



**7<sup>th</sup>**  
**Largest**

Canadian bank by AUM & AUA

**\$71**  
**Billion**

Total loans under management

**742,000+**  
**Customers**

Served nationally

**Drive change in Canadian banking to enrich people's lives.**

**Equitable Bank Accessibility Progress Report**

June 1, 2025



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## General

### Feedback process and contact information

We welcome feedback on this Progress Report and our Accessibility Plan. You may contact us through any of the means below. Your feedback will be reviewed by Vice President, Talent Strategy and Programs. **This Accessibility Progress Report and our Accessibility Plan are available in other accessible formats upon request.**

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### About Equitable Bank

Equitable Bank (hereinafter referred to as “Equitable Bank”, “Equitable” or the “Bank”) is Canada’s seventh largest bank by assets, playing an increasingly important role in the economy and in the lives and livelihoods of many people and businesses. As *Canada’s Challenger Bank*™, Equitable Bank has a clear mission to drive change in Canadian banking to enrich people’s lives. We leverage technology to deliver exceptional personal and commercial banking experiences and services to over 700,000 customers and more than six million credit union members through its businesses.

The Bank’s headquarters is in Toronto, Ontario, with regional offices in Vancouver, Calgary, Regina, Saskatoon, Montreal, and Halifax and the Bank employs over 1,900 challengers who are aligned to drive change in Canadian banking.

### Inclusion, Diversity, Equity, Accessibility and Anti-Racism = IDEA<sup>2</sup>

We are committed to building a diverse and inclusive workplace where everyone is honoured and respected. We believe that diversity drives innovation which leads to better outcomes for employees and customers. We continually invest in community causes that are important to our Challenger workforce and the social fabric of our country. For customers, we choose to offer services that challenge the status quo in banking, and incorporate the talents of our amazing staff to deliver value to underserved Canadians.

### Accessibility Statement

Equitable Bank is committed to providing an inclusive and accessible workplace for our employees to ensure that all staff and clients have the support needed to thrive. There can be no ‘best in class’ customer service without accessibility in mind.

# A Message from our CEO Andrew Moor

## Welcome to Canada's Challenger Bank

As *Canada's Challenger Bank*<sup>™</sup>, our purpose is to drive change in Canadian banking to enrich people's lives. Delivering on that purpose requires us to nurture an environment and mindset that strongly believes in the art of the possible – one that helps us think deeply about how we can best serve customers and reach underserved communities, while using technology and capital creatively to remove barriers that inhibit societal growth and progress.

This very same mindset guides us in our quest to identify and pursue ways to make our organization more accessible and more inclusive for all Canadians including our employees, customers and partners.

This Accessibility Progress Report, alongside the 2024 EQB Responsibility Report, describes the deliberate and thoughtful work we are doing to embed accessibility and inclusion across our organization. More importantly, these documents will enable you to evaluate, for yourself, what our Bank stands for and, hopefully, find that our values and priorities align with yours.

This report is shaped by the voices, wisdom and experiences of those it's meant to serve, and whose perspectives matters most. Alongside experts in the space, we carefully listened to our employees who formed the Accessibility Working Group and are deeply grateful for their contributions and insight that have helped us advance our efforts.

As you will see in the pages ahead, we made meaningful progress against our commitments. In particular, I am pleased with the work we're doing to:

- Expand and grow our EQ Bank platform by giving our customer base – which recently surpassed 500,000 – access to no-fee, high interest savings options in easy-to-use web and mobile apps;
- Bring national attention to, and improved application paths for, Registered Disability Savings Plans (RDSP) in collaboration with Canadian credit unions; RDSPs are a valuable but underutilized way to save with only 1 out of 8 eligible Canadians currently using this program;
- Lend to those who are building and preserving much-needed affordable rental housing across Canada, supporting the development of over 170 properties in the past year alone; and
- Help Canadian seniors enjoy peace of mind and live the retired lifestyle they deserve through our wealth decumulation services which enable them to age in place.

To be sure, there's always more work to be done, and to that end, I'll say this: the same mindset of ambition and forward momentum fuelling our rapid business growth also guides our efforts to champion accessibility and inclusion. As we look to the future, we're filled with hope, positivity and resolve. I invite you to join us in continuing to build a more empowering, enriching bank that serves all Canadians.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A Moor', with a long horizontal flourish extending to the right.

Andrew Moor

President & CEO of Equitable Bank

## A Note from our Chief Human Resource Officer Gavin Stanley

Since publishing our first Accessibility Progress Report in 2023, we have taken an honest look at our progress towards accessibility and inclusion, measuring not only what we've achieved but equally how far we still must go. Championing a more equitable banking system is core to our purpose, and building an inclusive environment, both physically and digitally, is both a natural and very intentional extension of that commitment.

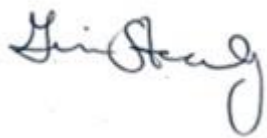
Over the past two years, our formal Accessibility Plan helped us align key aspects of our employment practices – from hiring and training to engagement, promotions and retention – to ensure a culture of belonging grounded in the principles of inclusion, diversity, equity, accessibility and anti-racism.

This assessment process, guided by employee feedback and best-practice advice from partners, has helped us adopt new strategies to create a workplace where our more than 1,900 passionate Challengers, as well as future employees, partners and guests can enjoy a true sense of belonging and authenticity as they work towards driving change in Canadian banking to enrich people's lives. A major milestone this year was the move to our new, purpose-built headquarters, designed from the ground up with accessibility and inclusion in mind.

We're building momentum, but readily acknowledge there's more to be done. In the year ahead, we'll audit our core human resources policies to ensure they reflect accessibility best practices, formalize our accommodation process and policy, and explore new opportunities to deepen our accessibility awareness training and educational programs. We'll also review our existing procurement policies and practices to ensure they embed accessibility considerations, helping extend our values beyond our own operations to the partners we work with.

Above all, we remain committed to listening – especially to those with lived experience. We will continue to leverage their wisdom in our planning efforts, always led by truth, accountability and clarity. Our commitment to accessibility is unwavering, and we will continue working towards a future where it is not a goal to aspire towards, but a reality we uphold and build on every day.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Gavin Stanley', with a stylized, cursive script.

Gavin Stanley  
Chief Human Resources Officer

# Accessible Canada Act (ACA) Priority Areas:

## Overview of Progress

As required under the *Accessible Canada Act (ACA)*, this annual progress report outlines the steps Equitable Bank has taken since the release of our Accessibility Plan in 2023. This year's progress reflects both our foundational work and our growing momentum as accessibility becomes more deeply embedded across our organization.

- **Digital Accessibility:** As a digital bank, EQ Bank has prioritized accessibility across our customer platforms. Following a comprehensive audit of our web and mobile experiences in 2023, we launched a full-scale rebuild of our digital interfaces. Accessibility is now integrated into our design system, development process, and quality assurance practices. We are actively removing barriers and building inclusive experiences from the ground up.
- **Built Environment:** Accessibility was a central pillar in the design and construction of EQ Bank Tower, our new head office at 25 Ontario Street, now complete and occupied as of May 2025. The space includes above-code features such as universal washrooms, height-adjustable workstations, assistive listening systems, and inclusive meeting room layouts. We continue to engage with property partners across Canada to ensure accessibility is prioritized in every location we operate, whether owned or leased.
- **Inclusive Employment:** As a talent-first organization, we are committed to building a culture of care and belonging. Over the past year, we have advanced inclusive hiring practices, improved transparency and awareness of accommodations, and expanded accessibility-related training for people leaders. We've also taken steps to better understand barriers to disclosure and advancement for employees with disabilities.
- **Communication and Information and Communication Technologies:** We've made strong progress embedding accessibility into our internal and external communications. Plain language principles are being adopted across departments, and a standardized accessibility checklist is in development to support inclusive document creation. In our digital channels, accessibility improvements are now scalable across platforms due to systemic updates to our design infrastructure.
- **Programs and Services:** We have expanded the accessibility of key financial offerings such as the Registered Disability Savings Plan (RDSP). Our national awareness campaign, simplified application pathways, and enhanced interpretation services reflect a broader shift toward inclusive service design and delivery.
- **Procurement:** While procurement remains an ever-evolving area, we've taken important steps: a policy review is underway, and we're building readiness across teams to ensure accessibility becomes a core consideration in future purchasing decisions.

This report outlines our progress across each of the ACA's priority areas, highlighting the specific objectives identified in our 2023 Accessibility Plan. Actions with longer-term timelines will be addressed in future reports as we continue our work toward a barrier-free Canada.

## Employment

Equitable Bank remains steadfast in our commitment to fostering an inclusive and accessible workplace. Over the past year, we have made meaningful strides in enhancing accessibility within our employment practices. This progress has been driven by invaluable feedback from employees, candidates and community partners with disabilities, and collaborative efforts across various teams. By prioritizing equity and inclusion, we aim to create an environment where every individual can thrive and contribute their unique perspectives, enriching our collective journey towards greater awareness and understanding.

### Objectives

- To foster an inclusive and accessible workplace where employees with disabilities feel supported, valued, and empowered to fully participate in and contribute to the organization.
- Increase the representation of persons with disabilities within the organization and promote a culture of inclusion that actively seeks to dismantle stereotypes. Ensure that workplace accommodation policies identify and remove barriers to accessibility for all employees.

### Actions and Progress Updates

- **Inclusive Recruitment:** The Talent Acquisition team piloted inclusive language in job postings and evaluated digital accessibility of the applicant tracking system. Talent referral relationships with ACHEV and Disability Solutions have created a stream of candidates with disabilities for hiring opportunities. As part of this work, early-stage accommodation needs are now being reviewed during application.
- **Workplace Accommodations:** The need for a clear and centralized Accommodation Policy and Process has been identified and the accommodation process is under review for clarity and ease of access. We are currently tracking accommodations. To simplify and formalize the onboarding of new hires with accessibility considerations, we are looking to operationalize an accessibility passport that will remain with the employee throughout their journey at Equitable Bank. We are also exploring anonymous feedback tools and improved internal education on invisible disabilities.
- **Expanded Self-Identification Survey:** This year, the expanded self-identification survey was introduced to better capture the diversity of our workforce. Enhancements to the survey included broader definitions, confidentiality notices, and a commitment to fostering trust regarding non-disclosure of disabilities.



- **Training & Awareness:** Content is being embedded into broader management development and onboarding programs to ensure additional disability training to all managers who have staffing responsibilities.
- **Policy Review:** Human Resources is auditing key policies (e.g. leave, performance, promotions) for alignment with accessibility best practices.
- **Career Advancement:** Equity gaps are being explored through analysis of promotion data, mentorship access, and inclusion in development programs.
- **Employee Engagement:** Continuous engagement with employees with disabilities through surveys and interviews has shaped progress and informed planning.
- **Partnerships:** We have continued our participation in Disabilities Mentoring Day with INNoVA. We have also expanded our reach in connecting with talent through CCRW's Untapped Talent Job board, in addition to our partnerships with other organizations such as ACHEV and Disability Solutions to expand our access to talent with disabilities. Equitable Bank was also a partner in a working group organized by CBDC Restigouche to increase diversity hiring in Canadian Banks.

## Planned Actions

- Launch anonymous feedback channels to collect experiences with accommodations and adjustments internally.
- Clarify, streamline and document the accommodation process and policy.
- Deepen the integration of accessibility into management development and onboarding. Throughout 2025, we are continuing the evolution of our workplace accommodation policies, and will continue to identify barriers and support accessibility practices for all employees.
- Continue our participation in and commitment to disabilities mentoring.
- Continue to expand disability confidence and awareness training for all people managers.

## Looking Ahead

Our efforts will center on cultivating a workplace culture where everyone feels safe and welcomed. Sustained collaboration across departments will be crucial to integrating accessibility into all people processes, from hiring to management development.

Equitable Bank is dedicated to implementing meaningful changes that support all employees, including those with disabilities. Our ongoing work involves embedding accessibility into our daily practices and decisions, with the long-term goal of creating an environment where everyone can thrive and reach their full potential.

## Built environment

In May 2025, Equitable Bank relocated its head office to **EQ Bank Tower**, at **25 Ontario Street**, in Toronto, Ontario, marking a significant milestone in our ongoing commitment to accessibility and inclusion. Throughout the design, construction, and transition process, accessibility was a core consideration, ensuring that our new space reflects our dedication to creating an inclusive environment for all employees.

## Objectives

- To provide an inclusive and physically accessible work environment that exceeds minimum code requirements and reflects best practices in universal design.
- To build and create spaces that are accessible to all users: customers, employees, and other stakeholders.

## Actions and Progress Updates

- **New Head Office (EQ Bank Tower):** Accessibility was a priority throughout design and construction, guided by a consultant-led review.
- **Core Features:** Included height-adjustable workstations, visual fire alarms, accessible kitchen layouts, contrast-enhanced whiteboards, and adjustable Genius Bar where employees can receive assistance with IT issues.
- **Above-Code Commitments:** Added universal washrooms, assistive listening devices, barrier-free design, and accessible IT infrastructure and meeting spaces.

## Highlights

### Accessibility-Integrated Design

Equitable Bank engaged an Accessibility Consultant from LRI Fire Protection and Building Code Engineers (“LRI”) as an integral member of the project planning team. LRI provided two accessibility reviews of the architectural drawings and produced a comprehensive report outlining barrier-free compliance recommendations, which guided our decisions throughout the build.

Key accessibility features include:

- **Height-adjustable workstations** to support ergonomic and inclusive workspaces.
- **Visual fire alarms** installed throughout the space — a significant improvement over previous locations.
- **Microwaves and kitchen features** placed at accessible heights in the café and shared areas.

- **White, high contrast whiteboards** were chosen over standard gray models to improve accessibility for users with low vision.
- **Height-adjustable Genius Bar** to support equitable access for both employees and visitors.

## Beyond Code Compliance

Equitable Bank has purposefully gone beyond minimum accessibility code requirements in multiple areas, reinforcing our goal of creating an inclusive built environment:

- **Universal washrooms** on every floor.
- **Power Door Operators (PDOs)** installed on all building and suite entry doors.
- **LAN Rooms and IT racks** designed with sufficient clearance for mobility device users.
- **All meeting room tables** designed at standard desk height and with appropriate turning radii.
- **Accessible sinks and faucets** in the café, labs, and first aid room.
- **No upper cabinetry** in areas like cafés, labs, and printer zones—ensuring all storage is reachable from lower cabinets and drawers.
- **Assistive Listening Devices** (hearing loop system) integrated into Town Hall meeting rooms.
- **Barrier-free entrances**, curb cuts, and dedicated accessible parking available for customers and visitors.
- **Clear 1800mm turning radius** in all rooms except designated storage spaces.

These upgrades reflect a proactive approach to accessibility that not only meets compliance requirements but foster an inclusive and welcoming environment for all employees, clients, and visitors.

## Planned Actions

- Continue regular audits to ensure all new or renovated spaces align with inclusive design.
- Maintain a feedback loop with employees on physical space improvements.
- Expand assistive technology (e.g. hearing systems) to more collaborative areas.

## Looking Ahead

Equitable Bank will uphold our commitment to accessible design in all future expansions and renovations. Guided by feedback-informed enhancements and proactive design, we will ensure that accessibility remains a core consideration in all our infrastructure planning.

## Information and communication technologies (ICT)

At Equitable Bank, we recognize the critical role that Information and Communication Technologies (ICT) play in fostering an inclusive environment. Our objective is to ensure that all digital tools and communications are accessible to persons with disabilities, including those with intersectional needs such as language barriers. By prioritizing accessibility in our digital platforms, we aim to create a seamless and equitable experience for all users. Our commitment to accessibility is reflected in our ongoing efforts to redesign digital assets, implement component-based fixes, enhance our testing processes, and support language interpretation. These initiatives are guided by feedback from past audits and our dedication to continuous improvement.

### Objectives

- Ensure that all digital tools and communications are accessible to persons with disabilities.
- Ensure our website, apps, and digital interfaces are accessible for persons with diverse disabilities and implement recommendations from the Digital Accessibility Audit.

### Actions and Progress Updates

- **Redesigned Digital Platforms with Accessibility in Mind:** Equitable Bank initiated a complete overhaul of our digital assets, starting with the iOS mobile application. Web and Android versions are currently in development. These rebuilds are rooted in a design system that uses tokens for standardized fonts, colors, and sizes, allowing for global updates and ensuring compliance with most up to date WCAG standards.
- **Component-Based Accessibility Fixes:** Accessibility improvements are now built into the foundation of the design system, meaning that fixes can be implemented once and reflected across all digital products. For example, adjustments to contrast or sizing for accessibility can be made globally using token updates.
- **Improved Accessibility Testing Process:** We have made strides in incorporating accessibility into our quality assurance (QA) and release processes, including:
  - Training QA teams on accessibility evaluation
  - Piloting automated tools to detect and remediate accessibility barriers
  - Expanding testing coverage in both secure and public environments
- **Use of Accessibility Audit Findings:** Past audits conducted by Deque Systems helped inform the rebuild strategy, especially for improving screen reader compatibility, consistent interface behavior, and colour contrast.
- **Language Interpretation Support:** While not traditionally part of ICT, the team has implemented a language access protocol that intersects with accessibility:
  - Agents can engage in calls with interpreters for customers with limited English proficiency.

- If no internal match is available, customers may use a third-party interpreter or relay service. We have enhanced relay service procedures that outline guidance on handling TTY, IP Relay, VRS, and Bell IP Relay services. This is to ensure equal access. All customers have access to the same services via call and chat. If a customer can't call due to a disability, we direct them to a relay service.
- Agents are trained to communicate through interpreters, maintaining professionalism and clarity.
- This service supports accessibility for persons with disabilities who may also be ESL speakers or members of other equity-seeking groups.

## Planned Actions

- Finalize rebuilds of web and Android platforms.
- Conduct component-level audit post-rebuild.
- Expand training for language access and digital accessibility.
- Reintroduce user testing with persons with disabilities, partnering with organizations who work directly with people with disabilities.

## Looking Ahead

Equitable Bank is dedicated to embedding digital accessibility throughout our development lifecycle. By conducting usability testing with diverse users and implementing inclusive support systems, we will ensure continuous improvements and uphold our commitment to creating an accessible and inclusive environment for all.

## Communication, other than ICT

Over the past year, our focus has been on enhancing the accessibility of our communication practices. We have made meaningful progress in improving clarity, inclusivity, and usability across both digital and non-digital formats. Our goal remains to ensure that all communications, whether internal or external, are clear and accessible to everyone.

### Objectives

- To ensure that all internal and external communications are inclusive, accessible, and usable for all audiences, including people with disabilities.
- Issue clear and transparent written communication and ensure that all internal and external documents are available in multiple accessible formats.

### Actions and Progress Updates

- **Plain Language and Inclusive Communication:** To improve the accessibility of our written materials, Equitable Bank is adopting plain language standards across all public-facing documents. We aim to ensure communications are clear, concise, and inclusive for all audiences.
- **Accessibility Reviews and Tools:** We identified gaps in consistent accessibility checks across communication materials. In response, a standardized accessibility checklist is under development. This checklist will guide staff on key elements such as font size, contrast, and alternative text for images. Equitable Bank is also exploring an internal review process to support accountability and ensure ongoing compliance.
- **Communication:** We are also reviewing the accessibility of physical and printed communication materials, including signage and brochures. Improvements under consideration include the use of high-contrast color schemes, large fonts, and the availability of materials in Braille or large print upon request. Additionally, we are evaluating how materials are displayed to ensure they are accessible to all individuals.
- **Training and Continuous Improvement:** Equitable Bank acknowledges that accessibility is a journey. We are continuing annual training refreshers for all staff and establishing feedback loops with employees, customers and clients with disabilities. These measures will help ensure that accessibility remains a core component of our communication practices moving forward.

### Planned Actions

- Finalize and roll out the accessibility checklist organization wide.
- Conduct reviews of all signage and print materials for accessible formats.

- Offer plain language and accessibility training during onboarding and through ongoing learning programs. Establish and maintain a list of approved ASL and LSQ service providers, such as Asign and Canadian Hearing Services, for rapid deployment.

## **Looking Ahead**

Equitable Bank is committed to building in accessible communication practices across all channels. A focus on usability and direct engagement with the disability community will inform future improvements.

## Design and delivery of programs and services

Equitable Bank has made significant strides in both the promotion and accessibility of our financial services. Our ongoing efforts are focused on ensuring that our offerings are inclusive and accessible to all customers, reflecting our commitment to equity and innovation in the banking sector.

### Objectives

- To deliver inclusive financial products and services that address the needs of persons with disabilities and promote their full participation in financial systems.
- Ensure that employees are equipped and empowered to design and deliver accessible programs and services.

### Actions and Progress Updates

- **Program Promotion and Outreach:** In collaboration with credit union partners, we launched a robust national campaign to raise awareness about the Registered Disability Savings Plan (RDSP). This campaign included:
  - Media coverage in outlets such as *Today's Parent*, *MoneySense*, *Abilities Magazine*, and *The Canadian Press*.
  - Distribution of tailored sales brochures and education materials.
  - In-person and virtual presentations delivered to credit union staff to help them support members with disabilities.
- **Digital Services and Accessible Design:** In parallel with outreach efforts and our progress in Information and Communication technology, a major digital transformation is underway. These upgrades position Equitable Bank to address accessibility issues more efficiently, moving from piecemeal fixes to systemic improvements.

### Planned Actions

- Expand accessible formats for RDSP and other financial documentation.
- Conduct usability testing with persons with disabilities.
- Implement inclusive design practices into all new financial services.
- Train customer-facing teams in inclusive service delivery and accessibility Tools.
- Ensure accessibility-related technologies are updated consistently across service offerings.
- Apply inclusive design principles to all future financial product development.



## Looking Ahead

We will continue to scale accessibility enhancements across our programs and services, integrating inclusion into product development, outreach, and service delivery models.

## Procurement of goods, services, and facilities

Equitable Bank is conducting a review of our procurement policy and practices with plans to integrate accessibility considerations. While current practices lack specific focus on systematic accessibility, foundational work is underway, and our team is committed to embedding accessibility into future procurement processes.

### Objectives

- Commit to expanding accessibility considerations with respect to acquiring product and services.

### Actions and Progress Updates:

- A review of our current procurement policy and practices with specific accessibility considerations to address and identify gaps in this area.
- As procurement processes are reviewed and centralized, we expect to make accessibility considerations more prominent in decision making.
- There is organizational awareness and readiness to adapt our practices which includes consideration of accessibility in procurement.

### Planned Actions:

- A revised procurement policy, inclusive of accessibility requirements, is targeted for adoption by the end of 2025.
- Internal reviews are underway to assess current procurement practices and identify opportunities to embed accessibility criteria into standard processes.
- Consideration is being given to adopting tools to evaluate vendors on criteria such as accessibility, inclusivity, and operational efficiency.
- The policy development process will consider best practices from both international frameworks (e.g., the International Labour Organization) and National standards (e.g., Procurement Canada guidelines).

### Looking Ahead:

The development of an accessible procurement policy will serve as a foundational step in Equitable Bank's broader commitment to inclusive operations. As the organization's procurement maturity evolves, accessibility will be embedded as a core consideration in the acquisition of goods, services, and facilities.

## Transportation

Not Applicable as Equitable Bank does not provide transportation services as defined under the ACA.

## Consultation with persons with disabilities

The phrase “Nothing about us, without us” is one we continue to live by, underscoring the importance of listening to those of lived experience and being led by their wisdom. We have adopted this approach because we believe that engaging with impacted individuals is important as it not only helps to identify barriers for removal but also to evaluate whether proposed solutions genuinely support their needs. We continue to engage with the community in many ways, such as Disabilities Mentoring Day through INNoVA, and targeted job postings on with the Canadian Council on Rehabilitation and Works Untapped Talent Job Board.

### Accessibility Working Group and Employee Resource Group

An executive sponsor has been assigned to our Accessibility Employee Resource Group (ERG) and we are working to put out a call across our regional offices and HQ for new members. This work will be supported by our Sponsor and VP of Talent Strategies and Programs.

The Accessibility Working Group has been instrumental supporting and implementing the actions of our accessibility plan. A considerable amount of time was also spent researching, discussing, and setting the foundation for longer-term actions noted in our Plan and this work will be foundational as we build an inclusive and barrier free path forward to 2026 and beyond.

## Accessibility in Action: Equitable Bank Voices of Progress

Over the past two years, accessibility awareness across Equitable Bank has grown in both depth and reach, and is now becoming a shared, proactive responsibility across teams. From digital design to marketing, development and service delivery, employees are increasingly identifying barriers, asking the right questions, and integrating accessibility into their everyday decisions. This shift—though sometimes difficult to quantify—represents a meaningful culture change and sets the foundation for lasting impact.

The following quotes reflect this ongoing journey and highlight how our people are bringing accessibility commitments to life.

"When developing customer communications, the visual components tell part of the story. By tagging these images with alt text that meets accessibility standards—something with which the team as a whole has become much more engaged—we ensure that the experience remains accessible to all, including those using assistive technologies, so that everybody gets the full picture." — Billy Picard, Copywriter

"In the past year, substantial efforts have been made to standardize and streamline our component library. This comprehensive initiative, encompassing design, product, and development, will enable our team to effectively eliminate numerous accessibility issues and address any future accessibility concerns with greater efficiency." - Claire Hamilton, Sr. Product Designer

## External Consultants

### INNOVA Research and Accessibility Consultants

We continue to engage in expert consultations and to support the identification and implementation of best practice, and knowledge exchange sessions to enhance accessibility and disability confidence across the Bank. Our trusted partner, INNOVA, specializes in developing inclusive solutions for greater accessibility and is a partner of the Canadian Council for Rehabilitation and Work, a non-profit organization who directly supports job seekers with disabilities. INNOVA's expertise in human rights in business and inclusion by design allows us to enhance our approach to diversity, inclusion, equity, accessibility, disability, and accommodations for the implementation of actions and reporting connected to the Accessibility Plan published on June 1st, 2023, and in building our path forward to our upcoming Accessibility Plan in 2026.

## Feedback

We published the Accessibility Plan on our website, along with details on how to give feedback on the Accessibility Plan and/or report any barriers encountered while interacting with the Bank. Since initial publication, we have not received any formal feedback through our feedback process however we continue to remain vigilant to the concerns of our employees, customers, and members of the public and steadfast in our commitment to the removal of barriers that otherwise could prevent the full participation of all individuals.

## Beyond 2025

In accordance with the ACA, Equitable Bank will publish a new Accessibility Plan in 2026. We are proactively moving towards this and mapping a course forward that is reflective of best practice, learning, and growth for a barrier free and accessible Equitable Bank.

As we have entered a milestone in our journey with the successful move into EQ Bank Tower, we expect enhanced experiences with accessibility and looking forward to measuring those and building upon this success in the year ahead. We also look forward to continuing to strengthen our existing community partnerships with disability serving organizations and seek to expand that reach.

## **In conclusion**

As stated in our 2023 Accessibility Plan, and reaffirmed throughout the past 2 years, our work to advance accessibility at Equitable continues to be driven not by obligation, but by purpose. This year, we have taken meaningful steps forward, deepening our understanding and strengthening our practices.

Our journey is ongoing. The progress made through 2024 - 2025 strengthens the foundation for a more robust, action-oriented 2026 Accessibility Plan—one that is informed by what we've learned, shaped by the voices of those we serve and employ, and inspired by the opportunities still ahead. We remain steadfast in our commitment to challenging barriers, fostering inclusion, and ensuring accessibility becomes not an aspiration, but a lived and sustainable reality for all.