



# 中国工商银行

INDUSTRIAL AND COMMERCIAL BANK OF CHINA

(加拿大)  
(CANADA)

## ICBK Accessibility Plan Progress Report 2024 (December 2024)

Approved By :

A handwritten signature in black ink, appearing to be '王鲁宾' (Wang Lubin), written in a cursive style.

**Mr. Lubin Wang**  
**Chief Executive Officer**

**Date : December 31, 2024**

## 1 General

At Industrial and Commercial Bank of China (Canada) (also known as “ICBK”, the “Bank”, or “we”), we remain committed to fostering an inclusive, barrier-free, and accessible for everyone – our employees, customers, stakeholders, and the broader community. As part of our obligations under the *Accessible Canada Act* (“ACA”), this report provides outlines the progress we have made in the past year since releasing our Accessibility Plan, and highlight areas where we plan to strengthen our efforts moving forward.

The Bank welcomes feedback from employees, customers or members of the public about our Accessibility Plan and barriers to access at the Bank. To ensure open communication and accessibility, we have designated our Head of Human Resources and Administration to receive feedback and respond to enquiries regarding accessibility on behalf of ICBK.

We are committed to provide alternate formats of our Accessibility Plan, Progress Reports, and feedback process descriptions upon request. These formats may include large print, braille, audio, or digital formats compatible with assistive technologies.

Additionally, individuals are encouraged to share their feedback on barriers encountered while interacting with ICBK or on our implementation of the Accessibility Plan. Feedback can be submitted via email, phone, or mail.

Your input is invaluable in helping us improve accessibility for everyone. Please feel free to contact us through the following channels:

Channel	Details
Email :	<a href="mailto:Info5@icbk.ca">Info5@icbk.ca</a>
Phone :	1-877-779-5588
Mail :	Accessibility c/o Department Head, Human Resources and Administration Bay Adelaide Centre, West Tower 333 Bay Street, Suite 3710. Toronto ON M5H 2R2
Complaints :	<a href="mailto:complaint@icbk.ca">complaint@icbk.ca</a>
Anonymous :	Ethics (Whistleblower) Hotline : 1-888-394-2305 <a href="http://www.mycompliancereport.com">www.mycompliancereport.com</a> , Access Code : ICBK

## 2 Accessibility Progress Development Process

This progress report was developed to reflect our commitment to removing barriers to accessibility. To ensure transparency and inclusion, we engaged with employees and customers through surveys to collect insights on barriers to accessibility within our

organization. These efforts helped us assess our current state, prioritize key areas, and identify actionable steps to enhance accessibility.

### 3 Consultations

Under the *ACA*, organizations are required to consult with individuals with disabilities to gather input on accessibility barrier and ensure feedback informs the development and implementation of their accessibility plan.

To meet the requirement, we conducted the following consultation initiatives:

- **Employee Survey:** We distributed a survey to all employees and received 29 completed responses. This survey aimed to identify barriers in the workplace and gather suggestions for improvements for ICBK's accessibility plan.
- **Customer Survey:** We invited our clients at our branches to complete the survey with an aim to understand their experience with our services and facilities.

Key insights included:

- Feedback emphasized the need for better awareness and training on accessibility.
- Suggestions were made to improve physical facilities, such as installing automatic doors at branches.
- Employees highlighted the importance of having multiple channels to report accessibility issues.

### 4 Feedback

#### 4.1 Feedback Statistics:

- **Employee Feedback:** 29 completed surveys
- **Customer Feedback:** Though we invited our clients at our branches to participate in our customer survey, only 1 response has been received. It indicates that we have to continue explore additional methods to encourage participation and more targeted communication efforts.
- **Range of Disabilities Represented:** Mental health disabilities, physical disabilities, and hearing impairment

#### 4.2 Feedback Breakdown:

- **By Barriers:**
  - ✧ Several employees raised concerns about barriers in accessing services, such as issues with dropped calls.
  - ✧ Physical barriers, such as the lack of automatic doors at branches, wheel chair ramp, were noted.
  - ✧ Some employees mentioned challenges with internet access when searching for job-related information.

- **By Areas in Section 5 of the ACA:**
  - ✧ **Employment:** Employees requested more training and awareness programs to address accessibility issues.
  - ✧ **Built Environment:** Feedback included suggestions to improve branch accessibility through updates to physical infrastructure.
  - ✧ **Information and Communication Technologies (ICT):** Employees noted gaps in digital resources and internet availability. Some also mentioned the preference of using Braille, while others stated the difficulty in resetting personal banking password when using online banking services.
  - ✧ **Communication (other than ICT):** Some employees expressed a preference for email communication, or direct reporting to the Human Resources & Administration (HRA) Department for accessibility issues. Some also suggested the use of online channel such as website or social media platform.
- **By Feedback Channels:**
  - ✧ Most employees preferred using email for reporting accessibility concerns.
  - ✧ Some also suggested to use online channel such as website or social media platform for providing feedback
  - ✧ A minority suggested direct, in-person communication with the HRA Department.

#### 4.3 Feedback Gaps

- While we received valuable feedback in several key areas, no feedback was received on the procurement or the design and delivery of program and services. We plan to focus on gathering feedback in these areas in the future.

#### 4.4 Accessibility of the Feedback Process

- Our feedback process is considered accessible as it provides multiple channels for employees and customers to provide input. Most feedback was collected via email, whilst some were submitted in physical copies through the designated collection box or through our branches. We plan to enhance awareness of this process through additional communication and training.

## 5 Areas Described Under the Act

### 5.1 Employment

We made efforts to foster an inclusive work environment by conducting an employee survey to assess accessibility-related concerns that could impact job performance and inclusivity. Although there were no major changes in our employment practices, we plan to implement additional training and awareness initiatives. We will continue to ensure that our recruitment, hiring, and workplace policies foster an inclusive environment for employees with disabilities. Necessary tools and equipment, such as adjustable desk and voice recognition

software, will be provided to employees who require them.

## **5.2 The Built Environment**

Feedback from employees has highlighted concerns regarding physical access to our facilities, particularly the lack of automatic doors in certain branches, and wheel chair ramp on the premises. We are actively reviewing the design of our branches and plan to prioritize upgrades to our physical spaces, including automatic doors and improving access for individuals with disabilities. We are committed to reviewing and addressing these concerns as part of our ongoing efforts to make our facilities more accessible to both employees and customers.

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

We recognize that accessibility to digital platforms and tools are critical for both employees and customers. As part of our ongoing accessibility efforts, we are committed to meeting the accessibility needs with the following accommodations:

- Accessibility of digital documentations, forms and templates are available on intranet
- Clear IT installation guides and instructions are provided in plain language
- Live chat options are available for online banking website and mobile banking application that allow customers to interact with the Bank's representative directly.

We will continue to evaluate our digital environments and look for ways to make changes whenever needed for our employees and customers.

## **5.4 Communication (Other than ICT)**

Our feedback process is facilitated through a dedicated email address that is listed on our corporate website. Feedback collected via this channel will help us identify areas for improvement, including the need for additional communication about accessibility issues within the Bank. Moving forward, we will ensure that all communication channels are accessible and that staff are trained to engage effectively with individuals who may require accommodation. We will also explore additional ways for employees and customers to share feedback, ensuring all communication channels are accessible.

## **5.5 Procurement of Goods, Services and Facilities:**

In the area of Procurement, we are reviewing our processes to ensure accessibility considerations are integrated into our purchasing decisions. This includes ensuring that products, services and facilities we procure meet accessibility standards. ICBK continue to prioritize vendors and suppliers who demonstrate a commitment to accessibility.

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

We focused on improving the design and delivery of our services to ensure they are accessible to individuals with disabilities. We are addressing customer service barriers, such as long wait times and difficulty accessing certain services, by training staff and adjusting service delivery methods.

## **5.7 Transportation**

- ICBK does not currently run any transportation services; therefore, this priority area is not relevant to ICBK.

# **6 Feedback Process and Future Plans**

## **6.1 Feedback Collection**

We have a dedicated accessibility email address, prominently featured on our corporate website, to collect feedback on accessibility-related issues. In the future, we plan to increase awareness of this channel through internal communications and external marketing materials. We are also considering ways to engage employees and customers on regular basis, such as surveys and consultations, to gather more feedback.

## **6.2 Planned Changes to Feedback Process**

We will refine our feedback process to make it even more accessible. This includes training employees on how to encourage feedback and ensuring that there are no barriers to submitting concerns. We are also considering adding a feedback form on our corporate website and exploring other ways to make the feedback process easier for all users.

# **7 Conclusion**

This progress report highlights our commitment to improving accessibility across the Bank. While there are areas for improvement, the feedback we have received provides a clear direction for further action. We remain focused on enhancing accessibility in all aspects of all operations, from the physical environment to ICT systems, and will continue to review and refine our efforts to remove barriers. Our goal is to create an inclusive environment where everyone, regardless of their abilities, can fully participate and thrive.