

Accessibility Progress Report – 2025

General

At Laurentian Bank, we believe that better begins when everyone feels like they belong and has the chance to thrive. We're committed to providing equal access, participation, and inclusion for persons with disabilities.

Accessibility is an integral part of inclusion and equity at Laurentian Bank. Our approach is based on embedding inclusion, diversity, equity, and accessibility into everything that we do. By empowering each of our team members to apply accessibility considerations to their work, we'll be able to drive meaningful and sustainable action to improve inclusion for persons with disabilities.

Over this past year, we have made additional progress toward our multi-year plan. Foundational work has been established and have spent this past year focusing on embedding this in our values and remain committed to increasing organisational awareness. The work we have done this year positions us well to continue to deliver on our multi-year accessibility plan.

We began reviewing our strategic plan for inclusion, diversity, equity & accessibility, entitled IDEA where we strive to strengthen the anchor of our mission of Culture of Belonging. With that in mind, our vision will be focused on employee engagement, events, and education.

Our focus on onboarding employees includes:

- Engaging and activating our culture through ERGs
- Continuing to embed inclusion in our HR processes
- Pursuing leadership development of inclusive practices into their activities
- Providing all employees learning opportunities.

Feedback

The Accessibility Champions Network is engaged in ongoing discussions around our accessibility plan. Based on this feedback, our plan is in constant evolution to best ensure that we are continuously identifying, removing, and preventing new barriers to accessibility.

We have a process in place to receive feedback on how we can continue to improve accessibility for persons with disabilities. Feedback can be provided in-person, by telephone, mail, email or through social media and can be provided anonymously. During the past year, we did not receive any feedback on accessibility at Laurentian Bank.

**Contact:**

Chief Human Resources Officer and Corporate Affairs

By email:

accessibilite@banquelaurentienne.ca

By mail:

Chief Human Resources Officer and Corporate Affairs
Laurentian Bank of Canada
1360 René-Lévesque Blvd W. Suite 630
Montreal QC H3G 0E9

In person:

At any one of our [branch locations](#)

By telephone:

1-800-522-1846 TTY 1-800-855-0511

You can also share your feedback on accessibility with us on [Facebook](#) and [LinkedIn](#).

Accessible formats

To receive an accessible format of our Accessibility Plan and/or Progress Report, contact us using the contact information we've provided.

Progress

- We have updated Personal Banking documentation related to TTY services both on our websites and call centre documentation.

Employment

Laurentian Bank has roughly 2,700 team members in Canada. We have a hybrid and flexible work model where working from home is the first approach for all tasks that can be performed remotely.

Our commitment to an inclusive workplace for persons with disabilities means that accessibility must be considered throughout the employee experience.

Some of the practices in place that support accessibility include:

- Our flexible work model plays a role in removing barriers in employment by offering flexibility as the norm for all, rather than as an accommodation for some.
- We provide support to team members for mental health through our benefits, and by offering a supportive work culture that destigmatizes mental health.

- We have a workplace accommodations policy that outlines our accommodations process, which applies to candidates and employees. Information on the availability of workplace accommodations is included in our job postings, offer letters, new hire orientation and performance management documents.

We're aware of ongoing barriers, some of which include:

- Persons with disabilities are underrepresented in employment at Laurentian Bank.
- Persons with disabilities may choose not to self-identify for various reasons.
- We've identified some gaps in the format of our online training material that aren't accessible.

Progress

- **Disability Inclusion Awareness:** We launched an initial rollout of resources focused on discussing disability in the workplace, delivered through multiple internal forums, and reaching approximately 70% of employees.
- **Accessible Learning Enhancements:** We continue to improve accessibility by adding features such as closed captioning to training videos. Our Learning & Development team is actively developing inclusive training materials, with ongoing efforts to enhance accessibility across all learning platforms.

The Built Environment

Laurentian Bank has 8 corporate and commercial offices across Canada, and 57 branches and 107 Automated Teller Machines (ATMs) in the province of Quebec. Through the Bank's partnership with THE EXCHANGE® Network, customers have access to thousands of automated banking machines in Canada.

Our ATMs meet accessibility standards for self-service interactive devices. Some of the accessibility features include:

- Screen orientation and PIN pad height are designed for individuals using wheelchairs
- Font size follows accessibility standards
- The centre key of PIN pads is identified with a raised button to make it clearly identifiable for individuals with visual impairments

Most of our properties are leased, and we work closely with property owners and managers to remove barriers to accessibility. Four of our Branches are located in Bank owned buildings. When renovating existing locations or searching for new locations, accessibility is an important requirement of our plans.

Some of the accessibility features of our locations include:



- Designated parking for persons with disabilities
- Level or ramped entrances
- Automated/accessible doors
- Customer service areas with lower countertops providing access for wheelchairs
- Accessible washrooms

In the case of an emergency, we've established a process for developing Individualized Emergency Response Plans for the safety of team members with disabilities.

While our aim is to be accessible from the start, when barriers to accessibility are identified within our premises, we review each situation as we become aware of it and assess how we can remove the barrier. Some of the existing barriers we're aware of include some locations not having an automatic door opener for the washroom.

Progress

- **Accommodations Resources:** We introduced a dedicated accommodations section on our Occupational Safety SharePoint page, encouraging employees to complete an information worksheet if accommodations are needed. This initiative was highlighted in the 2024 Business Continuity Management training, which also covered emergency preparedness measures.
- **Emergency Procedures Update:** In 2024, Facilities updated the company's emergency procedures, including specific instructions for assisting "Employees Requiring Assistance" to designated exit stairwell landings. In parallel, a Health and Safety project was launched to ensure regular safety inspections and to increase their frequency.
- **Accessible ATM Upgrades:** Over the past year, we replaced all ATMs with newer models featuring enhanced accessibility, including headphone jacks and text-to-speech functionality for individuals with visual impairments.
- **Accessibility in Site Development:** As part of our standard process for new site development, relocations, and major facility improvements, we conduct thorough accessibility assessments to identify and monitor gaps. In 2024, this process supported six successful relocations and one major improvement project.
- **Enhanced Accessibility in Montreal Office:** Automatic door openers were installed on the 11th floor of our Montreal corporate office, a general access floor, to improve accessibility for all employees and visitors.

The Procurement of Goods, Services and Facilities

Laurentian Bank procures goods and services for our operations. We have a centralized corporate team supporting the procurement process.

Accessibility considerations are considered case-by-case. We don't yet have a consistent approach to ensure that the goods and services we procure systematically take accessibility into consideration.

Progress

- In 2024, we updated our RFI/RFP templates to incorporate pre-qualification questionnaire topics directly within the request to potential vendors. The standalone Pre-Qualification Questionnaire remains available for use in more informal engagements.
- Additionally, we now require vendors to submit a list of relevant regulatory bodies, applicable regulations, and any certifications that impact their organization.

Information and Communication Technologies (ICT)

ICT is central to how our team members complete their work and how we communicate with our customers.

- We have made significant investments to make our customer-facing websites and digital platforms accessible and conform with the most up-to-date web accessibility standards (WCAG 2.1 Level AA).
- Web pages that are migrated to our new platform and new web pages that are developed meet this standard.
- When working with new vendors for our public digital platforms, we define accessibility requirements, include them in vendor agreements and have processes for auditing accessibility.
- Some of our commonly used technological tools have accessibility features built in, such as Microsoft Office.
- We're aware that there continue to be barriers with internal IT systems that were not designed with accessibility in mind.

Progress

- **WCAG Compliance Action Plan:** An action plan has been established to achieve full WCAG compliance by December 2025. So far, several non-compliant websites have been decommissioned, and others have been successfully migrated to existing WCAG-compliant platforms.

Communication, other than ICT

The way we share information has an important impact on whether our work environment is inclusive for persons with disabilities. This includes whether the format of our communications is accessible and the visibility of persons with disabilities within our communications.

- When possible and upon request, we provide documents to team members and customers in accessible formats.
- We don't have a consistent approach to make communications accessible by default.
- Consultations have identified that there's limited knowledge throughout the organization on how to draft in plain language and create accessible documents.

Progress

- We continue to explore opportunities to ensure communications are accessible by default.

The Design and Delivery of Programs and Services

We want our products and services to be accessible to everyone and strive to include accessibility from the start of the design process.

- The expansion of our digital offering, including the introduction of our mobile app and online bank account opening, provides more channels for customers to bank with us. This can serve to decrease barriers.
- We offer telephone services via TTY for customers with hearing or speech disabilities.
- All team members receive training to provide accessible customer service. This includes letting persons with disabilities be helped by a support person or be accompanied by a service animal.
- In the event of a disruption to the accessibility of our services, we provide notification. The notification includes information about the reason for the disruption, its expected length, and alternative services, if available.
- To capture accessibility requirements from the start of the design process, we have introduced an accessibility section in our Business Requirements document that's completed for all major projects at Laurentian Bank.

Progress

- We embed accessibility into our products and services from the start, with inclusive design, TTY support, employee training, clear disruption notices, and an accessibility section in all major project plans.

Transportation

While we don't supply transportation services, team members and customers rely on transportation to travel to our locations. Transportation can present a barrier to persons with disabilities.

At our office and branch locations, we provide designated parking for persons with disabilities where possible. While the availability of accessible public transit is outside of our control, our shift to a work model that prioritizes working from home has decreased or removed the need to commute for some of our team members.

Also, our expanded digital offering for customers has reduced the need for customers to get services in person. This provides more options for how customers can receive services, which may lessen the need for transportation to one of our branches. For example, we now offer digital account opening on our website, eliminating the need for eligible customers to visit a branch location to open a bank account.

Progress

- As part of our ongoing Accessibility Plan, we regularly assess transportation-related barriers for persons with disabilities—particularly when leasing new premises or designing customer services.

Training

Our approach to embedding accessibility in everything that we do requires that all team members have the essential knowledge and skills available to them in a format that they can access. This will be made possible through ongoing training and awareness.

- All new team members complete unconscious bias training to help team members understand how unconscious bias can impact behaviour and decision-making, recognize their own biases and how to interrupt bias.
- All new team members complete accessibility training to build awareness on disability and accessibility. The training includes information on how to interact with persons with disabilities and on the accommodation process for both our internal and external customers.
- We have an inclusion and equity program that provides ongoing awareness and training for team members.
- More advanced knowledge of accessibility was identified as a barrier throughout our consultations.

Progress

- **Ongoing Learning on Disability and Accessibility:** We continue to offer opportunities for learning on disability and accessibility, including a Courageous Conversation hosted with Claudia Nigrelli, a blind entrepreneur and accessibility consultant. Claudia shared actionable steps for promoting diversity, inclusion, and accessibility during our enterprise-wide event.
- **Accessibility Training for Employees:** As part of our employee onboarding process, we provide Accessibility Training to support employees in meeting

accessibility requirements in their roles. In 2024, the training achieved an 88% completion rate across the Bank.

Consultations

Laurentian Bank has different means for receiving feedback from team members, customers, and the public. In developing our multi-year accessibility plan, we analyzed the feedback received as a starting point for understanding the current state of accessibility and to inform our consultations.

As part of consultations with persons with disabilities, we completed the following:

- We invited all team members, including persons with disabilities, to complete a survey on accessibility. The survey was available online and we gave the option to receive the survey in accessible formats. We asked team members to share their experiences and observations on barriers to accessibility at Laurentian Bank.
- We held two virtual focus group sessions to discuss accessibility barriers for team members and customers. We invited all team members, including persons with disabilities, to participate in these sessions.

Progress

- **Accessibility Consultations:** Laurentian Bank gathers feedback through surveys and focus groups, including accessible options for employees and customers. These consultations help inform our multi-year accessibility plan and address barriers to accessibility.