



Citi Canada Accessibility Plan Progress Report 2024

General

To request a copy of the Citi Canada Accessibility Plan, Citi Canada Accessibility Plan Progress Report, or our Feedback Process in an alternate format, please reach out to the contact noted below. For questions on any of our accessibility initiatives, to provide feedback about barriers encountered when dealing with Citi Canada or Citi Canada's implementation of our Accessibility Plan, 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.

Citibank Canada and Citibank, N.A., Canadian branch (collectively, "Citi Canada") have offices in Toronto, Mississauga, Calgary, Montreal and Vancouver. Citi Canada does not offer retail banking services to individuals. Citi Canada provides products and services to institutional and high net-worth clients through four key business lines:

- **Citi Banking** including Investment Banking, Corporate Banking and Commercial Banking
- **Citi Markets**
- **Citi Services** including Treasury and Trade Solutions and Securities Services
- **Citi Wealth** including Citi Private Bank

Citi Canada is committed to complying with the requirements of *the Accessible Canada Act (the "ACA")* and *the Accessible Canada Regulations*. Citi Canada has developed this Accessibility Plan Progress Report to provide customers and employees with the progress Citi Canada is making to remove barriers to accessibility and improve opportunities for people with disabilities, since publishing our Citi Canada Accessibility Plan in June 2023.

AREAS IN SECTION 5 OF THE ACCESSIBLE CANADA ACT

Employment

Citi Canada did not identify barriers in this area that require actions to be taken. Should Citi Canada receive feedback that identifies barrier(s), Citi Canada will review the feedback to determine what actions, if any, can be taken to remove the barrier(s).

The Built Environment

Citi Canada has not occupied new premises in the previous year, therefore no actions required in this area. Additionally, Citi Canada did not identify barriers in this area that require actions to be taken. Should Citi Canada receive feedback that identifies barrier(s), Citi Canada will review the feedback to determine what actions, if any, can be taken to remove the barrier(s).

Information and Communication Technologies (ICT)

Citi published the Citi Accessibility Guidebook in November 2023 which provides best practices and suggestions for developing accessible content using common tools like Word, PowerPoint and Zoom, to create content that is accessible. The Guidebook includes topics as listed below:

- Using Microsoft tools to create accessible content (e.g., font, color)
- Using alternative text (Alt Text), images and hypertext
- Creating charts, tables, diagrams, and infographics
- How to use the Microsoft accessibility checker and apply accessibility checker recommended actions

Citi Canada will continue to commit to providing information and communication technologies in an accessible manner.

Communication, other than ICT, The Procurement of Goods, Services and Facilities, & The Design and Delivery of Programs and Services

Citi Canada did not receive any feedback or identify any barriers that required actions to be taken in any of these three areas. Should Citi Canada receive feedback that identifies barrier(s), Citi Canada will review the feedback to determine what actions, if any, can be taken to remove the barrier(s).

CONSULTATIONS

Internal Consultations

In support of Citi's commitment to establishing a diverse and inclusive workforce, the Citi Canada Employment Equity Consultation Survey took place in March 2023 and was made available to all employees, including those with disabilities. The survey results are used to identify potential barriers to full inclusion for all Citi employees across a broad range of diverse demographics. The survey asked the following questions in relation to accessibility:

- If I become disabled or injured and need accommodation (either temporarily or permanently) to do my job, I would not hesitate to ask for it.
- The workplace is accessible for those with a disability.
- When identifying as a person with a disability, my employment will not be negatively impacted.

Please see Feedback Header below for details on the feedback received.

External Consultation

Citi Canada engaged an external consultant who has lived with a physical disability for over 14 years to provide feedback regarding accessibility within Citi Canada. The consultant completed an Accessibility report in Q2 2024 on physical spaces as well as on web and digital presence. In addition, the consultant reviewed the Progress Report and provided no recommendations.

Please see Feedback Header below for details on the feedback received.

FEEDBACK

Internal Consultations

Of the employees that responded to the Employment Equity Consultation Survey, over 80% of respondents would not hesitate to ask for accommodation (either temporarily or permanently) if they became disabled or injured and nearly 80% feel the Citi Canada workplace is accessible for those with disabilities.

Citi Canada has identified an opportunity to raise awareness regarding Citi Canada's policies, processes, and resources available to support employees' accommodation requests.

External Consultation

The consultant advised Citi Canada's physical space provides considerable space for guests with various types of disabilities to navigate through common areas, meeting rooms, office spaces, and cubicles. Additionally, there is an existing accessible washroom within Citi's office layout, while common areas such as the kitchen and its appliances are at an adequate height for access.

An opportunity for the physical space was to implement additional signage in the workplace that provides clear direction on where the accessible washroom is located.

Specific to Citi Canada's digital presence, the consultant advised Citi's brand logo and colours present a naturally beneficial colour contrast, making it more easily perceivable for web users. Text-to-speech options exist within the website, therefore it can be dependably interpreted by a wide variety of users, including those with visual impairments. Lastly, Citi's web presence is well organized into various headings allowing easier navigation for assistive technologies.

An opportunity for enhancement was to incorporate the use of alt-text across all social media platforms.

Citi Canada will take the feedback received and evaluate what actions can be taken to incorporate the suggestions received to further enhance accessibility in the workplace for employees and visitors.

Public Feedback

There has been no feedback received from the public in relation to accessibility by the contact listed in the General section.

GLOSSARY

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.

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.

DE&I means Diversity, Equity, and Inclusion.

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.