



## CIBC's Multi-Year Accessibility Plan (the "Plan")

### Our Commitment to Accessibility

CIBC is committed to meeting the accessibility needs of persons with disabilities in a timely manner, consistent with the principles of dignity, independence, integration and equal opportunity. The purpose of this Plan is to outline CIBC's strategy to prevent and remove barriers to accessibility. This Plan includes but is not limited to the commitments of CIBC or its subsidiaries pursuant to applicable legislation, including the Accessibility for Ontarians with Disabilities Act.

This Plan is publicly available at our [Accessibility at CIBC](#) page at [www.cibc.com](http://www.cibc.com). This Plan is also available in an alternate accessible format upon request by contacting us through any of the methods set out on CIBC's [Contact Us](#) page.

### Customer Service

CIBC is committed to providing accessible customer service to people with disabilities.

CIBC updated its [Accessible Customer Service Policy](#) in September 2016 and has made the Policy available on its [Accessibility at CIBC](#) page.

CIBC provides accessible customer service training to employees in accordance with its [Accessible Customer Service Policy](#). The customer service training was updated in July 2016. CIBC will review its customer service training every two years, unless otherwise required earlier to address regulatory changes. The customer service training is scheduled to be reviewed in July 2018.

### Information and Communications

CIBC is committed to making our information and communications accessible to people with disabilities.

#### ***Feedback***

CIBC's feedback processes are accessible to people with disabilities. We will, upon request, provide or arrange for the timely provision of accessible formats and communication supports in order to provide feedback. Feedback can be provided through methods such as e-mail, mail, live electronic chat, and telephone (1-800-465-2422 or 1-800-465-7401 (TTY)), Bell Relay Service, and in person. These processes are further described on CIBC's [Contact Us](#) page.

#### ***Accessible Formats and Communication Supports***

CIBC will, upon request provide or arrange for the timely provision of accessible communication formats for documents and communication supports for persons with disabilities that takes into account each person's particular accessibility needs. We will work with the person with a disability and determine the appropriate method of communication or the appropriate accessible communication format for documents, based on their needs.



CIBC offers a number of accessible communication formats and communication supports such as:

- 24/7 Telephone Banking
- TTY (Teletype Devices)
- Bell Relay Call
- Braille Grade 1 and 2 statements or large print statements for CIBC deposit accounts and CIBC Visa accounts (upon request)
- Website compatibility with support screen readers such as JAWS

Additional information on accessible banking options is publicly posted on [Accessibility at CIBC](#).

### ***Accessible Websites and Web Content***

In 2015, CIBC developed an “Accessibility Best Practices for CIBC Websites” document, which provides that CIBC websites will conform to WCAG 2.0 Level A and that by January 1, 2021 CIBC websites will conform to WCAG 2.0 Level AA, as required.

In 2014 and 2015, CIBC:

- conducted an internal assessment with respect to its accessible solutions capabilities;
- benchmarked against industry peers to identify accessible technology opportunities; and
- established a knowledge-sharing virtual accessibility team to help advance operational opportunities for accessibility across CIBC.

Going forward, CIBC will:

- source and implement automated accessibility testing to test Application User Interfaces and web content for accessibility (ongoing);
- ensure accessibility is considered during application design and testing (ongoing); and
- develop and implement a new technology standard for application accessibility (Target Date: November 2016).

Additional information on accessibility features of CIBC’s online services is publicly available in the Online Services section of the [Accessibility at CIBC](#) page.

## **Employment**

CIBC developed the [Accessibility Statement and Plan for Employment \(Canada\)](#) (the “Employment Plan”) which sets out CIBC’s commitment and strategy to remove barriers to accessibility in employment, and to encourage the full inclusion of persons with disabilities at CIBC. The Employment Plan is available on its [Accessibility at CIBC](#) page. The Employment Plan is reviewed on an ongoing basis.



### ***Recruitment***

CIBC is committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes and, in consultation with job applicants, provides reasonable accommodations upon request.

Please refer to the Recruitment section of the [Accessibility Statement and Plan for Employment \(Canada\)](#) for more detail.

### ***Employment***

CIBC is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship.

Please refer to the Employment section of the [Accessibility Statement and Plan for Employment \(Canada\)](#) for more information on accommodations made available to employees with disabilities, including individualized emergency response information.

### **Training**

CIBC is committed to ensuring that training is provided to employees and other persons, as required by applicable legislation, on accessibility in employment and human rights as they pertain to persons with disabilities. In particular, CIBC currently provides training to all employees and other persons regarding respect in the workplace, including anti-discrimination and anti-harassment. The training is mandatory and provided within 30 days of hire and as part of CIBC's annual corporate mandatory training and testing.

The training is reviewed annually, and updated as necessary.

### **Automated Teller Machines (ATMs)**

CIBC is committed to incorporating accessibility features and considering accessibility for people with disabilities when designing, procuring or acquiring ATMs. CIBC's ATMs include several accessibility features that prevent and remove barriers to accessibility, such as:

- wheelchair accessibility;
- private audio voice instruction on how to conduct a bank machine transaction using standard jack and headphones;
- the ability for customers to blank out the screen to ensure privacy when using private audio voice instruction; and
- screens with high contrast colours and large font.

### **Design of Public Spaces**

Since 2006, CIBC has made significant investments on an annual basis to prevent and remove barriers to accessibility within its existing branches, including enhancements to door operators, entrance ramps and lifts, washrooms, and parking facilities. Enhancements will



continue to be made to existing branches to prevent and remove barriers to accessibility as CIBC deems appropriate.

All new branches are built taking into account accessibility needs of clients. CIBC follows industry standards for all new branches, including the Barrier Free Design Standards and the Barrier Free Design for Automated Banking Machines that were established by Canadian Standards Association International.

Going forward, CIBC commits to ensuring that new branches will continue to be built to be accessible.

CIBC engages a third party service provider to manage its facilities and has established procedures to deal with service issues, including communications related to the prevention and notification of service disruptions affecting clients with accessibility needs.

## **Additional Information**

For additional information on this Plan, you may contact CIBC through any of the methods set out on our [Contact Us](#) page, which includes e-mail, mail, live electronic chat, and telephone (1-800-465-2422 or 1-800-465-7401 (TTY)), Bell Relay Service, and in person.

## **Maintenance and Review**

This Plan was developed in September 2016 and will be reviewed at least every five years. The next scheduled review is September 2018, unless an earlier review is required by applicable legislation.