

Tangerine Bank 2025 Accessible Canada Act Progress Report

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Introduction

We're pleased to present to you our second annual Accessible Canada Act Progress Report. This report outlines the progress we made in 2024 since implementing our [2023-2026 Accessible Canada Act Accessibility Plan](#).

At Tangerine, we're committed to providing the best possible service to all of our Clients and to providing an inclusive workplace for our employees. To us that means ensuring our Clients and our employees with disabilities are respected for who they are, that employees can reach their full potential and that Clients can access our services in a manner that respects their dignity and independence.

This Progress Report shows the accessibility improvements we made in 2024 and how your feedback is helping us to guide our efforts and priorities.

General

Contact Information

Tangerine's Vice President, Internal Controls is responsible for receiving feedback on the Tangerine Accessibility Plan and any barriers related to accessibility from Clients, employees, and members of the public in Canada.

Mailing address

Tangerine
Attn: Voice of the Client Team
3389 Steeles Ave E
Toronto, ON
M2H 0A1

Telephone number

1-888-728-2603 - Designated accessibility feedback telephone number open from 9:00 AM to 9:00 PM Eastern Time.

1-888-826-4374 or 1-888-TANGERINE - Call us toll free, 24 hours a day, 7 days a week.

Video relay service calls are always accepted.

Email address

welisten@tangerine.ca

Accessibility feedback

We welcome feedback from Clients, employees and members of the public on accessibility barriers, and on our [Accessibility Plan](#). You can find additional information on our [Feedback Processes](#) on our [website](#).

Alternate formats

Alternate formats of this document are available upon request. You can request print, large print, Braille, audio format or an electronic format compatible with assistive technologies by email, mail or telephone using the contact information above.

Consultations

To develop this progress report Tangerine Clients, employees and members of the public were invited to participate in the Accessible Canada Act Progress Report survey. The survey was available on Tangerine.ca for four weeks on our Accessibility webpage from January 13 to February 15, 2025. The survey was released in English, and French and contained 26 questions.

The survey participants included people from different age groups and genders, and people from both urban and rural locations, many of whom identified as people with disabilities.

Accessible Canada Act Progress Report Survey Results

Survey participants identified the following priority areas where Tangerine made impact:

- Built Environment
- Communication (other)
- Design and Delivery of Programs & Services

Survey participants identified the following priority areas where Tangerine made less impact:

- Employment – survey participants responded with the need to improve people leaders understanding of vision disabilities.

Feedback

From February 1, 2024, to January 31, 2025, we received 206 submissions of client feedback related to accessibility and 93 submissions of employee feedback related to accessibility.

Feedback can be submitted by mail, telephone and relay, email, our complaints process, and surveys including feedback forms on the web and mobile app.

Client Feedback

Based on the accessibility feedback we received and analyzed:

- 38% was related to design and delivery of programs and services.
- 17% was related to information and communication technologies.
- 9% was related to communication, other than information and communication technologies.
- Less than 1% was related to the built environment.

We haven't received any feedback regarding transportation barriers. We'll continue to monitor our feedback channels for any changes.

Accessibility Services and Accommodations based on Client Feedback

We're working on making our services better by:

- Enhancing and redesigning the onboarding process allowing Clients to access the authenticated experience more quickly
- Providing our employees in the Contact Center with specialized accessibility accommodations training.

Employee Feedback

Based on the accessibility feedback we received and analyzed:

- 35% were related to physical spaces.
- 25% were related to our culture.
- 24% were related to employment.
- 22% were related to accommodation.
- 22% were related to technology.
- 17% were related to communication and resources.

Accessibility Services and Accommodations based on Employee Feedback

We're working on making our employee experience better by:

- Use of fluorescent lighting in our office spaces.
- Increase awareness of the accommodation process among managers and reduce time to implement accommodations.
- Increase leadership awareness of accessible technology options and introduce a more accessible onboarding strategy to help new and existing employees learn about these technologies.

Feedback Considerations

We acknowledge all feedback in the manner it was submitted, and we will continue to share existing and ongoing feedback with the appropriate teams across Tangerine to develop solutions that need to be actioned. Sharing this feedback gives us an opportunity to make improvements to our policies, plans, and services and address the needs for our Clients and employees with disabilities.

Priority Area 1: Employment

Tangerine strives to be the employer of choice for the diverse communities we serve. Our goal is to create a long-lasting culture of equity, inclusion, accessibility and belonging. We aim to make all our systems, practices, and processes equitable.

Our strategy is built in partnership with [Scotiabank's Inclusion Commitments](#). This means making sure employees with disabilities are respected for who they are, that employees can reach their full potential, and that employees with disabilities can access Tangerine's services in a manner that respects dignity and independence. We're committed to having an inclusive and diverse workforce. To us, this means people feel they belong, can be their authentic selves, and thrive at work.

To better serve our Clients and communities, we win as one team.

Progress on Commitments

*Description	**Timeline Status
Representation Increase representation of people with disabilities by 20%.	2025 Achieved

*Description	**Timeline Status
<p>Employment Equity Plan</p> <p>Help advance Scotiabank's People with Disabilities Employment Equity Plan, which includes Tangerine to remove barriers related to attraction, retention and development of employees with disabilities.</p>	<p>2022 – 2025 In progress</p>
<p>Employee Accessibility Operating Model</p> <p>Implement Scotiabank's Accessibility Operating Model, which includes Tangerine, with a focused approach to delivering services, developing talent, and building an inclusive and accessible environment for employees with disabilities. It integrates accessibility into our employment practices.</p>	<p>2022 – 2026 In progress</p>
<p>Focused Hiring Programs</p> <p>Running targeted hiring programs with community partners to increase representation of people with disabilities. Two initiatives are currently under progress focused on hiring of people with vision loss and with cognitive disabilities.</p>	<p>2022 – 2024 Achieved</p>

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Commitment 1: Representation

In 2020, Scotiabank made a commitment to increase the representation of people with disabilities by 20% by the end of 2025. We met our goal in 2024 as 9% of new employees identified as a person with disabilities.

Additionally, we use Labour Market Availability (LMA) to evaluate the number of people with disabilities in our workforce, ensuring compliance with the Employment Equity Act. LMA measures the representation of equity-deserving groups in the Canadian labour market and is a benchmark for assessing employment equity. This data is updated every five years based on the Census and the Canadian Survey on Disability. We are committed to regularly monitoring our progress and actively seeking feedback to enhance our efforts.

In 2025, we'll also introduce a new 3-to-5-year Employment Equity Plan (EEP). This plan will use insights from an internal review and accessibility feedback data to align our practices with LMA and help to remove employment barriers.

Commitment 2: Employment Equity Plan

The EEP is continuously adapting to reflect the efforts of our colleagues and inclusion councils in addressing inclusion and accessibility barriers. We are committed to removing barriers related to hiring, retaining, and developing employees with disabilities.

Key highlights include:

- **Accommodation Details Feature:** We introduced a new feature on our internal website for employee accommodation plans. This feature helps communicate accommodation needs clearly to managers and helps ensure needs are met throughout one's employment, supporting fair performance reviews and career advancement.
- **Accessible Documents:** We provide accessible documents through our internal Human Resource sites.

In 2024, Scotiabank's Employee Accessibility Executive Council continued to ensure the bank, including Tangerine, provided an accessible and equitable experience for employees with disabilities. The council was made up of senior leaders who work globally to promote initiatives that improve accessibility for employees.

Commitment 3: Employee Accessibility Operating Model

In 2024, Global Human Resources (GHR) successfully ran the Accessibility Operating Model (AOM). The AOM helps support employees with disabilities by removing barriers and creating an inclusive workplace. This model gives our colleagues a way to work together on initiatives that benefit employees with disabilities.

We'll continue to use this model to drive positive change and achieve our goals through the end of 2025. We'll measure our success using the following:

- Key performance indicators within the EEP.
- The annual survey results from employees.
- Global Diversity Survey results

Commitment 4: Focused Hiring Programs

In 2024, we focused on hiring people with disabilities at Tangerine through programs with community partners. We focused on people with vision loss and cognitive disabilities.

To help with our efforts, we:

- **Resources:** Published an internal guide to help Tangerine's talent acquisition consultants, hiring managers, and interviewers to attract, engage, interview, and hire candidates with disabilities.
- **Candidate Website:** Created an external-facing website for people with disabilities to share their résumés and interests, helping connect them with recruiters.

To support student hiring, we hosted and joined 136 events for a variety of equity-deserving groups, including three events specifically for students with disabilities:

- Western Accessibility Forum
- Concordia University Career development day for students with disabilities
- Hirewesterner Ability Accessible Employment Forum

As a result, we hired students with disabilities for 6% of our co-op and internship positions, matching our 2023 results.

We continued to partner with the [Canadian National Institute for the Blind](#) through their Come to Work events and the Connecting the Dots virtual networking and in-person hiring events.

In partnership with Scotiabank, Tangerine has joined the Neurodiversity Confident Employer Program Pilot by Surrey Place, a not-for-profit company that provides comprehensive, centralized care for people of all ages with autism, developmental, and sensory-related disabilities. Hiring managers received bi-weekly e-newsletters, attended training sessions, and accessed resources to improve their knowledge of inclusive practices for neurodiversity in the workplace.

Priority Area 2: Built Environment

Tangerine is a digital bank without physical branches. We're committed to providing accessible physical spaces for employees. We achieve this by following Canadian legislation and building codes and comply with accessibility laws and regulations when building or making major changes to our employee spaces.

Progress on Commitments

*Description	**Timeline Status
Employee Workspaces Assess current state of employee workspaces by working with Scotiabank to complete workspace audits.	2023-2024 Achieved
Take Action Develop an action plan to focus on and carry out relevant actions based on audit recommendations.	2023 – 2026 In progress
Maintain Thereafter, continue to audit workspaces and carry out relevant actions based on findings.	2023 – 2026 In progress

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Commitment 1: Employee Workspaces

Our initiative, in collaboration with Scotiabank and the [Rick Hansen Foundation](#) (RHF), aims to measure meaningful access in physical spaces, based on universal design principles that go beyond current building codes.

In October 2024, we audited our offices across Canada and earned an RHF Accessibility Certified rating. Here are the results:

- Access to universal washrooms
- Accessible entrances and pathways
- Access to public transit and designated accessible parking spaces, where applicable

These audits helped us identify areas for improvement, which are now part of our action plan to ensure our spaces are accessible and inclusive for everyone.

Commitment 2: Take Action

We are committed to developing an action plan based on audit findings.

In 2023, we attained the WELL Health-Safety Rating for two of our workspaces from

the [International WELL Building Institute](#). In 2024, we worked towards our overall WELL certification.

In 2025, we'll continue to improve accessibility and inclusivity in our spaces by:

- Partnering with RFH to hold Scotiabank Accessibility Review Design Sharing sessions. These sessions will help our design professionals learn from the accessibility assessments across Canada.
- Piloting RightHear beacon technology in two workspaces, based on the insights gathered from our consultations with Canadian National Institute for the Blind. This technology helps people who are blind, visually impaired, or neurodiverse to navigate public spaces.

Commitment 3: Maintain

We regularly check our workspaces and make improvements based on what we find. Recently, we created Scotiabank's Ontario Build Code 2024, an internal guide for reviewing Ontario projects.

This guide includes barrier free requirements such as:

- Doorway
- Ramps
- Signs
- Power door controls
- Washroom and universal washroom

Also, three of our real estate employees have finished the Rick Hansen Foundation Accessibility Certification (RHFAC) Fundamentals Training. This 4-week course helps attendees understand the needs of people with disabilities, the barriers they face, and how to make spaces more accessible. It also teaches about Universal Design and the RHFAC method through case studies.

Priority Area 3: Information and communication technologies

We believe all Canadians deserve access to financial services. As one of Canada's leading digital banks, we're committed to providing accessible digital banking products and services that meet the needs of our Clients and enable them to bank with dignity and independence. We strive to eliminate barriers and improve our offering to Clients, employees and the public to deliver experiences that are equally empowering to all.

We work from a "people before bank" perspective and put accessibility at the heart of

each process – from design to delivery. We seek to truly understand the problems we’re trying to solve and measure our solutions to make sure we’re making a difference. We’re always course correcting, evolving with our Clients and creating ethical, sustainable, accessible and inclusive solutions.

Progress on Commitments

*Description	**Timeline Status
<p>Expand Digital Accessibility</p> <p>In partnership with Scotiabank, expand existing digital accessibility testing tools and processes.</p>	<p>2024 – 2027</p> <p>In progress</p>
<p>User Research and Consultations</p> <p>Increase opportunities for people with a broad range of disabilities and intersectional identities to provide input into the design of digital banking experiences by doing research and studies to understand digital banking preferences, barriers, and needs.</p>	<p>2023 – 2027</p> <p>Achieved</p>
<p>Accessibility in the Employee Digital Experience</p> <p>In partnership with Scotiabank, update Assistive Technology tools and training available for employees with disabilities and expand the Assistive Technology Catalog with solutions to support employees with cognitive disabilities.</p>	<p>2023 – 2025</p> <p>In progress</p>
<p>Digital Accessibility Practices</p> <p>Undertake an evaluation of digital accessibility practices and tools to discover gaps in our processes and close them with key stakeholders.</p>	<p>2023 – 2024</p> <p>In progress</p>
<p>Website and Mobile Banking App</p> <p>Construct and augment future website and Mobile Banking app to conform to WCAG 2.1 AA standards.</p>	<p>2023 – 2027</p> <p>In progress</p>
<p>Enhance the Lighthouse Design System</p> <p>Design, develop and test user interface components for Lighthouse design system to conform to WCAG 2.1 AA standards.</p>	<p>2023 – 2026</p> <p>In progress</p>

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Commitment 1: Expand Digital Accessibility

In 2024, we focused on providing our designers, developers, and testers with resources and tools to meet web accessibility standards. We rolled out a Digital Accessibility Process Maturity Assessment (DAPMA) for members of the design team to complete when handing off design work to developers. This process allows us to track accessibility with our projects and help our digital teams build solutions that make it easier for our Clients to use the web, ensuring a more accessible banking experience.

Commitment 2: User Research and Consultations

We have taken steps to increase options for people with a range of disabilities and intersecting identity factors to give input into the design of digital banking experiences.

We put in place processes that:

- Increase observer attendance options for qualitative research studies so that digital banking products and design colleagues can learn from people with disabilities.
- Highlight insights related to people with disabilities to meet Client needs for digital banking design.
- Work with the Digital Accessibility team to include insights from what we hear from Clients with disabilities to achieve accessibility by design.
- Leverage the use of Client experience design tools to reflect and consider the diversity of Tangerine's Clients, based on research conducted with people with disabilities.

As a result, people with disabilities were included in more studies held throughout 2024. Here is how people with disabilities were included in our three research methods:

- Research interviews: We included inclusive screeners during participant recruitment for 20 interview-based studies, resulting in 17% representation of people with disabilities among participants.
- Self-guided research: Although demographics aren't tracked at a participant level, we included recruitment criteria to ensure people with disabilities were part of these studies.
- Surveys: Based on optional participant responses, 23% of our survey participants identified as having a disability across 10 surveys conducted.

These efforts ensured the experiences of people with disabilities were used to influence our digital services, making them more inclusive and accessible for all.

Commitment 3: Accessibility in the Employee Digital Experience

We made updates to our assistive technology tools and training, to improve the support options for employees with disabilities. In 2024, we focused on these support options for employees with cognitive disabilities:

- **Assistive Technology Internal Site and Updates:** We created a new internal website to let employees and managers know about available assistive technology and how to access it. We also added these updates to our Global Human Resources and Accessibility internal sites.
- **Collaboration with Text Help:** We partnered with Text Help to give training on Read & Write, a tool supporting neurodiversity. Over 140 employees attended this training.
- **Go Learn: Empowering Inclusion with Accessible Technology:** We hosted a session on maximizing Windows 10 built-in accessibility features, covering tools from screen readers to changing font sizes.
- **Assistive Technology Catalog Expansion:** We translated our internal list of assistive technology into French. We are also exploring new assistive technology licenses for the entire bank.
- **Digital Well Being Community:** We launched a community on our employee communication platform, to let more employees know about technology accommodation options and assistive technology. This community now has 225 members.

Commitment 4: Digital Accessibility Practices

1. We have improved and enhanced our tools such as: Component guidelines and handoff checklists for designers to ensure accessibility is considered throughout the design process.
2. We continue to collaborate with our partners at Scotia Digital, leveraging and adapting their tools and best practices to strengthen our accessibility efforts.
3. We offer consultations and educational opportunities including weekly sessions and presentations for employees to foster knowledge-sharing and best practices around accessibility.
4. We are exploring ways to provide our web teams access to native devices, enabling the entire design team to evaluate on native platforms. This enables us to conduct thorough design QAs to maintain both design quality and accessibility.
5. We share relevant industry research with the Tangerine Design Team to educate employees on how people with disability interact with digital services such as banking.

Commitment 5: Website and Mobile Banking App

1. As part of our ongoing efforts to improve the website and native app, the Digital Accessibility Lead works closely with design teams to ensure both the website and Mobile Banking app comply with WCAG 2.1 AA Standards. This collaboration ensures our digital platforms are inclusive and meet accessibility requirements.
2. All mobile designers, including product designers and content designers, are equipped with both iOS and Android physical devices. This enables them to conduct comprehensive design quality assurance on respective platforms, identifying and addressing any usability or accessibility concerns.
3. All designers are required to complete the A11y Boost Training, as part of Fiscal Year 2025 goals. This is designed to enhance their knowledge of accessibility principles and best practices which ensures that accessibility remains a core focus in their design work.

Commitment 6: Enhance the Lighthouse Design System

We are working with Scotiabank's design system (Canvas) to ensure that ongoing and recent technology developments align with accessibility requirements by building the Canvas foundation and governance. This multi-brand design system enables our developers to use its built-in accessibility features to conform to WCAG 2.1 AA standards.

Priority Area 4: Communication, other than Information and communication technologies

We believe it's important everyone gets quick, easy, and fair access to information without barriers. We're committed to ensuring Tangerine information and communications can be used by everyone.

Progress on Commitments

*Description	**Timeline Status
Accessibility Improvements for Tangerine Services Make accessibility improvements to the ways in which Clients sign up for Tangerine services, including delivery of documents.	2023 – 2026 In progress

*Description	**Timeline Status
<p>Accessible Formats of Banking Documents</p> <p>Update processes to make it easier for Clients to request and receive accessible formats of banking documents.</p>	<p>2024 – 2028</p> <p>In progress</p>
<p>Simplified Financial Literacy</p> <p>Provide simplified guidance on financial literacy through our social media channels and website content.</p>	<p>2023</p> <p>Achieved</p>

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Commitment 1: Accessibility Improvements for Tangerine Services

1. We're redesigning the onboarding process to minimize information required before generating the Client Information File, allowing Clients to access the authenticated experience more quickly while providing alternate methods for assistance.
2. We're conducting user interface research to develop an improved ID verification method for Tangerine, focusing on reducing cognitive load for Clients with cognitive disabilities and low vision.

Commitment 2: Accessible Formats of Banking Documents

We improved our accessible Client document request process by simplifying internal processes we use to manage accessible document requests. This improvement makes sure that our Clients receive accessible documents in a timely manner.

Commitment 3: Simplified Financial Literacy

We have enhanced our social media channels and website content to provide Clients with clear and accessible guidance on financial literacy.

Priority Area 5: Design and delivery of programs and services

We believe all Canadians deserve access to financial services, and we're committed to providing accessible services that meet the needs of our Clients. We strive to continually eliminate barriers and improve our offering to Clients, employees and the public to deliver equally empowering experiences to all, regardless of their accessibility needs.

We're committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equitable opportunity and are committed to meeting the needs of people with disabilities by preventing and removing barriers to accessibility and meeting accessibility requirements. We continually strive to improve the accessibility of our products and services.

Progress on Commitments

*Description	**Timeline Status
<p>Tangerine's Client Accessibility Program</p> <p>Review and update Tangerine's Client accessibility program. We will consult with people with disabilities and implement improved Client accessibility processes.</p>	2024 – 2026 Achieved
<p>Employee Training</p> <p>Develop and launch training to improve employee understanding of how to support Clients with disabilities and implement accommodations when requested.</p>	2024 Achieved

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Commitment 1: Tangerine's Client Accessibility Program

We introduced a new process and framework to help employees support Clients with disabilities. This framework was created after consulting with Clients with disabilities to ensure we provide the right support for each person's unique needs. It includes:

- Tangerine's responsibility to accommodate Clients,
- How to accommodate Clients, and
- A support model for employees to find help.

We determined that a Client accessibility and accommodations policy was not required at this time, as our new process and framework ensures equitable measures and practices are in place to meet the current needs of our Clients.

Commitment 2: Employee Training

We remain focused on supporting Clients with disabilities. To achieve this, we have provided specialized accessibility accommodations training to our employees in the Contact Centre.

Priority Area 6: Procurement of goods, services, and facilities

Accessibility is about enabling everyone to fully participate in society without barriers. Accessible procurement applies to all sourcing, from routine purchases to using a contract for multi-year projects. Accessibility focuses on end users and how they interact with the goods, services, and facilities that we procure. This isn't a one-size-fits-all approach.

There's no one answer that will fit everything we buy. We consider accessibility by identifying the barriers faced by the people who use our products and services.

Progress on Commitments

*Description	**Timeline Status
Accessible Procurement Processes In partnership with Scotiabank, conduct a current state study to find out how to integrate accessibility requirements into existing end-to-end procurement processes.	2024 Achieved
ProcureAccess Partnership In partnership with Scotiabank, participate in a cross-industry initiative, ProcureAccess, facilitated by Disability: IN, a non-profit organization focused on disability inclusion, to advance the procurement of accessible digital technology.	2024 Achieved

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Commitment 1: Accessible Procurement Processes

In 2024, we completed a procurement gap analysis and created an action to address gaps in three key areas in upcoming years:

- Policy, procedure, and guidelines
- Finding and choosing supplies
- Awareness and training

Commitment 2: ProcureAccess Partnership

ProcureAccess is a business-to-business program led by [Disability:IN](#). ProcureAccess

brings together companies that understand the importance of buying and selling technology that is accessible to people with disabilities.

Scotiabank has been part of the [Procure Access Statement](#) since 2023 and joined the advisory group forum in 2024 to learn about best practices in accessible procurement. Our commitment to buy digital products and services that are accessible aligns with accessibility laws, regulations, and standards, including the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and future updates.

Additionally, Scotiabank is a corporate member of the Inclusive Workplace and Supply Council Canada (IWSCC), which aims to create opportunities for businesses owned by people with disabilities. In 2024, we partnered with IWSCC to host an event for certified businesses. This event provided information about our supplier diversity program, supplier registration, requirements, and key contacts.

Priority Area 7: Transportation

We haven't received any feedback regarding transportation barriers. We'll continue to monitor our feedback channels for any changes.

Accessibility Awareness and Training

We aim to increase employee knowledge, skills and understanding of accessibility through training that offers timely and continuous learning in many formats.

Training

We know that to be an ally for people with disabilities it takes an ongoing effort to expand our knowledge. We continue to offer comprehensive learning options, including live courses, eLearning modules, and how-to videos. These resources help our employees lead the way in creating an inclusive culture for Clients and employees.

Digital Accessibility Learning Program

The Digital Accessibility Learning Program is an award-winning training program. The Accessibility CoE offers 16 live sessions on the following topics:

- Web and Mobile,
- Digital Learning, and
- Documents.

In 2024, 562 employees joined these sessions.

Awareness Training

In 2024, the Accessibility CoE trained 204 employees, with a wide range of subject matter knowledge, in accessibility awareness and best practices through distinct sessions.

The Global Human Resources enhanced accessibility awareness through various training initiatives, including disability awareness modules, workshops on accessible documents, and mental health training. These efforts, including a partnership with Disability:IN, aimed to create inclusive workplaces and support employees with disabilities.

Rethinking Accessibility Training

Tangerine employees have participated in the **Rethinking Accessibility Training** eLearning course offered by Scotiabank. The course helps employees understand:

- Accessibility law,
- How to support Clients with disabilities, and
- Our responsibility to offer accommodations.

Learning x Accessibility Working Group

The Seniors and Accessibility Programs team collaborated with Global Learning and Development to lead a working group dedicated to improving the accessibility of digital learning for employees with disabilities.

In 2024, we launched the eLearning Accessibility Foundations Playbook and enhanced the Digital Learning Accessibility Portal. These resources provide practical advice and best practices for creating inclusive digital learning experiences.

Community Engagement

Employee Resource Group

At Tangerine, our employees can join Employee Resource Groups (ERGs). In 2024, these ERGs helped raise awareness about accessibility:

Mental Health & Wellness ERG, hosted these sessions on:

- Non-apparent disabilities, with Lorne Needle from Disability:IN. The event focused on how to create a welcoming and empathetic environment.

- Tools to support employees with disabilities for Contact Centre leaders in partnership with Disability:IN.
- Suicide awareness and intervention, to debunk myths and help employees support their own and their families' mental health.

DiversAbility ERG:

We held a session on employee engagement and career advancement, with insights from Disability:IN. The session showed how better engagement can improve retention, advancement, and performance, and shared successful strategies from top companies.

International Day of Persons with Disabilities Global Event

We hosted the **International Day of Persons with Disabilities (IDPWD) Global Event**, focusing on "Accessibility by Design." The theme focused on making accessibility part of everything we create and do. The event featured a spotlight video on **ScotiaRISE**, our 10-year, \$500 million commitment to help disadvantaged groups, including persons with disabilities.

The webcast included a:

- Keynote from Sinéad Burke (She/Her), founder and CEO of [Tilting the Lens](#), which provides consulting services with the mission to create a more equitable and accessible world.
- Panel discussion with our **DiversAbility ERG** members, sharing their lived experiences, and how allies can help build an inclusive workforce.
- Video on Enterprise Accessibility, showing what we are doing to improve accessibility at Scotiabank and Tangerine.