

## Cober Printing Limited Multi-Year Accessibility Policy

### Executive Summary

Cober Printing Limited Multi-Year Accessibility Plan summarizes how our company meets/plans to meet its responsibilities under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Our 2021-2026 Accessibility Plan describes the details of policies and actions that Cober Printing Limited has put in place to improve opportunities for individuals with disabilities.

### Commitment to Our Clients

At Cober Printing Limited we believe that print technologies should be readily available to persons of all walks of life. Our accessibility program is rigorously tested to ensure ease of use for our clients and up to date compliance.

Cober Printing Limited is committed to maintaining the dignity and independence of all people. We firmly believe that the needs of persons with disabilities must be met as quickly as possible and any barriers to accessibility be removed or remedied swiftly. Our company is dedicated to the principles of equal opportunity and will readily meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### Emergency Information

Cober is devoted to delivering customers and clients with publicly available emergency information in a readily available format upon request. In addition, any employee with a disability will be provided an individualized emergency response information package.

### Preventative and Emergency Maintenance

In the event of an emergency, Cober will take the following steps to manage temporary disruptions to accessibility to public spaces:

- Cober will post a notice of the temporary disruption at its main entranceway, or if access to the main entranceway is compromised, near the employee side entrance.
- Cober may establish a temporary reception during business hours in an appropriate location to ensure all individuals requiring access to Cober public spaces are informed of the disruption and Cober's plan to deal with the temporary disruption.
- If an accessible meeting space is required, Cober can schedule meetings in an accessible room.

### Policies and Training



As part of our Onboarding process, Cober Printing Limited will provide training to all employees, and personnel on Ontario's accessibility laws and on the Human Rights Code as it relates to persons with disabilities. Training will be standardized to ensure knowledge of protocols regarding accessibility laws is known throughout the company. Cober will take the following measures to ensure employees are provided with up-to-date training required to meet Ontario's accessible laws:

- Monitor and review our AODA Customer Service Standard Policy and make it readily available to all employees.
- Require all employees in Ontario to review and sign off on our AODA Policy & Plan.
- Oversee the successful completion and sign off of the AODA Policy & Plan, following-up with employees that have not completed the review.
- Train service employees on requirements of the Act and on proper forms of communication and interaction when providing service to persons with disabilities.

Cober will regularly review its policies on an annual basis for appropriate revisions relating to accessibility. Our Multi-Year Accessibility Plan will be reviewed and updated at least once every five years.

## Information and Communications

Cober is committed to providing a strong, positive experience and meeting the needs of our clients, prospects, vendors and other stakeholders with disabilities. Any information requests will be made available in alternative formats as needed.

Cober takes all necessary steps to make all websites and portal content on those sites conform with WCAG 2.1, Level AA, including:

- Testing all web properties and content using accepted industry tools to ensure they meet WCAG 2.1, Level AA standards
- Developing internal processes and policies to ensure all new content and web properties are developed to meet or exceed the requirements under AODA

Cober takes the following steps to ensure existing feedback processes are accessible to people with disabilities:

- Ensure all channels for accessibility feedback meet WCAG 2.1, Level AA and AODA requirements
- Ensure all requests for accommodation are reviewed and addressed in an appropriate time frame

Cober takes the following steps to ensure all publicly available information is made accessible upon request:

- Receive feedback on any accessibility concerns through a variety of communication mediums including written responses, email, telephone and in-person.



## Employment

Cober is committed to maintaining an environment of fair and accessible employment practices.

When requested, Cober will accommodate persons with disabilities during the recruitment process. The company will:

- Specify that accommodations are available for persons with disabilities on any job postings or career pages
- Offer accommodations to applicants during the recruitment process if requested
- When requested, consult with the applicant and implement suitable accommodations

If hired, Cober will take steps to improve accessibility for new employees by:

- Introducing changes to the physical work environment
- Informing all employees of policies in place to support employees with disabilities
- Providing accessible formats and communication accommodations for employees
- Delivering customized workplace emergency response information to employees with a disability
- Creating personal accommodation plans and return-to-work policies for employees absent due to a disability. The company will communicate directly with employees returning to work and determine what accommodations can be made
- Offering options for accommodation during performance management and career development processes

## Modifications to this or other policies

Any policies of Cober Printing Limited that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

For more information please contact:

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Canada's premier print manufacturer. Evolving together with our clients, through collaboration, empathy, innovation and sustainability.

*Evolve Together.*  
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