

## **Uken Games - Multi-year Accessibility Plan v2023**

\*Reviewed every 5 years.

Uken respects and values the abilities of all individuals and will work to ensure our policies, practices and procedures respect persons with disabilities and that they are provided the same benefit from our services. We are committed to serving our team, and any services provided to the public in a fair and equitable manner and will provide reasonable accommodation when necessary. Uken commits to continuous effort, dedication, and collaboration to make our communities, workplaces and services more inclusive and respectful.

### **Commitments**

Uken Games has completed the following accessibility initiatives and continues to develop our commitments to prevent and remove barriers and to meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA). This multi-year accessibility plan focuses on:

- Customer service
- Information and communications
- Policies and training
- Employment
- Design of Public Spaces
- Feedback

### **Customer Service**

- We communicate with persons with disabilities in a way that best accommodates them.
- We ensure that persons using assistive devices, guide dogs or support persons can enter our premises/events with ease.
- Community Managers and any team member(s) hosting an event or attending an event where they will interact with the public have completed the AODA – Customer Service Standard to ensure all participants feel welcome and are supported.
- Uken will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This will include information about duration, alternative services, if available. Notice will be posted on the website, doors of the office/event and elevator or communicated in advance in a method suitable in the circumstances.

- New team members will be trained on the AODA Customer Service Standard within 3 months of their initial start date.
- Beginning in 2024, all new team members will complete the AODA Customer Service Standard regardless of whether they interact with the public or not (in addition to AODA/OHRC and applicable IASR training).

## **Information and Communications**

- Uken offers communications in alternate formats when requested.
- We have implemented chat functions and recordings with transcripts so team members have communications in a variety of formats that can be accessed on demand.
- Uken will continue to take steps and make amendments to ensure all new websites or significant enhancements to the current website conform with WCAG 2.0, Level AA. Any existing content will be available in an alternate form such as large print, audio or braille if required.
- Team members who work in communications will be trained on the Information and Communication Standard as soon as practicable after being hired.

## **Employment**

- Uken accommodates persons with disabilities in the recruitment and assessment processes and in the course of their employment.
- Job postings include accessibility and accommodation information.
- Uken works with team members on individual accommodation plans and a return-to-work plan after an absence due to disability.
- Uken takes team members' disabilities and accommodation needs into account in respect of performance management and career development.
- A Workplace Emergency Response Plan will be provided to employees who have indicated to Uken that they have a disability and require assistance in the event of an emergency.

## **Training**

- Uken requires that the appropriate team members complete the AODA Customer Service Standard, Information and Communications Standards, the Employment Standards and the Working Together: the AODA and the Human Rights Code
- Uken will continue to provide ongoing training when practices or procedures regarding any changes in how services to persons with disabilities are offered. Our accessibility policy and training is

available to all team members and posted on our internal wiki.

- We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain
- Records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Design of Public Spaces**

- Uken does not operate in an office currently. The workforce is 100% remote.
- For any future plans to return to an office the Design of Public spaces standard would be applied and Uken would comply with the required responsibilities under this Standard.

### **Feedback**

Uken welcomes feedback from our people and the public as an important part of our commitment to accessibility. Details are available on our internal wiki for our people, and on our website for the general public. We will continue to monitor and respond to feedback promptly.

For more information on this accessibility plan, please contact us:

- By email: **jobs@uken.com**
- By mail: Uken Games  
130 King St. W, Toronto, ON M5X 1E3
- Our accessibility plan is publicly posed at [www.uken.com/accessibility](http://www.uken.com/accessibility)
- Accessible formats of this document are available upon request.