



United Overseas Bank Limited – Vancouver Branch Accessibility Progress Report 2025

General

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. In May 2024, we published our first **Accessibility Plan** and feedback process to comply with these requirements. We have further prepared and published this **Progress Report** respecting our implementation of the Accessibility Plan for the period up to May 2025.

To provide feedback, request a copy of the Accessibility Plan, Progress Report 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

Employment

Consistent with the UOB Code of Conduct, the Bank is committed to ensuring equal opportunity based on merit.

Candidates: Since the publication of our Accessibility Plan, we have not received any request for assistance or accommodations in the recruitment process. If requested, we will provide reasonable accommodations to candidates with disabilities during the hiring process, in consultation with the candidates. We have notified new hires about our Accessibility Plan and feedback process.

Existing employees: Since the publication of our Accessibility Plan, we have not received any feedback for workplace accommodation from existing employees. If we come across existing employees who present with a disability or encounter barriers, we will work with the employee to develop accommodation plans on an individual basis. Our employee insurance policy continues to cover certain disability benefits.



The built environment

The Bank in Canada operates a principal office in Vancouver, a virtual office in Calgary and a marketing office in Toronto in spaces that we rent. 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). Since the publication of our Accessibility Plan, we have not received any feedback on barriers in our offices. If we receive such feedback, we will work with our property managers to determine the best course of action to remove the barriers.

Accessible routes to our offices and accessible facilities remain available as of this Progress Report. For instance, in our Vancouver office, there are automatic doors at the main lobby entrance, a platform lift at Canada Line station in the concourse level, audio cues and braille features in the elevators, and accessible washrooms, locker & shower facilities in the building complex.

Information and communication technologies (ICT)

Workplace technology: Since the publication of our Accessibility Plan, we have proactively upgraded PCs with larger monitors for employees in the Vancouver office. The accessibility features in Microsoft Office remain available to all. While we have not received any request for assistive workplace technology, we will discuss with individual employees on as needed basis.

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). We have assessed this webpage's compliance with Web Content Accessibility Guidelines (WCAG). In this regard, we have increased the contrast ratio of our webpage font to fulfill WCAG Level AA standards. 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: Since the publication of our Accessibility Plan, we have not received any request for banking documents in accessible formats. Banking documentation is typically generated through Microsoft Office, which has in-built accessibility features. 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: We have conducted an accessibility awareness session with employees.

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](#)

Since the publication of our Accessibility Plan, we have procured ergonomic chairs for our employees in the Vancouver office. We did not relocate our offices or established new office facilities, hence there was no specific accessibility consideration required in this regard.

[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. Since the publication of our Accessibility Plan, we have not received any request in this regard.

[Transportation](#)

Not applicable, as the Bank does not operate or provide transportation services in Canada.

Consultations

We conducted a follow-up **accessibility survey** with our employees in Canada in April 2025, to gather comments on the Accessibility Plan, identify new barriers and/or recommendations in accessibility.

Since the last survey, all respondents noted they have not encountered any stakeholder with disabilities who experienced barriers or provided feedback on accessibility.

This year's survey asked our employees whether their comfort level in disclosing a disability to the Bank has changed since the last survey. 30% (3) of participants scored they are more comfortable to do so, while another 70% (7) felt about the same.

Through the survey, we also heard the following questions / comments from employees, though there were no specific accommodations requested for disabilities. These questions/comments may be considered should we encounter stakeholders with disabilities in the future.

- Employment
 - Do we have adequate training in place for managers on inclusive hiring practices and how to support team members with accessibility needs?
- Built environment
 - Do we review applicable fire safety procedures with the fire wardens, in case there is a colleague with specific accessibility needs?
 - Do we ensure all areas, including entrances, elevators, washrooms, and meeting rooms, are fully accessible and provide clear signage and automatic doors, etc. to enhance accessibility?
 - What process do we have to review and address any physical challenges presented in our office space to better accommodate physically disabled personnel?

As part of our due diligence in selecting work locations and prior to executing any new property leases we will review applicable building fire safety procedures against the requirements of any staff with specific accessibility needs. For instance, to ensure all areas are fully accessible and appropriately designed for staff with physical disabilities.

- Communication, other than ICT; design and delivery of programs and services
 - What alternative formats for procedures and customer-facing documents, such as large print or braille are available?
 - What kind of training is available for staff to support customers with communication needs such as speech impediments?

As a general comment on the Accessibility Plan, we heard it is generally sufficient, and that ongoing employee education and regular reviews of the plan will help ensure its continued effectiveness.



Feedback

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. 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.

Between the publication of the Accessibility Plan and this Progress Report, there was no feedback received through our feedback process.