving such training. Ongoing training is provided when changes to our policies and procedures are made. Cineplex maintains training records, including who, when and what training they received.

Part II

Information and Communication Status: Completed

Feedback.

Cineplex has mechanisms and procedures to ensure that persons with a disability have the ability to provide and respond to feedback in an accessible format, taking their disability into account.

Accessible formats and Communication Supports.

Cineplex shall, in a timely manner, provide or arrange for the provision of accessible formats and communication supports, when requested. We are committed to working with individuals to ensure that the information requested is provided in a format that meets the needs of the person making the request.

Accessible websites and web content.

All internet websites and web content owned by Cineplex conform with WCAG 2.0 Level AA. Cineplex shall ensure that accessible features and functionality are provided to the levels set out in the Integrated Standard on an ongoing basis, including any modifications to our websites. Cineplex engages in discussions with third party vendors who provide web content and web-based applications about providing accessible content and functionality, and where technologically possible, request that such third party vendors provide their content with accessible features.

Part III

Employment Status: Completed

Recruitment

Cineplex notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Cineplex includes a statement about the availability of accommodation for applicants on its websites and in all external job postings administered directly by Cineplex.

Cineplex shall ensure that all job search firms and consultants directly contracted with Cineplex include a statement about the availability of accommodation for applicants and where applicable, Cineplex shall provide appropriate training and guidance to ensure recruiters understand the policy.

Cineplex will notify its employees that applicants with a disability may request accommodation during the recruitment process.

Applicants that are selected for an interview or asked to participate in the selection process will be advised that they may request accommodation during any stage of the application process and/or may request information provided to any applicant in an accessible format.

If accommodation is requested, we shall consult with the applicant to provide or arrange for suitable accommodation in a manner that takes their accessibility needs into account.

Guidance will be provided to all individuals who are involved in the recruitment process on our obligations and how to make suitable arrangements for the accommodation of applicants selected for an interview.

Cineplex shall, as part of its employment offer, notify successful applicants of our policies for accommodating persons with a disability, and shall provide our policies for accommodating employees with a disability; our commitment to providing suitable accommodation to all employees with a disability, taking the employees needs into account; and an employee's right to request a personal emergency evacuation plan.

Informing employees of supports.

Cineplex shall inform its employees of any policy developed to support employees with a disability as well as any changes to such policies. Such policies and procedures will be available to employees in an accessible format, upon request.

Cineplex will ensure that new employees are made aware of such policies and procedures and how to obtain them, as soon as practicable after they begin their employment.

Cineplex will ensure that its employees are aware that they may make requests to obtain information needed to do their job and/or that is generally available to employees in a suitable accessible format, and will work with them, to provide a suitable accessible format.

Workplace emergency response information.

Cineplex is committed to providing accommodation to our employees with disabilities to ensure that they are able to perform their job and/or exit their work environment safely and quickly. When Cineplex is aware of an employee's disability and where an individualized workplace emergency response would be required, Cineplex will consult with the employee in providing an individualized workplace emergency response.

Cineplex will provide the employee's individualized workplace emergency response information to a designated person who shall be responsible for providing the employee with assistance, provided that the employee has provided their consent to do so.

Cineplex shall review the individualized workplace emergency response information when an employee moved to a different location within the company; when the employee's overall accommodation needs/plans are reviewed when Cineplex reviews its general emergency response policy.

Documented individual accommodation plans and return to work.

Cineplex has developed a written process and procedures for the development, documentation and monitoring of individual accommodation plans for employees with disabilities. Such processes allow for the employee to participate in their own plan; the protection of the employee's privacy; the frequency

and manner in which the plan will be reviewed. Cineplex will ensure that the format in which the individual accommodation plan will be provided to the employee, takes their accessibility needs into account.

Return to work process, Performance management, Career development and advancement and Redeployment.

Cineplex shall develop and document a return to work process for any employee who has been absent due to a disability and requires disability related accommodation in order to return to work. The return to work process is available to all employees. Cineplex will provide its managers with assistance in facilitating an employee's return to work.

Cineplex shall ensure that the performance management process takes into account the accessibility needs of an employee with disabilities, as well as the employee's individual accommodation plan. Cineplex will adjust its performance appraisal forms to ensure that the process takes into accounts the accessibility needs of its employees with disabilities. Cineplex will consult with the employee to provide a performance management process that takes their needs into account.

Cineplex shall take the accessibility needs of its employees with disabilities into account when providing career development and advancement. In the event that Cineplex uses redeployment, it shall take the accessibility needs of employees with disabilities into account, as well as individual accommodation plans, when redeploying employees with a disability.

Part IV
Design of Public Spaces
Status: Completed

Cineplex is committed to identifying, preventing and removing barriers when design, building and/or renovating our theatres, amusement centres, and other buildings that we occupy, to ensure that they are accessible to persons with disabilities. Cineplex consults with experts who are familiar with the accessible design requirements set out Accessibility Laws and the building codes in the provinces where we operate to ensure that we comply with our obligations.

We will periodically inspect the accessible portions of our public spaces and provide regular maintenance and restoration to prevent service disruptions. When deficiencies are noted, we will take the necessary steps to correct the deficiency within a reasonable period of time. In the event of a disruption of our services or accessible portions of our locations, we will notify the public of the service disruption and alternatives available in the manner set out in our Accessible Customer Services Policy.

Where Cineplex is the tenant, we will engage with our property managers, landlords, or the owners of the properties we occupy, to ensure that guests, employees and visitors are able to access our locations safely.