



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 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 2021 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 2019. 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 2021.

Information and communication

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 e-mail, mail, live electronic chat, telephone ([1 800 465-2422](tel:18004652422) or [1 800 465-7401](tel:18004657401) (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 for screen readers such as JAWS, NVDA and Voiceover
- Additional information on accessible banking options is publicly posted on [Accessibility at CIBC](#).

Accessible websites and web content

CIBC created an Inclusive Design Technology Standard in 2018 which specifies that our goal is to meet or exceed WCAG 2.0 Level AA standards for new or significantly refreshed applications delivered through the web or accessed on mobile devices wherever possible.

This standard will be reviewed every two years. In 2020 our Digital Accessibility Team published an Inclusive Design Toolkit to provide guidance on designing inclusive experiences for our clients.

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 the [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 \(Canada\)](#) or CIBC's [Inclusion and Diversity](#) page 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

With our new global headquarters opening in Toronto in 2021, CIBC Square, an Inclusive Design Strategy was created and applied to the entire campus including employee space, the conference and event centre and the flagship Banking Centre. This design strategy exceeds building code and industry standards for wellbeing, accessibility and inclusion by incorporating built-environment design principles that represent the full range of human diversity. The Inclusive Design Strategy is being adapted so that it can be leveraged for future real-estate projects.

CIBC has committed to and continues to make significant annual investments to prevent and remove barriers to accessibility at its existing branches, including enhancements to door operators, entrance ramps and lifts, washrooms, and parking facilities. While the public spaces are not CIBC owned, we continue to work with provincial and municipal regulatory bodies to make transitional public areas as accessible as possible.

All our new branches are built considering the accessibility needs of clients. CIBC, at a minimum, 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. We continue to commit to ensuring that our new branches will be built to be accessible and we will be leveraging the Inclusive Design Strategy for future projects.

To minimize the impact to clients with accessibility needs in the event of service disruptions, CIBC engages a third-party service provider to prevent and to provide notification of service disruptions as part of our facilities management procedures.

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, telephone ([1 800 465-2422](tel:18004652422) or [1 800 465-7401](tel:18004657401) (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 2023, unless an earlier review is required by applicable legislation.