

ICICI BANK CANADA
ACCESSIBILITY PLAN PROGRESS REPORT 2024

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GENERAL

Introduction

ICICI Bank is proud to release its first Accessibility Progress Report in accordance with the Accessible Canada Act (ACA). We are on a journey of discovery. We are putting our efforts towards learning more about accessibility and disability. We are implementing new initiatives to remove barriers to accessibility at the Bank. As we expand our services in Canada, we recognize the importance of creating inclusive physical and virtual spaces. We are taking progressive steps to recognize barriers that exist in our branches and services for persons with disabilities. We are confident in our ability to contribute to creating an accessible Canada by 2040.

About ICICI Bank Canada

ICICI Bank Canada is a wholly owned subsidiary of ICICI Bank Limited (NYSE: IBN) which has its headquarters in Mumbai, India. ICICI Bank Limited is a leading private sector bank in India with consolidated total assets of US\$255.87 billion as on 30 September 2023.

Established in December 2003, ICICI Bank Canada is a full-service direct bank with an asset base of about C\$6.1 billion as of December 31, 2023. It is a member of the Canada Deposit Insurance Corporation. The Bank offers a wide range of financial solutions to cater to personal, commercial, corporate, investment, treasury, and trade requirements.

Contact Information

The accessibility lead for ICICI Bank Canada is our Head of Human Resources, Ritesh Jha. You can reach out to our accessibility lead to provide feedback on this Progress Report, request alternative formats of this Plan or to request a description of the feedback process for accessibility at ICICI Bank Canada in an alternative format. To do this, please contact:

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Email address: jha.ritesh@icicibank.com

Telephone number: 416-360-8959

Address:

Attention: Head of Human Resources
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ACCESSIBILITY PROGRESS REPORT DEVELOPMENT PROCESS

To prepare in the development of our Accessibility Progress Report, we secured the support of a third-party vendor to assess our progress towards becoming more accessible in 2023-2024. This vendor has extensive knowledge of accessibility. Their team also has lived experience of disability.

The vendor interviewed key members of the teams responsible for the priority areas outlined in the *Accessible Canada Act*. The teams shared information about progress made in the past year, any new barriers encountered by persons with disabilities and plans for continuing to remove barriers to accessibility in the coming year.

CONSULTATIONS

The *Accessible Canada Act* is clear that persons with disabilities must be consulted, included, and informed during the creation of accessibility plans. Their experiences and perceptions are vital in creating meaningful accessibility plans. The vendor conducted interview sessions with managers and leaders, and others who contribute to accessibility at ICICI Bank Canada.

This is an area we will focus on as we continue our journey. ICICI Bank Canada is committed to conducting more consultations with employees and customers.

FEEDBACK

Our employees have shared that there is a need for greater awareness of accessibility at ICICI Bank. There is not a consistent understanding of accessibility and disability across the Bank. While we are considering accessibility as we open new branches across Canada, there is a need to assess the accessibility of our “legacy” applications and locations. There is also a need to take a more proactive approach to accessibility instead of only focusing on the needs of individuals as they arise.

In the past year, we developed processes for persons with disabilities to submit feedback on barriers to accessibility in our physical spaces and virtual environments. To date, we have not received any feedback from our customers. We will continue to reassess our feedback processes to ensure that persons with disabilities feel welcome to share feedback.

AREAS DESCRIBED UNDER THE ACT

There are seven priority areas described under Section 5 of the *Accessible Canada Act*. These areas include:

- employment
- the built environment
- information and communication technologies (ICT)
- communication, other than ICT
- the procurement of goods, services, and facilities
- the design and delivery of programs and services
- transportation

Each priority area section will include:

- a short summary of the priority area
- progress in removing or preventing barriers since 2023
- actions that were taken
- any new barriers that have been identified since the publication of the ICICI Bank Canada Accessibility Plan

EMPLOYMENT

The Employment priority area covers an employee's entire experience at ICICI Bank Canada. It starts from the recruitment and onboarding process and ends when the individual leaves the organization. It also includes accommodation and short and long-term disability absences from work.

Progress since 2023

- We have incorporated information about requesting accommodation and our commitment to confidentiality in our internal recruitment standard operating procedures. We have also added information about accommodation to our external job postings on our website, Indeed and LinkedIn.
- We have reviewed and revised our process for interview accommodation. We offer flexibility in the time of the interview. We also offer interviews in a quiet location in our office or on Microsoft Teams.
- As of July 2024, our corporate office will move to downtown Toronto. We are reviewing the meeting rooms that will be used for interviews for accessibility.

New Accessibility Barriers Identified

No new barriers have been identified within the Employment priority area since the development of the Accessibility Plan.

Ongoing Initiatives

- We will provide *Accessibility for Ontarians with Disabilities Act (AODA)* training to Ontario ICICI Bank employees. We will track and record the participant's names and the date the training was completed.

THE BUILT ENVIRONMENT

The Built Environment priority area includes all physical spaces that employees and customers interact with, such as offices and branches. The built environment considers things like automatic door openers, accessible washrooms, lighting, signage, and noise. It also includes work-from-home spaces.

Progress since 2023

- ICICI Bank Canada considered aspects of accessibility in the built environment for all newly acquired branches and spaces. This included ensuring that our new head office has built-in accessibility features.

New Accessibility Barriers Identified

No new barriers have been identified within the Built Environment priority area since the development of the Accessibility Plan.

Ongoing Initiatives

- We will research The Rick Hansen Foundation training course. We will then identify relevant employees to be trained. This training course will enhance our knowledge and awareness of best practices in accessibility within the built environment.
- Our Health and Safety Forum meets monthly to discuss various topics, including accessibility. A representative from our corporate office and one representative from each branch attend these meetings. We will ensure that our branch representatives are sharing the information discussed with all employees.
- We will consider options for external resources to conduct accessibility audits at our corporate office and branches.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES (ICT)

The ICT priority area relates to all aspects of the technologies ICICI Bank Canada utilizes in the virtual environment. This includes hardware, software, systems, assistive devices, and all other aspects of technology.

We are committed to fully assessing and understanding barriers within ICT at ICICI Bank Canada over the course of the next three years. In the meantime, we will continue to follow Web Content Accessibility Guidelines (WCAG). ICICI Bank Canada will continue to work with our IT departments and reach out to external sources if needed to ensure we meet these guidelines.

Progress since 2023

- ICICI Bank launched new customer and employee-facing applications, including Net Promoter Scores (NPS). We ensured that accessibility was considered in all new applications.
- We implemented accessibility testing within our virtual environments. This supports our ability to make our virtual landscape WCAG compliant.

New Accessibility Barriers Identified

- We are working towards implementing accessibility related requirements on all new application developments/change requests and migrate existing applications to comply with accessibility requirements. This will be done in a phased approach.
- We are not fully aware if our ATMs are fully accessible for persons with disabilities. We will learn more about ATM accessibility. Then we will assess whether our ATMs are as accessible as possible.

Ongoing Initiatives

- We will continue to evaluate the accessibility of our digital environments and make changes whenever needed to make the environments fully accessible.

COMMUNICATIONS OTHER THAN ICT

The Communication priority area relates to all methods of communication used at ICICI Bank Canada to communicate with employees and customers. This includes print materials and publications, websites, digital materials, e-newsletters, presentations, and other methods of communication.

Progress since 2023

- We provide personalized assistance to every customer at our branches. Our dedicated employees provide individual support and guidance to meet our clients' needs.

New Accessibility Barriers Identified

No new barriers have been identified within the Communications other than ICT priority area since the development of the Accessibility Plan.

Ongoing Initiatives

- Our Marketing teams are making efforts to learn more about accessible communications best practices. We will be taking accessible communications training and learning from accessible communication guides of organizations who are leading in this area.

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The Procurement priority area relates to all goods, services, and facilities obtained by ICICI Bank Canada. It considers how accessibility is built into the processes, policies, and practices at ICICI Bank Canada when purchasing goods, services, and facilities.

Progress since 2023

- ICICI Bank Canada considered aspects of accessibility in the built environment for all newly acquired branches and spaces. This included ensuring that our new head office has built-in accessibility features.

New Accessibility Barriers Identified

No new barriers have been identified within the Procurement of Goods, Services and Facilities priority area since the development of the Accessibility Plan.

Ongoing Initiatives

- Our procurement teams will research training options to learn more about accessible procurement best practices. We will have internal discussions and will review our procurement documents and processes to consider accessibility.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

This priority area ensures that ICICI Bank Canada's programs and services are accessible to all employees and customers. It includes proactively considering accessibility while programs and services are being designed. It also holds us accountable for continually reviewing and updating our programs and services based on feedback from persons with disabilities.

Progress since 2023

- ICICI Bank front-line staff have provided accommodations and specialized support to customers with disabilities. We addressed all requests from customers with disabilities.

New Accessibility Barriers Identified

No new barriers have been identified within the Design and Delivery of Programs and Services priority area since the development of the Accessibility Plan.

Ongoing Initiatives

- We will begin offering and tracking Accessibility for Ontarians Act (AODA) training for all Ontario employees. This will include training front-line employees at branches on accessible customer service best practices.

TRANSPORTATION

Due to ICICI Bank Canada's limited involvement with transportation, barriers have not been identified under this priority area. ICICI Bank Canada commits to ensuring that all aspects of accessibility are being considered. If ICICI Bank Canada becomes more involved with any form of transportation, we will identify barriers and actions in this priority area.

OUR FEEDBACK PROCESS

ICICI Bank Canada welcomes feedback on accessibility, especially from persons with disabilities. We have established the following process for receiving and actioning feedback related to accessibility. Feedback related to barriers to accessibility at ICICI Bank Canada or the implementation of ICICI Bank Canada's Accessibility Progress Report can be directed to:

Name: Ritesh Jha

Email address: jha.ritesh@icicibank.com

Telephone number: 416-360-8959

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GLOSSARY

Accessibility

Accessibility refers to how services, technology, locations, devices, environments, and products are designed to accommodate persons with disabilities. Accessibility means giving people of all abilities equal opportunities to take part in life activities. The term implies conscious planning, design, and/or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making everything more usable and practical for all people.

Barrier

According to the [Accessible Canada Act \(2019\)](#):

“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 a physical, mental, intellectual, learning, communication or sensory impairment or a functional limitation.”

Disability

According to the *Accessible Canada Act (2019)*, *disability* is:

“A physical, mental, intellectual, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

Anyone can identify as a person with a disability (PWD) if they experience one or more of these impairments or functional limitations that, in interaction with a barrier, hinders their full and equal participation in society.