



中国工商银行 (加拿大)

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (CANADA)

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ACCESSIBILITY PLAN 2024 TO 2026

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (CANADA)
ACCESSIBILITY PLAN

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0. CHANGE LOG

Month/ Year	Summary of Changes
March 2024	<ul style="list-style-type: none">▪ Added Feedback Process; non-material edits
November 2023	<ul style="list-style-type: none">▪ New document

1. STATEMENT OF COMMITMENT

The *Accessibility Plan* (the “Plan”) sets out the commitment of the Industrial and Commercial Bank of China (Canada) (the “Bank”, “ICBK” or “we”) to foster an inclusive, barrier-free, and accessible environment for everyone – employees, customers, stakeholders, and the broader community. We understand the diverse needs of individuals and believe that everyone has the right to be treated with dignity, independence, and equality. We are committed to implementing the *Accessibility Plan* to guide the Bank towards a more accessible and inclusive future.

The Plan outlines the actions we will complete within the next three years. We realize the process of accessibility does not stop.

2. SCOPE

The Plan applies to the Bank enterprise-wide. The Plan involves identifying, preventing and removing barriers in six priority areas of focus:

- Employment;
- The built environment (buildings and public spaces);
- Information and communication technologies;
- Communication (other than information and communication technologies);
- Procurement of goods, services and facilities; and
- Design and delivery of programs and services.

3. PRIORITY 1 – EMPLOYMENT

3.1 Employee Accommodation Policy

We will develop an employment accommodation policy to support employees, including inclusive performance evaluation and equitable career development opportunities for all employees to remove barriers and provide accommodations where needed.

3.2 Accessible Recruitment Process

We will ensure that job advertisements, interview processes, and training modules cater equally to the needs of individuals with disabilities.

3.3 Workplace Adjustments

We will ensure necessary tools and equipment, such as adjustable desks and voice recognition software, are provided to employees who require them.

3.4 Ongoing Training

We will conduct regular training sessions that promote workplace accessibility and inclusion, for interactions with fellow employees, customers and the public.

4. PRIORITY 2 – THE BUILT ENVIRONMENT

4.1 Accessibility Facilities

We will ensure accessibility facilities to all including automatic doors, accessible washrooms, and accessible ramps to access to the branches and offices.

4.2 Facility Audits

We will conduct facilities audits, including of branches, ATMs and other facilities to identify and remove architectural barriers.

4.3 Future Facility

We will ensure new locations and renovations are designed with accessibility in mind.

4.4 Service Animals/ Support Persons

We will ensure a welcoming and friendly environment for service animals/ support persons to promote inclusivity, accessibility and to remove barriers.

5. PRIORITY 3 – INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

5.1 Online Customer Service

We will ensure live chat options are available, where individuals can communicate directly with bank representatives.

6. PRIORITY 4 – COMMUNICATION (OTHER THAN ICT)

6.1 Transparent Written Communication

We will provide clear, unambiguous written communication, fostering complete participation from individuals of all abilities.

6.2 Printed Materials

We will ensure all communications, documents, notices and information, are available in accessible formats upon request.

6.3 Telephone Banking

We will ensure availability of customer service representatives trained in understanding and assisting callers with speech impediments or other communication challenges.

6.4 Customer Service

We will train customer service representatives to effectively communicate with and assist persons with disabilities.

7. PRIORITY 5 – PROCUREMENT OF GOODS, SERVICES AND FACILITIES

7.1 Budget Allocation

We will allocate the necessary resources and budget to support accessibility initiatives.

7.2 Inclusive Vendor Criteria

We will prioritize vendors and suppliers who demonstrate a commitment to accessibility. ICBK will seek partnerships with those who share its accessibility vision.

7.3 Employee Engagement

We will equip and empower employees to design and deliver accessible offerings and services.

8. PRIORITY 6 – DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

8.1 Accessibility Awareness

We will promote awareness and understanding of accessibility through actively engage with public awareness campaigns and training programs.

8.2 Inclusive Events

We will ensure that Bank events are designed keeping in mind the needs of persons with disabilities, ensuring their equal participation.

9. GENERAL

The Bank welcomes feedback from employees, customers or members of the public about our *Accessibility Plan* and barriers to access at the Bank.

The designated person who is responsible to receive accessibility feedback is the Department Head, Human Resources and Administration.

There are several ways that the Bank can receive questions, comments and feedback. Contact us to:

- Request our *Accessibility Plan* in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology;
- Request the description of our feedback process in the formats listed above; or
- Provide feedback.

Inquiries will be acknowledged within 5 business days.

Channel	Details
Email :	Info5@icbk.ca
Phone :	1-877-779-5588
Mail :	Accessibility c/o Department Head, Human Resources and Administration Bay Adelaide Centre, West Tower 333 Bay Street, Suite 3710. Toronto ON M5H 2R2
Complaints :	complaint@icbk.ca
Anonymous :	Ethics (Whistleblower) Hotline : 1-888-394-2305 www.mycompliancereport.com , Access Code : ICBK

10. CONSULTATIONS

This Plan was drafted by an ICBK employee with a mental health condition. They considered the current state of the Bank's accessibility and advocacy to develop a plan that is meaningful and useful to identify, remove and prevent accessibility barriers. They consulted with Bank employees and senior management for input and assurance of the Bank's commitment.

This Plan was drafted in consultation with other persons of disability who questioned the Bank's intentionality and commitment to carrying out the Plan.

We will actively promote comments and input from our employees and customers about accessibility in the execution of the Plan and annual report.