

## Multi-Year Accessibility Plan 2021 - 2023

### Statement of commitment

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

We're committed to meeting the objectives and requirements outlined in the *Accessible Canada Act* (the "ACA"), and to meeting the accessibility needs of persons with disabilities in a timely manner, through the implementation of the requirements of the ACA and its applicable regulations. We believe in integration and equitable opportunity through a diverse and inclusive environment, and are committed to identifying, preventing and removing barriers to accessibility and meeting accessibility requirements.

While ACA regulations are being developed, we've created this Multi-Year Accessibility Plan (the "Accessibility Plan") and have already taken steps to conform to the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") and its regulations. These steps include: the development of an Accessibility Policy, including a section on Accessible Client Service; the redesign of our website to conform to the Web Content Accessibility Guidelines 2.0 Level AA; and the creation of an Accessibility page on our site that includes information on how to request accessible formats and communication supports.

### What we plan to do:

This section of the Accessibility Plan outlines our commitment to achieving accessibility standards over the next two years, through initiatives that include:

- Reviewing existing policies, services and processes in anticipation of developing an Accessible Canada Act implementation plan, so that we can identify and remove future barriers (2022);
- Redesigning the current mandatory accessibility training program (2021);
- Updating our Accessibility Plan (2023).

For our Clients:

- Enhancing feedback mechanisms and communication supports for Clients with disabilities (2021);
- Continuing to ensure that our digital banking services are accessible by design (ongoing);

- Enhancing the processes for requesting and delivering accessible formats of documents (2021).

For our employees:

- We've renewed our diversity and inclusion goals in order to increase the diversity of our employee population over the next five years, focusing on people who identify as Black, Indigenous Peoples, Visible Minorities, People with Disabilities and Women;
- Development of a plan to remove barriers related to attraction, retention and development of people with disabilities.

## **What we're doing to meet existing accessibility standards and identify and remove accessibility barriers:**

### **Continuous improvement:**

In 2020 we conducted a review of our accessibility policies, plans and processes.

### **Employee experience**

We strive to create an inclusive culture where every employee:

- can reach their fullest potential;
- is respected for who they are;
- is embraced for their differences and similarities.

Our approach to accessibility respects the dignity, inclusion and participation of our employees. Inclusive design is part of our commitment, considering all people and their diverse needs and preferences. Consistent with this, we've:

- Conducted a review of the employee life cycle to determine where accessibility could be included or enhanced, and to ensure that accommodations are available where required.

### **Training**

We're committed to providing training on the requirements of Ontario's and Canada's accessibility and human rights laws as they apply to people with disabilities. Consistent with this commitment, we've:

- Included accessibility in mandatory online employee training for all new employees;
- Launched a Diversity & Inclusion training course for all employees, including a module on accessibility;

- Updated content on our internal employee information portal with Accessibility Help guidance to deepen awareness and knowledge about accessibility and people with disabilities;
- Ensured that new employees participate in digital accessibility awareness training during their onboarding as Client-facing staff.

## **Client experience**

We're committed to providing accessible Client service to people with disabilities. This means that we'll provide service to people with disabilities based on the same standards for high quality and timeliness as other Clients receive.

Consistent with our commitment to providing accessible Client service, we:

- Created a specialized team within the Tangerine Contact Centres to assist our Clients with accessibility needs;
- Provided designated phone line to Clients with accessibility needs;
- Created guidance in our Tangerine Help internal resource for Client-facing staff;
- Implemented a process for Clients to request accessible formats.

## **Information & communications**

We're committed to ensuring that we make information and communications accessible to people with disabilities and to providing accessible ways to communicate with Clients and employees that foster participation and respect, no matter how individuals choose to interact with the bank.

## **Accessible website**

We're dedicated to making our website accessible for each and every Client – regardless of ability, context or situation. We believe online banking can and should be barrier-free, and that good design should reflect the diversity of the people who interact with it. Consistent with this commitment, we've taken the following steps:

- Created a new Digital Accessibility Specialist role on our digital team to provide digital accessibility expertise to the teams building our digital Client experiences;
- Compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 AA for our website, applications and digital content;
- Launched a digital accessibility training curriculum to all Client-facing staff.

## **Automated Banking Machines (ABMs)**

Tangerine Clients have free access to Scotiabank's ABM network. Scotiabank has designed their ABMs to ensure accessibility for people with disabilities. This includes:

- Audio navigation co-created with Clients who are blind;



- Adherence to CSA Standard (B651) for accessible ABMs

### **Review process:**

Over the next few years, we'll continue to meet legislative and regulatory requirements, including making updates to this and other accessibility plans as necessary and submitting compliance reports to the appropriate regulators.

### **Feedback process**

We welcome feedback on how we provide accessible Client service. Client feedback will help us identify barriers and respond to concerns. We'll make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Feedback can be provided through our website and Mobile Banking app or by contacting us:

### **Call:**

**1-888-728-2603**

### **For more information:**

More information on this Accessibility Plan is available on our website at [tangerine.ca/en/ways-to-bank](https://tangerine.ca/en/ways-to-bank) and [tangerine.ca/en/accessibility](https://tangerine.ca/en/accessibility)

Accessible formats of this document will be made available upon request.