



# Accessibility Plan

JUNE 01, 2023

# 1. General

## 1.1. About us

SBI Canada Bank was incorporated in 1982 as a wholly owned subsidiary of the State Bank of India (SBI), India's largest commercial Bank. SBI Canada Bank provides full-service banking to meet the needs of its retail, commercial and corporate customers, including accounts, mortgages, loans, remittances and more.

SBI Canada Bank is a Schedule-II Bank listed under the *Bank Act* and is a member of Canada Deposit Insurance Corporation.

It offers in-person service at its branches in Toronto, Mississauga, Scarborough and Brampton in Ontario, and Vancouver and Surrey in British Columbia. We offer products and services tailored to the needs of individuals and businesses, including an easy account-opening process, competitive rates, and an intuitive mobile banking application.

## 1.2. About the Accessible Canada Act 2019

The Accessible Canada Act (ACA) is a federal law that aims to find, remove, and prevent barriers facing people with disabilities. The Act was adopted in 2019, with a goal to make Canada barrier free by January 1, 2040.

The Accessible Canada Regulations operationalise the planning and reporting requirements in the Accessible Canada Act and establish a framework to promote compliance with accessibility requirements under the Act. Regulations are Issued by the Ministry of Employment and Social Development Canada (ESDC).

SBI Canada Bank is committed to addressing current and future barriers to accessibility and making its services accessible to everyone. We will revisit the plan regularly to ensure our compliance with the goals. We will continuously work to address the needs of our stakeholders and employees with disabilities. As required by the Act, we will update this plan every 3 years and publish progress report on actions taken as per the Plan.

### **1.3. Feedback**

SBI Canada Bank welcomes feedback, that you might have about accessibility at SBI Canada Bank. We also welcome any feedback you might have about this Accessibility Plan.

We will acknowledge that the feedback was received in the same way that the feedback was sent to us. Anonymous feedbacks are welcome. However, acknowledgement will not be sent for feedback that was sent to us anonymously.

We will review the feedback that we receive and take steps to address barriers identified through this feedback.

#### **1.4. Contact Information**

You can submit feedback about accessibility at SBI Canada Bank or this Plan to Manager (Human Resources), at SBI Canada Bank.

Their contact details are:

- Manager (Human Resources), SBI Canada Bank
- Email address: [accessible@sbicanada.com](mailto:accessible@sbicanada.com)
- Telephone number: +1-416-214-3788 Ext. 7613
- Mailing address: 220 Bay Street, 10<sup>th</sup> Floor, Toronto, ON, M5J 2W4

#### **1.5. Alternative Formats**

You can request alternative formats of this Accessibility Plan by contacting [accessible@sbicanada.com](mailto:accessible@sbicanada.com). An electronic format of this Accessibility Plan can be downloaded immediately from the Bank's website.

The Bank will provide alternative formats within the following timelines:

- Print: 15 days.
- Large print (extra large words): 15 days.
- Braille (written language where people read by feeling raised dots with their fingertips): 45 days.
- Audio (recording of someone reading the text out loud): 45 days.

## 1.6. Glossary

**Disability:** Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment - or a functional limitation - whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

**Barrier:** Anything - including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice - that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

**WCAG:** Web Content Accessibility Guidelines. These are guidelines for designing accessible web contents.

## **2. Areas Described under Section 5 of the ACA**

### **2.1. Employment**

SBI Canada Bank has about 105 employees. The Bank understands that some employees may require the availability of a flexible work schedule. We offer our employees facility to work from home. We are also committed to diversity, equity, and inclusion in our hiring and human resources strategy.

The Bank is committed to providing an atmosphere free from barriers in order to promote equity and diversity. The Bank welcomes the diversity of all employees and stakeholders. Our Human Resources Policy has been adopted to promote full participation and advancement of members of the designated groups, which, among other, also includes persons with disabilities within the Bank's workforce.

Bank is committed to accommodate reasonable requests for accommodation from applicants who are differently abled while recruiting. The accommodations would be based on the merit as well as nature of the role that Bank is recruiting for.

Our action plans under employment are:

- The Bank will review all new job posting for inclusive language, disability inclusivity and essential job requirements – by Jun 30, 2023.
- We will add a statement to our careers page encouraging people with disabilities to apply – by June 30, 2023.

- We will train employees on Accessible Canada Act – by Dec 31, 2023.

## **2.2. The Built Environment**

The Bank has six branches, one Back Office and one Head Office in Canada. Our aim is to keep our offices as accessible as possible for all employees, customers, and visitors.

We have taken care to address the needs of customers and employees when planning our branches and office spaces and continue to make ongoing improvements based on feedback. These includes having cash counters accessible for wheelchairs at branches, automatic doors, ramps etc.

Our action plans under built environment are:

- We will keep accessibility in focus when leasing new space – ongoing.
- We will make sure to adjust storage, kitchen cabinets, personal lockers, etc. to make them fully accessible for employees using wheelchairs - on a need basis.

## **2.3. Information and Communication Technologies**

The Bank has a public website (<https://ca.statebank>) and offers banking services to its customers through Internet Banking and Mobile Banking application. During our consultation with digital experts, we identified barriers on these platforms. These barriers include issues with colour contrast, links, unlabelled buttons, and links etc.

Our action plans under ICT are:

- We are committed to make changes to our website and other digital banking applications to address these barriers, by working towards WCAG 'AA' level compliance – by Dec 31, 2024.
- Accessibility features of Office 365 will be enabled for all employees – by Sept 30, 2023.

#### **2.4. Communication, other than ICT**

Members of the public can reach out to us by phone, email, mail or through website. While we aim to make sure that our communication channels are accessible, we recognise that there are barriers to how we communicate. This includes inaccessible public documents and information that is not in plain language.

Our action plans under communication are:

- Create and adopt social media standard to ensure that all posts are accessible and consistent with the use of alternative text – by Dec 31, 2023.
- Create and implement a process for requesting and receiving documents and materials in alternate formats – by Sept 30, 2023.
- Make proper arrangements of assistive listening devices, etc. to make meetings more accessible for our physically disabled employee - on a need basis.



## **2.5. The Procurement of Goods, Services and Facilities**

The Bank often buys technology and goods that support our operations and services. The process of buying is called 'procurement'. We will be changing the way we ask for goods and services to improve the accessibility of the products and services we use.

Our action plans under procurement are:

- We will train employees on Accessible Canada Act – by Dec 31, 2023.
- We will keep accessibility in focus at the time of procurement of goods, services, and facilities – ongoing.

## **2.6. The Design and Delivery of Programs and Services**

SBI Canada Bank serves its customers by providing them day to day banking services. We also provide resources and tools on our website, such as online account opening, etc.

Our action plans under design and delivery of programs and services are:

- We are committed to make changes to our website and other digital banking applications to address these barriers, by working towards WCAG 'AA' level compliance – by Dec 31, 2024.
- Make plan for accommodations for customers with disabilities and provide details on how accommodations can be accessed – by Dec 31, 2023.

## **2.7. Transportation**

The Bank does not offer any transportation services; therefore, this priority area is not considered applicable.

## **3. Consultations**

The Bank recognises that people with disabilities are the primary experts on their own experiences with accessibility. The Bank is committed to listening to people with disabilities and experts in this domain. Feedback was collected in the form of a survey from visitors of our branches. We also received feedback from experts in the field of information technology who guided us on making our website accessibility compliant.

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