



Accessibility Plan- Progress Report

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Progress Report on Accessibility Canada Act

SBI Canada Bank published its Accessibility Canada Act Plan in June 2023. The bank is dedicated to continually addressing existing and future barriers to accessibility and ensuring its services are accessible to everyone. The bank is now submitting its first progress report on the areas of application of these efforts. The report details each application area's action plans, process owners, and statuses. This report offers a comprehensive overview of the bank's progress in meeting the requirements outlined in the Accessibility Canada Act Plan. The bank remains committed to ensuring full compliance and accessibility for all individuals.

A. Employment

The Employment section ensures that hiring processes, job postings, and employee training are inclusive and accessible to all individuals, including those with disabilities. The following actions have been completed as part of this initiative:

1. Review of Job Postings for Inclusivity

We reviewed and updated our job advertisements to welcome candidates with disabilities and promote a diverse and inclusive workplace. All new job postings have been examined to ensure they use inclusive language, are disability-inclusive, and clearly outline essential job requirements.

Process Owner	Status
Human Resources Department	Completed

2. Encouragement Statement for Job Applications

Our careers page includes a statement encouraging people with disabilities to apply for positions within our organization. By explicitly inviting individuals with disabilities to apply, we demonstrate our commitment to inclusivity and encourage a broader range of candidates to consider career opportunities with us.

Process Owner	Status
Human Resources Department	Completed

3. Training on the Accessible Canada Act

All employees are trained on the Accessible Canada Act, ensuring they understand its requirements and implications. Comprehensive training helps to foster an inclusive culture within the organization. It ensures that all employees know their responsibilities under the Act and are equipped to support accessibility initiatives.

Process Owner	Status
Human Resources Department	Completed

These completed actions in the Employment section reflect our commitment to creating an inclusive and accessible workplace. By reviewing job postings, explicitly encouraging applications from individuals with disabilities, and providing thorough training on the Accessible Canada Act, we are laying a strong foundation for a diverse and equitable work environment.

B. Built Environment

The Built Environment section of our Accessibility Canada Act-Plan is dedicated to ensuring that our physical spaces are accessible to all employees, including those with disabilities. The following actions are currently in progress:

1. Accessibility Considerations in Leasing New Space

We are committed to selecting office locations and designs that meet accessibility standards, ensuring that our work environments are inclusive and functional for all employees. This ongoing process ensures that accessibility remains a priority in all future leasing decisions.

Process Owner	Status
Operations Department	Ongoing

2. Adjustments for Accessibility

We are continually evaluating and modifying our facilities to accommodate the needs of employees and customers with mobility impairments. This proactive approach ensures all individuals have equal access to amenities, enhancing their comfort and productivity.

Process Owner	Status
Operations Department	Ongoing

The initiatives under the Built Environment section demonstrate our ongoing commitment to creating accessible physical spaces by prioritizing accessibility in leasing decisions and making necessary adjustments to facilities, we are working towards a more inclusive and supportive workplace for stakeholders.

C. Information and Communication Technologies

The Information and Communication Technologies (ICT) section of our Accessibility Plan is focused on ensuring that our digital platforms and tools are accessible to all users without barriers.

1. Website and Digital Banking Application Accessibility

Efforts are underway to enhance the accessibility of our digital interfaces, ensuring they meet the Web Content Accessibility Guidelines (WCAG) 'AA' standards, which involves revising content, improving navigation, and ensuring compatibility with assistive technologies. These changes will provide a more inclusive experience for all users.

Process Owner	Status
IT Department	In Progress

2. Enabling Accessibility Features in Office 365

We aimed to provide all employees with the necessary tools and features to enhance accessibility, including screen readers, keyboard shortcuts, and high-contrast settings. This has helped reduce barriers and improve the overall employee experience.

Process Owner	Status
IT Department	Completed

Actions taken in the ICT section reflect our commitment to making our digital environments accessible and user-friendly for everyone. By working towards WCAG 'AA' compliance for our website and digital banking applications and by enabling the accessibility features in Office 365, we are ensuring that both our customers and employees can interact with our digital platforms with ease and independence. These initiatives are critical steps towards achieving a more inclusive digital presence.

D. Communication, other than ICT

Our efforts to enhance accessibility extend beyond digital communication, focusing on improving inclusivity in various communication channels and settings.

1. Social Media Accessibility Standard

A standardized approach to ensure all social media posts are accessible with alternative text has been successfully created and adopted. Standards ensure consistency and inclusivity in our online communication efforts.

Process Owner	Status
Retail Department	Completed

2. Alternate Format Document Process

A process for requesting and receiving documents in alternate formats has been established, ensuring that all stakeholders can access materials in formats suitable for their needs.

Process Owner	Status
Human Resources Department	Completed

3. Meeting Accessibility Arrangements

Efforts are ongoing to make meetings more accessible for employees. Including making proper arrangements for assistive listening devices and other necessary accommodations and ensuring all employees can fully participate and contribute.

Process Owner	Status
Human Resources Department	Ongoing

Our commitment to accessibility and inclusivity in communication channels beyond ICT is evident through the successful completion of action plans and ongoing efforts to improve meeting accessibility. By ensuring that our communication practices cater to the diverse needs of our employees, we foster a more inclusive and supportive workplace environment.

E. Procurement of Goods, Services, and Facilities

Our commitment to accessibility extends to the procurement process for goods, services, and facilities.

1. Accessibility Focus on Procurement:

Efforts are underway to ensure accessibility when procuring goods, services, and facilities. All departments are actively involved in training and integrating accessibility considerations into their procurement processes.

Process Owner	Status
All Departments	Ongoing

By training employees on the Accessible Canada Act and emphasizing accessibility in procurement practices, we are advancing our commitment to creating an inclusive environment and embedding accessibility considerations into procurement processes across all departments. We aim to ensure that the goods, services, and facilities we procure meet the needs of all individuals.

F. Design and Delivery of Programs and Services

Our unwavering commitment to inclusivity is not just a statement, but a proactive approach that we embed in the design and delivery of our programs and services. This approach ensures accessibility for all our customers, regardless of their abilities.

1. Website and Digital Banking Accessibility:

Efforts are ongoing to enhance our website and digital banking applications to achieve WCAG 'AA' level compliance. These changes aim to remove barriers and provide a more accessible online experience for all customers.

Process Owner	Status
IT Department	In Progress

2. Accommodation Plan for Customers with Disabilities:

Comprehensive communication has been shared with internal stakeholders regarding accommodations for customers with disabilities. The details on how accommodations can be provided ensure all customers can access our services comfortably and effectively.

Process Owner	Status
Retail Department	Completed

By working towards WCAG' AA' level compliance for our digital platforms and implementing accommodation plans for customers with disabilities, we prioritize inclusivity in designing and delivering our programs and services. These initiatives underscore our commitment to providing accessible and equitable experiences for all customers, irrespective of their abilities.

E. Feedback

At SBI Canada Bank, our commitment to ensuring full compliance and accessibility for all individuals remains steadfast. As we look back on the past year, we take pride in the fact that no requests for accessibility accommodations were made. This is a testament to the effectiveness of our proactive measures in creating inherently inclusive and accessible environments, both physical and digital. We are determined to maintain this standard of excellence, continually striving to set new benchmarks in accessibility and inclusivity.

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