

Accessibility Plan Year 1 Progress Report - Bank of China (Canada)

General

Overview of Progress Report

This progress report outlines the steps the Bank of China (Canada) (the “Bank”) has taken to improve accessibility in accordance with the Accessible Canada Act (ACA). It includes updates on employment, built environment, Information and Communication Technologies (ICT), Communication, Other than ICT, Procurement of Goods, Services, and Facilities, Design and Delivery of Programs and Services and Transportation. Additionally, it provides a summary of consultations conducted, feedback received, and how this feedback has been integrated into our ongoing efforts.

Contact Information

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 Year 1 Progress Report will be posted on our official website at <https://www.bankofchina.com/ca/en/>.

To request copies of our accessibility plans, progress reports, or feedback process descriptions in alternate formats, or to submit feedback about barriers encountered or on our implementation of the accessibility plan, please use the above contact information.

Changes in Communication

There have been no changes in how people can communicate with our Bank, submit feedback, or request alternate formats of our plans, reports, and descriptions.

Accessible Canada Act (ACA) Sections

Employment

Progress: There has been no progress in removing or preventing barriers identified in our accessibility plan.

Upcoming Actions: 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.

New Barriers: No new barriers have been identified.

Built Environment

Progress: We immediately provided enough chairs during large meetings, which means some employees are required to stand for extended periods of time.

Upcoming Actions: There is a lack of ergonomic training and/or education for how to properly position desk, keyboard, mouse and chair. By the end of 2024 the Bank will train all employees on proper ergonomics.

New Barriers: No new barriers have been identified.

Information and Communication Technologies (ICT)

Progress: There has been no progress in removing or preventing barriers identified in our accessibility plan.

Updates: 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.

New Barriers: None identified.

Communication, Other than ICT

Progress: There has been no progress in removing or preventing barriers identified in our accessibility plan.

Updates: 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.

New Barriers: None identified.

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.

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.

Transportation

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

Consultations

- **Consultation Date:** 2.00-2.40pm, June 17th, 2024
- **Methods Used:** Virtual zoom meeting and group discussions
- **Number of Participants:** 6
- **Range of Disabilities Represented:** Diabetes, and mental health disabilities

What We Consulted On: Reviewed the Accessibility Policy and Accessibility Plan and consulted on any barriers in current processes, improvements in accessibility plans, and feedback mechanisms.

Questions Asked: What barriers have you encountered? How can we improve our accessibility plan? What feedback mechanisms work best for you?

Answers Received: Some work stations may need to be adjusted to provide better ergonomic support. The feedback mechanisms work well.

Feedback

Received Feedback: Positive feedback on initial steps, with suggestions for further improvements in specific areas.

Barriers Encountered: Some barriers still exist, as stated in the accessibility plan.

Consideration of Feedback: Incorporated feedback into action plan and may adjust our action timelines accordingly.

This progress report is a testament to our commitment to making our Bank more accessible and inclusive for everyone. We will continue to work diligently to identify and remove barriers, ensuring equal access and opportunity for all.