



**CIMA Canada Inc. (CIMA+)
Ontario's Multi-Year Accessibility Plan**

Background

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Under the act, the Accessibility Customer Service Standards (O.Reg. 429/07) and the Integrated Accessibility Standards (O.Reg. 191/11) mandate requirements that must be met within a timeframe. The Ontario government has set a goal to make Ontario accessible by 2025.

Statement of Commitment

CIMA+ is required to establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities. The requirement is effective January 1, 2014 under the Integrated Accessibility Standards Regulations (IASR) for organizations that have 50 or more employees in the province of Ontario.

This multi-year plan outlines the strategy CIMA+ will take to prevent and remove barriers in accordance with the AODA, and in order to fulfill the commitments outlined in CIMA's Accessibility Policy.

Plan Overview

Under the AODA, private organizations with 50 or more employees in Ontario are responsible to meet the following accessibility standards and IASR requirements:

| Requirements: | 2014 | 2015 | 2016 | 2021 |
|--|--|--------------|--|---|
| 1. Accessibility Standard for Customer Service - O.Reg 429/07 | 1.1 All requirements under the Customer Service Standards (2012 Requirement) | | | |
| 2. Integrated Accessibility Standards Regulation General Requirements- O.Reg 191/11 | 2.1 Accessibility Policy and Multi-Year Accessibility Plan | 2.3 Training | | |
| | 2.2 Self-Service Kiosks | | | |
| 3. Employment Standards - IASR - O.Reg 191/11 | 3.1 Workplace Emergency Response Information (2012 Requirement) | | 3.2 Recruitment | |
| | | | 3.3 Information for Employees | |
| | | | 3.4 Processes to Accommodate Employees | |
| 4. Information and Communications - IASR - O.Reg 191/11 | 4.1 Accessible Websites and Web Content (WCAG 2.0 Level A) | 4.2 Feedback | 4.3 Accessible Formats | 4.4 Accessible Websites and Web Content (WCAG 2.0 Level AA) |