

The CWB Financial Group Multi-Year Accessibility Plan

April 2019

Statement of Commitment

CWB Financial Group is committed to providing our clients with equal accessibility to our products and services. Our approach to accessibility follows the principles of independence, dignity, integration and equality of opportunity. We strive to communicate in ways that work best for our clients, and support usage of personal assistive devices, service animals or other support persons as may be needed to access our goods, services or facilities. We also support those employees who interact with our clients with the appropriate guidance on accessible customer service.

CWB Financial Group (including subsidiaries) (we, our) is committed to excellence in service for all customers including

Summary of our Multi-Year Accessibility Plan

Training

We ensure training is provided to all employees as required, which incorporates the requirements of accessibility standards and the Human Rights Code as it pertains to persons with disabilities. This training is provided to all new employees and to all employees at least every 2 years or as policies change.

Status – Completed

Information and Communications – Accessible Formats and Communication Supports

We are committed to meeting the communication needs of persons with disabilities.

Upon request, we will provide or arrange for publicly available information to be made available in accessible formats and/or with communication supports for persons with disabilities. The accessible format will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons. We will consult with the person making the request to determine the suitability of the format or communication support.

Status – Completed

Information and Communications – Feedback Process

Our processes for receiving and responding to feedback are accessible to persons with disabilities. We will provide or arrange for accessible formats or communication supports upon request. We will consult with the person to determine the suitability of the accessible format or communication support required.

Status – Completed



Information and Communications – Website and Web Content

CWB Financial Group is committed to taking the necessary steps to make our websites and web content published on those sites, conform with WCAG 2.0, Level AA (excluding 1.2.4 Live Captions and 1.2.5 Pre-Recorded Audio Descriptions).

Completion Date – January 1, 2021

Status – In progress

Employment

CWB Financial Group is committed to fair and accessible employment practices:

- We explore alternative approaches and assistive technologies for recruiting, training and employee development.
- During the recruitment process, applicants are informed that accommodations are available upon request.
- We accommodate persons with disabilities during the recruitment, assessment and applicant selection process, as needed.
- We provide employees with disabilities individualized accessible workplace emergency information in an accessible format upon request.
- Our offer of employment to a successful candidate confirms our policies for accommodating employees with disabilities. Similarly, our employees are informed of our policies to support employees with disabilities.
- We develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Status – Completed

Public Spaces

CWB Financial Group is committed to incorporating accessibility features/considering accessibility for people with disabilities in the design of our public spaces. Where appropriate, we will provide clients with notice if there is a temporary disruption when accessible elements are not in working order.

Status – Completed

Questions about our Statement of Commitment or Multi-Year Accessibility Plan

If anyone has a question about this document, please contact the Accessibility Officer at:

Email: Contact us through our website at www.cwb.com/about-us/accessibility

Telephone: 780.423.8888

Mail:

Accessibility Officer
Regulatory Compliance
Suite 3000, 10303 Jasper Avenue
Edmonton, Alberta
T5J 3X6

Accessible formats and communication supports for this document are available upon request.



We welcome your feedback and about how we provide our products and services to people with disabilities. If you would like to provide comments or if you have questions about accessibility, please contact us at www.cwb.com/about-us/accessibility or 780.423.8888.

We will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

We will review this accessibility plan every five years.

