

Cormark Securities Inc.'s (“Cormark’s”) Multi-Year Accessibility Plan

This 2014-2021 accessibility plan outlines the policies and actions that Cormark will put in place to improve opportunities for people with disabilities and to provide inclusive and accessible services to all its stakeholders.

Statement of Commitment

Cormark is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Customer Service Standard

Cormark is committed to excellence in serving all its clients and staff including persons with disabilities. The Cormark Accessibility Policy outlines our commitment to accessibility for each area of the Customer Service Standard of the AODA. This policy is also available in accessible format upon request.

Accessible Emergency Information

Cormark is committed to providing available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Cormark will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and Communications

Cormark is committed to meeting the communication needs of people with disabilities. Our internet websites, technology solutions, telephone communications and in person interactions will be based on accessibility best practices.

Cormark’s website is designed to be accessible, easy to navigate and user friendly for all clients and staff. Cormark’s website is developed to ensure compatibility with assistive technologies providing everyone with equal and appropriate access to the information they need. Cormark will continue to make its web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at level A and increasing to level AA.

There are five planned phases and timeframes:

- Phase one: Inventory: inventory existing web applications/sites that will be included in the assessment;

- Phase two: Detailed design and modifications to in scope pages at www.cormark.com;
- Phase three: Training: provide staff with the tools and requirements to maintain WCAG 2.0 Level A;
- Phase four: Independent assessment and compliance;
- Phase five: Provide guidelines to all staff to ensure public documents and media are readily available in alternate accessible formats.

Timeframe:

Achieve WCAG 2.0 Level AA by January 2021 for all new content created after January 1, 2012.

Employment

Cormark is committed to employment practices that are fair and accessible across all stages of the employment cycle. Cormark will continue to develop and implement employment practices to encourage persons with disabilities to participate fully in all aspects of the organization by:

- identifying and removing workplace barriers;
- maintaining inclusive employment processes for recruitment, retention and employee development, to ensure that accessibility issues are identified and, if necessary addressed;
- providing managers with accessibility training, tools and templates to support employee/workplace accommodation and address non-discrimination;
- reviewing and adapting as required, its current policies and processes with respect to individual accommodation and return to work plans for employees with disabilities, to ensure that consistent documentation are maintained and barriers to accommodation are eliminated;
- taking the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance and managing career development;
- continuously reviewing standards and best practices related to accessible employment.

Design of Public Spaces

Cormark will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include waiting areas at our offices in Toronto and Calgary.

In the event of a service disruption, we will notify our clients of the service disruption and alternatives available.

Feedback Process and For More Information

Our goal is to make it easy for you to contact us and we offer equal access to our services. We welcome your feedback. If you would like to receive a copy of this plan or if you have questions, please *call toll-free: 1-800-461-2275* Monday to Friday between 7:30 a.m. and 5:30 p.m.

Last updated: December 18, 2014