

Accessibility Plan – Bank of China (Canada)

Introduction and Executive Summary

The Bank of China (Canada) (the “**Bank**”) is committed to accessibility for persons with disabilities. We are committed to meeting our obligations under the *Accessible Canada Act* (the “**ACA**”) and its Regulations.

The Bank is committed to providing a respectful, welcoming, accessible and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person’s disability and embodies principles of integration and equal opportunity.

In developing this Accessibility Plan and in making decisions regarding persons with disabilities, we have considering the following principles:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of policies, programs, services and structures.

General

The Bank has designated the Head of Human Resources Department as the individual that will be responsible for receiving feedback on any barriers to accessibility, as well as this Accessibility Plan.

Accessibility feedback can be submitted in the following ways:

- In person or by mail: 50 Minthorn Boulevard, Suite 600, Markham, Ontario L3T 7X8
- By telephone: (905) 771-6886
- By fax: (905) 771-8555

- By email: hr@bankofchina.ca

This Accessibility Plan will be posted on the Bank's intranet, which is available to our employees. In addition, the Accessibility Plan will be posted on our website at <https://www.bankofchina.com/ca/en/>.

Consultation

Our Accessibility Plan has been shaped by consultations with persons with disabilities.

During the development of the Accessibility Plan, the Bank actively engaged with individuals on the Accessibility Committee. To form the Accessibility Committee, the Bank sent an email to all employees and invited employees with disabilities to self-identify if they were interested, on a voluntary basis, in assisting with the development of the Accessibility Plan. In addition to employees with disabilities, members of the Health and Safety Committee were invited to join the Accessibility Committee. In total, there were six people on the Accessibility Committee; two people with disabilities, and four people that were part of the Health and Safety Committee. The employees with disabilities experienced physical and other disabilities.

The Accessibility Committee met on January 17, 2024 over Zoom. Employees were given a choice of how the consultation meetings took place to ensure the consultation process was accessible; however, Zoom was agreeable by all participants. To facilitate the discussion, the Bank asked the Accessibility Committee a number of questions regarding barriers experienced in employment, the built environment, information and communication technologies, and communication. The Bank asked a number of general questions about accessibility, as well as a number of specific questions related to whether its programs, processes, documents, physical workplace, etc. were accessible to persons with disabilities. In addition, the participants were invited to raise any additional concerns regarding accessibility on topics that the Bank had not expressly asked about. The consultation process revealed the following:

- Some individuals did not know where to find the Bank's policies on accessibility and accommodation;
- Some work stations may need to be adjusted to provide better ergonomic support;
- In person meetings with employees require better seating arrangements for individuals who may not be able to stand for extended periods of time;
- Employees are not aware of assistive technologies offered by the Bank; and
- There are some barriers in internal meetings (related to sound and font size of materials), which could be changed to provide better overall access to internal meetings.

The consultation process did not identify any barriers related to information and communication technologies; the procurement of goods, services, and facilities; the design and delivery of programs and services; or transportation.

AREAS OF ACCESSIBILITY UNDER THE *ACCESSIBLE CANADA ACT*

1. Employment

Accomplishments to Date

- The Bank offers accommodations in job postings, indicating the Bank's commitment to equal employment.
- The Bank outlines its commitment to equal opportunity and the availability of accommodation in its Human Resources Management Policy.

Barriers

During the meeting with the Accessibility Committee, it became evident that there is an opportunity for education for all employees on the subject of disability accommodation, including what is an accommodation, the process for requesting an accommodation, and where to find the Bank's policies related to accommodation.

Next Steps to Address Barriers

- By the fall of 2024, conduct training sessions for hiring managers and employees on accommodation best practices.
- By the end of 2024, develop a resource guide outlining available accommodations and how to request them.

2. The Built Environment

Accomplishments to Date

- The entrances to the Bank's physical space are accessible, and have buttons for each door at a height that is accessible to everyone.

Barriers

During the consultation process, the Bank identified the following barriers:

- There is a lack of ergonomic training and/or education for how to properly position desk, keyboard, mouse and chair.
- There are not enough chairs during large meetings, which means some employees are required to stand for extended periods of time.

Next Steps to Address Barriers

- By the end of 2024 the Bank will train all employees on proper ergonomics.

- Beginning immediately, the Bank will consider alternative meeting places for large meetings or will consider adding additional chairs to large meetings.

Information and Communication Technologies

Accomplishments to Date

None

Barriers

None.

Next Steps to Address Barriers

- By the end of 2024, the Bank intends to provide training on creating accessible digital content.
- By the end of 2024, the Bank will convert existing documents into accessible formats.
- By the end of 2024, the Bank will strive to implement captioning and transcripts for multimedia content where applicable.

3. Communication (Other than Information and Communication Technologies)

Accomplishments to Date

None.

Barriers

During the consultation process, the Bank identified the following barriers:

- As a result of inconsistent meeting practices and the varying use of internal media communications, there have been issues with volume and font/screen size during some internal meetings.
- The Bank has limited availability of alternative formats for written materials.

Next Steps to Address Barriers

- By the end of 2024, the Bank will develop guidelines for clear communication practices to be used consistently during internal meetings to ensure the communications are accessible.
- By the middle of 2025, the Bank will provide training on communication preferences and strategies.

4. The Procurement of Goods, Services and Facilities

The Bank is not currently aware of any barriers in the area of the Procurement of Goods, Services and Facilities. The Bank will continue to monitor this area to determine if any barriers arise.

5. The Design and Delivery of Programs and Services

The Bank is not currently aware of any barriers in the area of the Design and Delivery of Programs and Services. The Bank will continue to monitor this area to determine if any barriers arise.

6. Transportation

The Bank is not currently aware of any barriers in the area of Transportation. The Bank will continue to monitor this area to determine if any barriers arise.

Glossary

“**Barrier**” means 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.

“**Disability**” means 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.