



## Citi Canada Accessibility Plan 2023

### General

For questions on any of our accessibility initiatives, to provide feedback, request a copy of this Accessibility Plan or request the description of our feedback process in an accessible format, please contact:

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Accessible formats of this document are available at no cost, upon request.

Accessible formats available include print, large print, Braille, audio format, and an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

### Accessibility Statement

Citibank Canada, Citibank, N.A., Canadian branch, Citi Cards Canada Inc. and Citi Canada Technology Services ULC (collectively, "Citi Canada") is committed to providing the best possible service to all of our customers, including people with disabilities. Citi Canada is also committed to providing an inclusive workplace for our employees. To us this means ensuring that customers and employees with disabilities are respected for who they are, that employees can reach their full potential, and that customers can access our products and services in a manner that respects dignity and independence.

Citi Canada is committed to complying with the requirements of 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. Citi Canada believes in integration and equitable opportunity through a diverse and inclusive environment, and is committed to identifying, preventing, and removing barriers to accessibility and meeting accessibility requirements.

While regulations to the ACA are being developed, Citi Canada has developed this Multi-Year Accessibility Plan (the "Accessibility Plan") which conforms with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") and its regulations. This Accessibility Plan outlines the steps Citi Canada has taken and is planning to take to identify, prevent and remove barriers to accessibility and to improve opportunities for people with disabilities.

## **Consultations**

A Diversity & Inclusion survey was distributed to all Citi Canada employees in March 2023 which includes questions on accessibility in the workplace. The feedback received is under review and results will be provided in late 2023 to the Diversity, Equity & Inclusion (DE&I) Committee for review and consultation.

### **What Citi Canada plans to do to improve accessibility:**

- Citi Canada will complete a review of the feedback received from the Diversity & Inclusion survey no later than end of 2023 to identify barriers to accessibility and create action plan(s), as appropriate, to remove those barriers.
- Citi Canada will seek external consultation for feedback on accessibility.
- Citi Canada will continue to seek feedback from employees through the DE&I Committee regarding current workplace programs in place.
- If Citi Canada receives feedback that identifies additional accessibility barriers that impact the premises where our offices are located, Citi Canada will work with our property management teams to determine how best Citi can make changes to remove the barrier(s).
- Should Citi Canada identify potential barriers to accessibility in services provided by vendors, Citi Canada will review the barriers and discuss with the vendors to determine what actions, if any, can be taken to remove the barriers.

### **What Citi Canada is doing to meet existing accessibility standards:**

#### **Employment**

Citi is building a diverse, equitable and inclusive bank with an equitable and inclusive culture where employees proudly reach their fullest potential. We recognize that unique individuals, collaborative teams, and inclusive leaders have far-reaching impact and are the engines of new ideas. It's our willingness to embrace the richness of our diverse teams, ideas and possibilities that drives our growth and progress.

We're embedding ownership for diversity throughout our business. Holding ourselves to the highest standards means setting the tone from the top. Senior leaders are accountable for instilling an equitable and inclusive culture. To keep diversity at the center of our decision-making, each Inclusion Network is co-led by a member of the senior leadership team.

Citi Canada is committed to fair and accessible employment practices.

Citi Canada accommodates people with disabilities during the recruitment, assessment, and selection processes and in consultation with job applicants, provides reasonable accommodations upon request. More specifically, Citi Canada:

- Notifies job applicants about the availability of accommodations during the recruitment, assessment, and selection processes; and
- Notifies successful job applicants about its policies for supporting employees with disabilities as soon as possible after they are hired via our Canada Employee Handbook.

Citi Canada is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship. More specifically, Citi Canada:

- has a process in place for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability;
- has a documented process “Return to Work and the Development of Individual Accommodation Plans” that details the process to request an accommodation as well as the responsibilities of each party (employee, manager, and third-party benefits partner);
- partners with a third-party benefits provider to deliver a proactive, high communication disability management program that facilitates individualized return-to-work plans.
- ensures requests for individual accommodation plans are reviewed by our benefits provider in a collaborative manner that includes the employee, manager, and health care professionals. Citi Canada is committed to ensuring that such accommodation is made available to the point of undue hardship.
- reviews our accommodation and return to work policies and plans to ensure that they are compliant with all applicable laws.

We take the following steps to ensure the accessibility needs of employees with disabilities are considered when Citi Canada is using performance management, career development and redeployment processes:

- Citi Canada reviews its employment systems, policies, and practices on an ongoing basis for the purpose of identifying and eliminating, where possible, employment, promotional, or training barriers.
- Where employment barriers are identified, Citi Canada takes corrective action to ensure reasonable accommodation of employees’ needs, up to the point of undue hardship.

Citi Canada has taken the following steps to prevent and remove other accessibility barriers identified:

- Citi Canada defines accommodation as, however, does not limit it to the removal of physical barriers or the provision of technical devices, and changes to policies and procedures and changes in work schedule. Where employment barriers are identified, Citi Canada takes corrective action to ensure reasonable accommodation of employees’ needs, up to the point of undue hardship.
- An individual employee may at any time request accommodation for reasons identified in applicable human rights and employment equity legislation. Citi Canada is committed to ensuring that such accommodation is made available to the point of undue hardship.

## **The Built Environment**

Citi Canada ensures public spaces are accessible when building or making major modifications to its public spaces. Public spaces include:

- Service-related elements such as service counters, washrooms, and reception areas.

All of Citi Canada’s offices in Toronto, Mississauga, Calgary, Montreal, and Vancouver include accessibility accommodations for people with disabilities visiting these offices. Employees greeting guests at the main reception of our offices assist as required to accommodate visitors with disabilities.

Citi Canada has put the following procedure in place when service disruptions are identified in relation to accessible parts of its public spaces:

- Citi Canada is advised by property management (as/if applicable) any time there is a disruption to access/other services at the building(s) where the public has access to its offices. Citi Canada provides temporary arrangements where necessary to accommodate public access to our business offices during times that accessibility is impacted.

In the event of a service disruption, we notify the public of the service disruption and alternatives available.

## **Information and Communication Technologies (ICT)**

Information about the availability of accessible formats and communication supports is posted on the Accessibility page of the [www.citigroup.com/canada/en/](http://www.citigroup.com/canada/en/) website.

Citi Canada offers accessibility options for online Zoom meetings which allows captions and adjustable font sizes.

### **Accessible Websites**

The [www.citigroup.com/canada/en/](http://www.citigroup.com/canada/en/) website and its content comply with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA requirements.

## **Communication, other than ICT**

Citi Canada is committed to meeting the communication needs of people with disabilities. We will consult with individuals with disabilities and consider their specific information and communication needs.

Citi Canada ensures all publicly available information, including our feedback process, is made accessible in accessible formats, upon request. Accessible formats available include print, large print, Braille, audio format, and an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

Citi Canada also considers other accessibility options for staff in internal meetings and townhalls in cases where participants advise of accessibility needs.

### **Accessible Emergency Information**

Citi Canada is committed to providing customers and clients with publicly available emergency information in an accessible way, upon request. We also provide employees with disabilities with individualized emergency response information, where required.

## **The Procurement of Goods, Services and Facilities**

Citi Canada strives at all times to provide its products and services in a way that respects the dignity and independence of people with accessibility needs.

Citi Canada's Procurement team works with various internal departments to consider accessibility needs when procuring goods and services or facilities for Citi Canada. Examples include:

- Citi Realty Service: when completing work at any of our Canada office locations and when procuring furniture; and
- Information & Technology: assessing accessibility capabilities when considering technical solutions.

These departments bring the requirements to the Sourcing team who works to support the identified sourcing need.

Citi Canada welcomes customers with disabilities to use personal assistive devices to obtain, use or benefit from our products, services, or facilities. Additionally, Citi Canada encourages customers to use any other assistive measures Citi may offer to accommodate our customers' needs.

Citi Canada permits the use of a guide dog or other service animal and third parties in areas of its premises that are open to the public, as follows:

- a person with a disability who is a customer, or
- a member of the public seeking services, in the areas of its premises that are open to the public or third parties.

Citi Canada permits its customers and other members of the public with a disability to be accompanied by a support person to a meeting with Citi Canada staff if they wish to do so.

## **The Design and Delivery of Programs and Services**

### **Employees**

Citi Canada strives to foster an environment of transparent and purposeful communication. We encourage all staff to raise concerns regarding barriers to accessibility to enable Citi Canada to assess and take action to remove and prevent barriers in our workplace.

### **Customer Service**

Citi Canada's *Accessible Customer Service Policy: Providing Goods and Services to People with Disabilities* available on the Accessibility page of the [www.citigroup.com/canada/en](http://www.citigroup.com/canada/en) website details our commitment to providing accessible customer service. It is available in alternative formats, upon request.

### **Feedback Process**

We are constantly looking for ways to improve. We welcome all feedback, including feedback provided anonymously, regarding the manner in which we are implementing our Accessibility Plan or regarding barriers encountered by our employees or other persons that deal with Citi Canada.

Feedback received from clients or employees will be reviewed and, where appropriate shared with the DE&I Committee, to determine if there are actions Citi can take to improve accessibility.

To provide feedback, please refer to the General section on the first page of this Accessibility Plan for details on how to forward your comments and suggestions.

We will acknowledge receipt of your feedback, unless feedback is received anonymously, in the same manner it is received.

Requests for a copy of our feedback process in an accessible format will be provided as soon as feasible but, at the latest, 45 days after the day on which the request is received for Braille or audio formats or 15 days after the day on which the request is received for other formats.

## **Training**

Citi Canada is committed to providing training to employees, volunteers, and other staff members (“staff”) on the requirements of Ontario and Canada’s accessibility and human rights laws as they apply to people with disabilities. Consistent with this commitment, Citi Canada’s training program includes:

- mandatory online e-learning accessibility training for new staff; and
- annual mandatory online e-learning accessibility training for existing staff.
- Training includes the following:
  - a review of the purposes of Ontario and Canada’s accessibility requirements which included the *AODA* and *Integrated Accessibility Standards* specific to the Information and Communications, Employment, and Customer Service Standards as well as the *ACA* and *Accessible Canada Regulations*;
  - how to interact and communicate with people with various types of disabilities;
  - how to interact with people with disabilities who use assistive devices, service animals, or support persons;
  - how to use equipment or devices available on the premises or provided by the business that may help with the provision of goods or services to people with disabilities;
  - what to do if a person with a disability is having difficulty accessing a particular good or service offered by Citi Canada; and
  - the processes that Citi Canada must follow to create, provide, and receive information and communications in a manner that is accessible to people with disabilities.

## **Kiosks**

Citi Canada does not use self-service kiosks in the provision of its services to customers. However, in the event Citi Canada should look to introduce self-service kiosks to its future business plans, Citi Canada will consider the needs of people with disabilities when designing, procuring, or acquiring any self-service kiosks.

## **Review Process**

Over the next few years, we will continue to meet legislative and regulatory requirements, including making updates to this Accessibility Plan as necessary and submitting compliance reports to the appropriate regulators, as required.

## GLOSSARY

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**Accessibility** means giving people of all abilities opportunities to participate fully in everyday life.

**Accessible Formats** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

**Assistive Device** is any piece of equipment a person with a disability uses to help them with daily living (e.g., wheelchair, screen reader, listening device, cane).

**Barrier** means anything – 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.

**Communication Supports** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Disability or Disabilities** 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.

**Service Animal** is an animal used by a person with a disability for reasons relating to his or her disability.

**Support Person** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.