



# Accessibility Plan

JUNE 01, 2026

## **1.1. SBI Canada Bank Accessibility Plan (2026–2028)**

This renewed Accessibility Plan outlines SBI Canada Bank’s ongoing commitment to accessibility and is developed with support from other relevant teams across the Bank. For the 2026–2028 period, the Bank will continue to identify, remove, and prevent barriers in the priority areas set out in the Plan.

The Bank updates its Accessibility Plan every three years in line with the Accessible Canada Act framework. The initial plan was published in 2023 and identified the Bank’s accessibility commitments, with progress and completion status already submitted.

SBI Canada Bank is committed to identifying, removing, and preventing barriers to accessibility across all aspects of its operations. This Accessibility Plan (2026–2028) reflects a measurable, and accountable approach aligned with the Accessible Canada Act (ACA) and Accessible Canada Regulations.

Our objective is not only compliance but leadership in accessibility by embedding inclusive design, measurable outcomes, and continuous improvement into our organizational practices.

## **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 set out the planning, consultation, and reporting requirements under the ACA and provide the framework for compliance with accessibility obligations.

SBI Canada Bank is committed to building and maintaining an accessible environment for its customers, employees, and other stakeholders. The Bank will continue to identify, remove, and prevent barriers across its operations and services, and will regularly review its accessibility commitments to support ongoing compliance with the ACA and applicable regulatory expectations. In accordance with the Act, the Bank will update its Accessibility Plan every three years and publish progress reports on the actions taken under the Plan. The initial Accessibility Plan, covering the period 2023–2026, was published, and status updates on the action plan were made available online throughout the period.

### **1.3. Feedback**

SBI Canada Bank welcomes feedback on accessibility at the Bank or regarding this Accessibility Plan.

For the 2023–2026 period, we have not received any requests for accommodation, and our relevant policies and public portals have been updated with clear information on who to contact and how.

We will acknowledge receipt of feedback in the same method it was sent. Anonymous feedback is welcome, though acknowledgements cannot be sent for anonymous submissions. All feedback will be reviewed, and we will take appropriate steps to address any barriers identified.

Feedback about accessibility at SBI Canada Bank or request for accommodation can be directed to Manager (Human Resources), SBI Canada Bank. The 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, 10th Floor, Toronto, ON, M5J 2W4

#### 1.4. 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, with a workforce of approximately 118 employees, is committed to fostering a diverse, equitable, and inclusive workplace. The Bank recognizes the importance of providing a supportive environment that respects the unique needs of its employees and stakeholders.

We actively promote equal opportunity across all aspects of employment, including recruitment, development, and advancement. Our Human Resources policies are designed to enable full participation and career progression of individuals that are merit based and nonbiased to and including designated groups, including persons with disabilities. The Bank is committed to maintaining a workplace free from barriers, discrimination, and bias, where diversity is valued and inclusion is embedded in our organizational culture. Our comprehensive HR policies outline our commitment to equality, non-discrimination, and employee well-being. These policies are reviewed regularly to ensure alignment with best practices and applicable regulatory requirements.

Employee health and safety remain a top priority. The Bank has established a Health and Safety Forum that meets monthly to review workplace safety reports, investigate incidents, and proactively address potential hazards, ensuring a safe and secure working environment.

To support employee engagement and well-being, the HR team maintains regular interaction with branches, providing employees with a confidential platform to raise concerns, share feedback, and seek support.

The Bank is committed to accommodating reasonable requests from applicants and employees with disabilities throughout the recruitment and employment lifecycle. Accommodations are provided based on individual needs and the requirements of the role, ensuring a fair and accessible process.

The following employment accessibility initiatives have been implemented and are currently in place:

- **Inclusive Recruitment Practices:** All job postings are reviewed for inclusive language, disability inclusivity, and clear articulation of essential job requirements (completed by June 30, 2023).
- **Inclusive Careers Page:** A statement encouraging persons with disabilities to apply has been added to the Bank's careers page (completed by June 30, 2023).
- **Accessibility Awareness Training:** Employees have been trained on the Accessible Canada Act requirements, as applicable (completed by December 31, 2023).

The Bank continues to provide reasonable accommodation to applicants and employees with disabilities, based on role requirements and individual needs, ensuring fairness throughout the recruitment and employment process.

The Bank is also committed to accommodating reasonable requests from applicants and employees with disabilities throughout the recruitment and employment lifecycle. Accommodations are provided based on individual needs and the requirements of the role, ensuring a fair and accessible process.

### **Future Commitment – Employment Accessibility**

- **Accessible Recruitment and Interview Process:** The Bank will incorporate best practices to support candidates with disabilities, including scheduling interviews at suitable times, ensuring accessible interview locations, and providing accommodations as required- on a need basis.
- **Return-to-Work and Accommodation Processes:** The Bank will maintain structured return-to-work programs in coordination with employees who are absent due to disability, ensuring appropriate accommodations are in place to support their reintegration - on a need basis.

## **2.2. The Built Environment**

The Bank operates seven retail branches across Ontario, Alberta, and British Columbia, along with one Back Office and a Head Office located in Toronto. We are committed to ensuring that all our locations are as accessible as possible for employees, customers, and visitors.

All Bank premises meet applicable building code requirements. In designing and maintaining our branches and office spaces, we actively consider the needs of individuals with diverse abilities and continue to make improvements based on feedback. Accessibility features across our locations include wheelchair-accessible cash counters, automatic doors, ramps, and other supportive infrastructure.

As part of our ongoing commitment to accessibility, the Bank recognizes that most office spaces are leased, and certain elements of the physical environment remain under the control of landlords. Accordingly, it is important to ensure that employees and visitors have a clear and accessible mechanism to report any concerns related to the built environment, including areas outside the Bank's direct control.

### **Action Plan – Built Environment Accessibility**

- **Continuous Accessibility Audits:** The Bank will conduct periodic reviews of its premises to identify and address accessibility barriers within its control-Ongoing basis.
- **Feedback and Reporting Mechanism:** A formal process will be established to enable employees, customers, and visitors to report accessibility concerns related to the built environment-by June 30,2027
- **Landlord Coordination:** Any accessibility issues falling under the landlord's responsibility will be promptly escalated and followed up to ensure appropriate resolution-Ongoing basis.

Through these measures, the Bank aims to continuously enhance the accessibility of its physical spaces and provide an inclusive environment for all stakeholders.

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

The ICT priority area at SBI Canada Bank encompasses all aspects of technology used in the virtual environment, including hardware, software, systems, digital platforms, assistive technologies, and related infrastructure. This includes the Bank's public website, Internet Banking services, mobile applications, ATMs, and internal employee systems.

The Bank is committed to identifying, addressing, and minimizing accessibility barriers across its ICT ecosystem. Through ongoing collaboration with internal IT teams and external experts where required, Bank continues to align its digital platforms with recognized accessibility standards, including the Web Content Accessibility Guidelines (WCAG

The Bank is committed to ensuring that its digital platforms are accessible to all users and has undertaken targeted initiatives to address these barriers. All previously identified areas for improvement have been successfully addressed and implemented.

#### **Action Plan – ICT Accessibility (Status: Completed)**

- The Bank has implemented necessary enhancements to its website and digital banking applications to address identified accessibility barriers and has worked towards achieving WCAG 2.0 AA level compliance, completed by December 31, 2024.
- Accessibility features of Office 365 have been enabled for all employees, completed by September 30, 2023.

These measures have been successfully implemented to improve digital accessibility and ensure an inclusive experience for employees and customers using the Bank's ICT systems.

### **Future Commitment – ICT Accessibility**

In the next three years, the Bank will continue to strengthen its digital accessibility framework through the following initiatives:

- Ongoing monitoring of ATMs, website, and mobile applications to ensure that all new developments and modifications remain compliant with WCAG 2.0 AA standards-by December 31,2028.
- Progressive alignment with updated accessibility standards, including WCAG 2.1 and WCAG 2.2 AA guidelines, to further enhance usability and inclusiveness across all digital platforms- by December 31,2028.

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

Members of the public can reach SBI Canada Bank through phone, email, mail, or the Bank's website. While the Bank strives to ensure that all communication channels are accessible, it recognizes that barriers may still exist, including inaccessible public documents and information not always available in plain language.

The Bank is committed to ensuring that all communication is inclusive, accessible, and easy to understand for employees, customers, and

stakeholders. Efforts continue to focus on improving clarity, consistency, and accessibility across all communication channels.

### **Action Plan – Communication, other than ICT (Status: Completed)**

- Social media content follows a standardized accessibility protocol, including the use of accessibility considerations such as alternative text where applicable.
- A process for providing documents and information in alternate formats has been established and is available on request.
- Accessibility arrangements for meetings, including assistive listening devices where required, have been implemented on a need basis.

### **Future Commitment – ICT Accessibility**

- Establish Accessibility focus under the Health and Safety Group by 30 June 2026.
- Reiterate service standards to frontline retail teams for alternate format delivery (to be reinforced quarterly by Retail team) by 30 June 2026.
- Engage with community and customer feedback through branch-level communication channels by 30 June 2027.
- Deliver advanced accessibility training for frontline staff.
  - Retail team to coordinate with HR to identify and implement advanced external training by 31 March 2028.

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

SBI Canada Bank is committed to ensuring that banking services, programs, and service delivery channels are inclusive, accessible, and responsive to the needs of all customers, including persons with disabilities.

The Bank's digital interfaces and banking applications are designed and maintained in alignment with recognized accessibility standards. In addition, the Bank has implemented internal processes to support customer accommodation requirements and has made relevant information available to customers to facilitate access to support services. A dedicated webpage for seniors has also been established to enhance accessibility and service awareness.

While no formal accessibility-related feedback has been received from branches or customers, the Bank continues to proactively review service delivery processes to identify and address potential barriers.

### **Action Plan – Design and Delivery of Programs and Services (Status: Completed)**

- The Bank has implemented necessary changes to its website and digital banking applications to address identified accessibility barriers and has worked towards achieving WCAG 2.0 AA level compliance, completed by December 31, 2024.
- A structured plan for customer accommodations for persons with disabilities has been developed and implemented, including clear

information on how accommodations can be accessed, completed by December 31, 2023.

These measures have been successfully implemented to strengthen accessibility in service design and delivery and to ensure an inclusive customer experience across all banking channels.

### **Future Commitment – Design and Delivery of Programs and Services**

- Establish accessibility champions in branches by 30 June 2026.
- Introduce flexible service delivery options (e.g., extended or scheduled appointments) by 30 Sept 2026.
- Update branch procedures in coordination with Operations to improve accessibility (e.g., seating arrangements, priority service processes) by 30 June 2027.
- Enhance branch environments where feasible (e.g., quiet spaces, reduced sensory stimulation areas) by 31 March 2028.

### **Feedback and Continuous Improvement**

SBI Canada Bank remains committed to continuous improvement by:

- Maintaining accessible feedback channels for customers and employees
- Reviewing feedback from frontline teams on a regular basis to identify emerging barriers
- Incorporating feedback into ongoing service enhancements and accessibility improvements

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

SBI Canada Bank regularly procures technology, goods, and services to support its operations and customer offerings. The Bank is committed to incorporating accessibility considerations into its procurement processes to ensure that the products and services used are inclusive and accessible to all.

The Bank continues to enhance its procurement practices by embedding accessibility requirements into the evaluation and selection of vendors, goods, and services.

### **Action Plan – The Procurement of Goods, Services and Facilities (Status: Completed)**

- Accessibility Training (Completed): Employees have been trained on the Accessible Canada Act, completed by December 31, 2023.
- Accessible Procurement Practices (Ongoing): Accessibility considerations are incorporated into the procurement of goods, services, and facilities on an ongoing basis.

### **Future Commitment– The Procurement of Goods, Services and Facilities**

- Standardized Accessibility Clauses: Include accessibility-related clauses in contracts and agreements with vendors that we secure goods or services from to ensure accountability and compliance as applicable -Ongoing.

## 2.7. Transportation

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

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