



United Overseas Bank Limited – Vancouver Branch Accessibility Plan 2024

General

United Overseas Bank (UOB or “the Bank”) is an equal opportunity employer. UOB does not discriminate on the basis of a candidate's age, race, gender, color, religion, sexual orientation, physical or mental disability, or other non-merit factors.

The Accessible Canada Act (ACA) and the Accessible Canada Regulations (“regulations”) require federally regulated entities to prepare and publish accessibility plans, progress reports on the implementation of their plans, and descriptions of their feedback processes. UOB has developed this **Accessibility Plan** to comply with these requirements. The Accessibility Plan outlines the steps the Bank is taking to identify, prevent and remove barriers in the areas specified in the ACA and regulations.

To provide feedback on the Accessibility Plan, request a copy of the Accessibility Plan or feedback process in an accessible format, please contact:

Chairperson, Accessibility Committee

Mailing address: 2400-650 West Georgia Street, Vancouver, B.C., V6B 4N9

Telephone: 604-662-7055

Email address: UOB.Vancouver@UOBgroup.com

Consultations

We conducted an **accessibility survey** with our employees in Canada in April 2024, to gather comments and opinions on accessibility in the workplace and in our business operations as a bank. The survey also provides employees the opportunity to confidentially disclose any disability and identify barriers. We further asked our employees on their comfort level in disclosing a disability to the Bank, and we are encouraged to hear that the participants scored they are rather comfortable to do so. In addition, we informed our employees that they can provide feedback at any time regarding our accessibility programs.

We shared the key programs of this Accessibility Plan with all our employees in Canada through the above survey to seek their comments. Our employees are generally supportive of the programs. Should any of our customers, vendors or other stakeholders



present themselves or self-identify with a disability going forward, we will also make attempts to consult them.

Overall, the consultation informed our policies, programs, practices and services in relation to the identification and removal of barriers, and the prevention of new barriers, as described in the respective sections below.

Our policies, programs, practices and services in relation to barriers

Employment

Our consultation revealed this was the area of highest importance for the Bank to address accessibility needs. Consistent with the UOB Code of Conduct, the Bank is committed to ensuring equal opportunity based on merit.

Candidates: All employment decisions at UOB are based on business needs, job requirements and qualifications. If you require any assistance or accommodations to be made for the recruitment process, please inform us when you submit your application. We will provide reasonable accommodations to candidates with disabilities during the hiring process, in consultation with the candidates. We will also notify successful candidates about our policies, programs, practices and services in relation to barriers through this Accessibility Plan.

Existing employees: Our consultation noted feedback that the Bank should communicate the workplace accommodation process for existing employees who present with a disability or encounter barriers. In such case, we will work with the employee to develop accommodation plans on an individual basis. It is also noted our employee insurance policy already covers certain disability benefits.

Our consultation also noted feedback that social stigma relating to disability may be a barrier. By communicating these employment practices, we hope to reduce the perceived stigma around disclosure of disabilities by candidates and employees, which may have prevented them from self-identifying or requesting accommodation due to fear of negative impact on their career. It should be noted that our performance management framework does not discriminate employees based on disabilities.

The built environment

Our consultation rated this area as the second highest in terms of importance for the Bank to address accessibility needs. The Bank in Canada operates a principal office in Vancouver, a virtual office in Calgary and a marketing office in Toronto. As we do not

provide walk-in services in these offices, barriers (if any) would impact our employees the most (as opposed to the public). We note the pathway to our office building in Vancouver is accessible. If we receive feedback on barriers in our offices, we will work with our property managers to determine the best course of action to remove the barriers. Further, if we were making major modifications to our office or relocating, we would include accessibility as a consideration.

Our consultation noted feedback that there may be physical barriers around our office. We have consulted our property managers on accessible routes to our offices and accessible facilities. There are automatic doors at the main lobby entrance, and a platform lift at Canada Line station in the concourse level. There are audio cues in the elevators and the buttons have braille features. There are accessible washrooms in the building complex.

[Information and communication technologies \(ICT\)](#)

Workplace technology: There are existing accessibility features in the software that we commonly use, such as Microsoft Office (Outlook, Word, etc.). Employees are encouraged to communicate ICT barriers with the IT Manager. We will discuss with individual employees on reasonable assistive technologies for the performance of work on as needed basis. For example, large monitors and adaptive keyboards.

Webpage: The only digital communication that the Bank maintains in Canada is a webpage for disclosure documents relating to the Canadian business (e.g. privacy notice, complaint handling, prohibited conduct / tied selling, list of fees / charges). Our consultation noted feedback that we could assess this webpage's compliance with Web Content Accessibility Guidelines (WCAG). As a baseline, we already ensure the fonts used in these disclosure documents are legible, and there is sufficient contrast between the text and the background. Please discuss with us if accessible formats to these disclosure documents are required.

Internet / mobile banking: The Bank in Canada currently does not provide internet banking and mobile banking. As such, a review of these channels in terms of barriers is not applicable.

[Communication, other than ICT](#)

Banking documents: Our consultation noted feedback that banking documents (e.g. loan agreements) are currently not available in accessible formats (as is the case with the financial industry in general). We will consult with customers if they require specific information and communication needs or accessible formats.



Meetings: Communication via meetings can be made available in person and/or virtually for colleagues or customers who are unable to physically attend.

Training: Our consultation noted general support for training on disability awareness. We will also consider training needs such as sufficient breaks or accessible formats, where required.

Public communication: The Bank in Canada currently does not provide public communication in video or audio format, hence closed captioning or descriptive format are not applicable. Further, the Bank in Canada does not issue advertisements, and the only public communications are our disclosure documents as mentioned above.

[The procurement of goods, services and facilities](#)

When assessing new office locations or modifications, we will consider accessibility needs. Similarly, when procuring technological solutions and office furniture, we will consider accessibility capabilities where required. If a vendor who visits our office were to require mobility or other assistance, we would have an employee assist them.

[The design and delivery of programs and services](#)

The Bank in Canada serves corporates, and does not generally provide products and services to individuals. If employees of our clients were to require accommodation in dealing with the Bank, we will work with them on as needed basis.

[Transportation](#)

The Bank does not operate or provide transportation services in Canada. Very rarely do we require clients to come to our office. While our office is conveniently located adjacent to public mass transit, if necessary, we will make arrangements to meet clients at a more convenient meeting spot agreed by the client.

[Feedback Process](#)

The Bank welcomes feedback on our Accessibility Plan, and the barriers encountered by our employees, customers and other stakeholders that deal with us.

To provide feedback, please contact us via mail, telephone or email as mentioned in the General section of this Accessibility Plan. Feedback can be provided anonymously. Please discuss with us if accessible formats to facilitate the feedback process are required.



The Accessibility Committee is designated to receive feedback on behalf of the Bank with respect to accessibility matters in Canada. Once a feedback is received, we will acknowledge receipt in the same manner it was received (unless if the feedback was received anonymously), review the feedback received, and determine if there are actions we can take to improve accessibility.

Review Process

The Bank will prepare and publish an updated version of the Accessibility Plan no later than the third anniversary of the last publication of the Plan. The Bank will notify the Accessibility Commissioner within 48 hours after a version of the Accessibility Plan is published.

In addition, the Bank will prepare and publish a Progress Report annually for each year in which the Accessibility Plan is not required to be published. Similarly, the Bank will notify the Accessibility Commissioner within 48 hours after a version of the Progress Report is published.

Glossary

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 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.