



Accessibility at Canadian Bank Note Company (CBN)

Canadian Bank Note Company, Limited (“CBN”) is committed to providing a barrier-free environment for our employees, customers, suppliers, and visitors in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), Ontario Human Rights Code, and the Ontario Occupational Health and Safety Act.

CBN also has an accessibility policy with respect to our employment practices, which is provided to employees upon hire.

CBN is committed to treating all individuals with dignity and independence, and to ensuring equal opportunity and access to our goods, services, facilities, employment practices, and information.

Our Commitment to Accessibility

CBN strives to meet the accessibility needs of persons with disabilities in a timely manner and will do so by:

- Identifying, preventing, and removing barriers to accessibility
- Meeting the accessibility requirements under the AODA and its regulations
- Integrating accessibility considerations into our policies, programs, and practices

This commitment applies to all aspects of our operations, including employment, information and communications, customer service, and the built environment, where applicable.

1. Assistive devices

People with disabilities are welcome to use their own assistive devices to access CBN’s goods, services, facilities, and information, where those devices can be used safely and, in a manner, consistent with applicable security and operational requirements. Where a security or safety restriction exists (for example, restrictions on recording devices in secure areas), CBN will work with the individual to identify an alternative, accessible way to meet the individual’s needs without creating unnecessary barriers.

2. Communication and accessible formats

CBN will communicate with people with disabilities in ways that consider their accessibility needs. Upon request, CBN will provide (or arrange for) accessible formats and communication support in a timely manner, at no additional cost, and will consult with the person making the request to determine the most appropriate format or support.

Requests for accessible formats, communication supports, or AODA-required documents may be made using the contact information in this plan. Where CBN provides information to the public, we will make reasonable efforts to ensure that public-facing information and communications, including web content, are accessible in accordance with applicable AODA requirements.

3. Service animals

Persons with disabilities are welcome to be accompanied by a service animal in areas of CBN premises that are open to authorized visitors, except where the animal is otherwise excluded by law. A service animal is an animal that is readily apparent as being used for reasons related to a person's disability, or where the person provides documentation from a regulated health professional confirming the animal is required for reasons relating to the disability. Where access is restricted (for example, food preparation areas such as the kitchen preparation area, or other controlled environments), CBN will work with the individual to provide reasonable alternative arrangements.

4. Support persons

A person with a disability who is accompanied by a support person will be allowed to have that support person accompany them on CBN premises in areas that are open to authorized visitors, except where prohibited by law or where specific security or safety requirements apply. If advance arrangements are needed (for example, for site access, personal protective equipment, or entry to controlled areas), we ask that the visitor or host contact Security in advance so CBN can prepare; however, CBN will not unreasonably withhold access and will work to accommodate the person's needs to the point of undue hardship.

5. Notice of temporary disruption

In the event of a planned or unexpected disruption to facilities or services that people with disabilities may rely on (for example, elevator service, accessible entrances, or communication channels), CBN will provide notice as soon as possible. The notice will include the reason for the disruption, the anticipated duration, and a description of alternative facilities or services (if available).

Notices will be posted in accessible ways that are appropriate to the situation, which may include on-site signage at entrances, the CBN website homepage, and/or direct notification to affected visitors where feasible. Alternative arrangements will be provided upon request.

6. Training

CBN provides accessibility training as required by the AODA/IASR and the Ontario Human Rights Code as it relates to persons with disabilities. Training will be provided to employees, volunteers, and other persons who provide goods, services, or facilities on behalf of CBN, as well as those involved in developing CBN's policies.

Training applies to all personnel who may interact with the public, customers, suppliers, contractors, visitors, or employees with disabilities, and to anyone responsible for establishing practices, procedures, or policies that affect accessibility.

Training is provided as soon as practicable after an individual begins their duties and will be updated when there are changes to legislation, to CBN policies, or to relevant practices and procedures.

Training includes, at a minimum:

- An overview of the AODA and the customer service requirements under the IASR.
- CBN’s policies and procedures on providing accessible customer service, including this plan.
- How to interact and communicate with people who have various types of disabilities.
- How to interact with people who use assistive devices, require support persons, or are accompanied by service animals.
- How to use any CBN-provided equipment or processes that support accessibility (for example, site access arrangements, elevators where applicable, and alternative communication methods).
- What to do if a person with a disability is having difficulty accessing CBN’s goods, services, facilities, or information, including how to escalate barriers for resolution.

CBN will maintain records of the training provided, including the dates on which training is delivered and the number of individuals trained, in accordance with legislative requirements.

7. Feedback process

CBN welcomes feedback about how we provide goods and services to people with disabilities. Feedback may be provided by phone, email, mail, or other methods upon request. CBN will ensure the feedback process is accessible by providing (or arranging for) accessible formats and communication supports upon request.

CBN will acknowledge feedback and respond in a timely manner based on the complexity of the matter. Where a concern is raised as a complaint, it will be addressed in accordance with CBN’s complaint management processes.


8. Policy administration and continuous improvement


CBN will implement and maintain policies, practices, and procedures that support accessible customer service. We will review this plan regularly and update it as needed to reflect changes in legal requirements, technology, facilities, or operations. Any CBN policy that creates or maintains an accessibility barrier will be reviewed and modified as necessary to respect and promote the dignity and independence of people with disabilities, consistent with the Ontario Human Rights Code.

Availability: This plan and related AODA documentation are available upon request in accessible formats and with communication supports.

Human Resources

Canadian Bank Note Company, Limited

 dcouviea@cbnco.com

 613-722-3421