



Citi Canada Accessibility Plan Progress Report 2025

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, or to provide feedback about any barriers encountered when dealing with Citi Canada or Citi Canada's implementation of our Accessibility Plan, please contact:

Adrian Haviland

Citi Canada Country Office

Mailing Address: Suite 1900, 123 Front Street West, Toronto, ON, M5J 2M3

Telephone: +1 416-947-5757

Email: adrian.haviland@citi.com

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 Corporate Banking and Commercial Banking
- **Citi Markets** including Fixed Income & Equity Products
- **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 an update on progress that 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 2024.

AREAS IN SECTION 5 OF THE ACCESSIBLE CANADA ACT

Employment

Citi Canada officially launched **Canada's Disability & Neurodiversity Network** (the "Network") in May 2024. The Network's mission is to champion an inclusive culture for people with disabilities and neurodivergent individuals by raising awareness, improving accommodations and accessibility, developing talent, and driving employee and client engagement.

Citi Global Disability Network Members and Neurodiversity Forum introduced the **Citi Global Disability and Neurodiversity Allies Mentorship Program** which aims to promote awareness and foster inclusion by educating senior leaders on the experiences of people with disabilities and neurodivergent colleagues, while also providing opportunities for networking and career development within Citi.

Citi published the **Citi Accessibility Guide** which includes guidance and best practices for developing accessible content within Citi.

Furthermore, Citi Canada published the latest version of the **Employee Handbook** in August 2024 which includes sections on **Accommodation** and **Accessibility**.

In the **Accommodation** section, Citi Canada assures employees that it 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 to members of designated groups and individuals protected under applicable human rights and Employment Equity legislation. Where employment barriers are identified, Citi Canada will take 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. Examples of reasonable accommodations that may be undertaken include, but are not limited to, the removal of physical barriers or the provision of technical devices, changes to policy and procedures, and changes in work schedules and location, up to the point of undue hardship.

In the **Accessibility** section, Citi Canada assures employees that it will (a) respond to requests for reasonable accommodation with respect to disabilities and develop individual accommodation plans, and (b) facilitate employees' return to work following absences due to disabilities. All reasonable accommodation and return to work requests will be managed as promptly as possible in light of individual circumstances. No employee will be penalized for making an accommodation request and/or seeking to return to work following a disability leave of absence.

The policies and programs of Citi Canada are designed to achieve equality in the workplace so that no individual is unlawfully denied employment opportunities or benefits.

The Built Environment

Citi Canada Calgary office moved to new premises in April 2025 which meets current accessibility standards.

Citi Canada will review the findings from the **2025 Accessibility Consultation Survey** (described in detail under Consultations header below) to determine if changes need to be made to the work environment.

Information and Communication Technologies (ICT)

Canada's Disability & Neurodiversity Network hosted a session in November 2024 on Citi's Assistive Technology and Office Accessibility Program which provides tools and services for employees with disabilities.

Assistive Software:

- ClaroRead
- Dragon Naturally Speaking
- Fusion
- SonicCloud
- Zoom
- Windows Accessibility functionalities
- Microsoft Office Accessibility functionalities

Assistive Hardware:

- Braille Display
- CapTel Phone
- Desktop Magnifier
- Headsets

Citi Canada is committed to providing information and communication technologies in accessible formats.

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

In support of Citi Canada's commitment to establishing a diverse and inclusive workforce, we invited employees to participate in the **2025 Accessibility Consultation Survey** which took place in April, 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 Canada employees across a broad range of diverse demographics. The survey asked the following questions in relation to accessibility:

- When identifying as a person with a disability, my employment at Citi will not be negatively impacted.
- Citi Canada workplaces are accessible for those with disabilities.
- All necessary work areas at Citi Canada locations are accessible to me with my current mobility level.
- Assistive technologies available within Citi (e.g. Microsoft Office Accessibility Check, Zoom's caption/transcript functionality) are easy to use.
- Contents on Citi websites are easy to navigate and read.
- 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.
- I would feel comfortable communicating my accessibility needs to my manager and colleagues.
- I would not hesitate to raise any feedback or concerns regarding barriers to accessibility.
- I am aware of Citi's accessibility guidelines and where to obtain resources.

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

FEEDBACK

Consultations

Of the employees that responded to the **2025 Accessibility Consultation Survey**, over 87% of respondents would not hesitate to raise feedback or concerns regarding barriers to accessibility and nearly 86% would feel comfortable communicating their accessibility needs to their manager and colleagues. In addition, nearly 90% feel that all necessary work areas at Citi Canada locations are accessible to them at their current mobility level.

The survey has identified potential areas where improvements could be made. These include providing further training on where to obtain Citi's accessibility resources, enhancing accessibility-related communications, improving the accommodation request process and renovating the Toronto office to include automatic opening doors. These findings will be shared with the Canada Disability & Neurodiversity (DAN) Committee, to review and solicit recommendations for action.

Public Feedback

Citi Canada Country Office contact listed in the General section has not received public feedback related to accessibility.

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.

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.