

Scotiabank's Accessibility Plan

The Scotiabank Accessibility Plan outlines what we will do to remove and prevent accessibility barriers in our organization for customers and-or employees and will be reviewed annually.

Scotiabank has adopted accessibility standards similar to the Accessibility for Ontarians with Disabilities Act (AODA) and developed plans for initially implementing them across the offices and business lines operating in Canada. The following outlines Scotiabank's progress and commitment to achieving these targets now and in the future.

Statement of Commitment

Scotiabank is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equitable opportunity through a diverse and inclusive environment. We are committed to meeting the needs of people with disabilities by preventing and removing barriers to accessibility and meeting accessibility requirements.

Highlights in 2013

General:

- Established an Accessibility Advisory Committee
- Reviewed AODA and all provincial and federal regulations to identify gaps at Scotiabank
- Upgraded our in-branch ABMs with audio enabled functions
- Created a process to provide alternate format documents for customers and employees

For our Customers:

- Developed an [Accessibility Policy](#)
- Delivered customer service training to all Canadian-based employees

For our Employees:

- Enhanced our Accommodation in the Workplace policy with supportive new resources, including a new centralized process for accommodating employees with disabilities.
- Implemented a specialized portal on our Careers site to enable persons with disabilities to self-identify and request accommodation for the application process

The following outlines Scotiabank's planned actions for implementing accessibility standards in 2014 and beyond.

General

Accessibility Framework

Scotiabank's Accessibility Framework is reviewed regularly by the Accessibility Advisory Committee to develop strategies for barrier prevention and removal across all business lines and corporate functions in Canada.

Self Service Kiosks

Scotiabank ABMs in our branches are physically accessible and audio enabled.

Customer Service Training

All Canadian employees, new hires and third parties who regularly deal with customers on behalf of Scotiabank are required to complete a mandatory training course called “Accessibility for Customer and Employees with Disabilities”.

Customer Policy

Scotiabank’s [Accessibility Policy](#) is available on Scotiabank.com.

Planned Action(s):

- Launch “Accessibility and Human Rights in the Workplace”, a mandatory training program for Canadian employees, volunteers and other staff members on AODA Integrated Accessibility Standards and the Human Rights Code as it relates to people with disabilities.
Implemented: February 2014
- Deliver specialized Customer Service Pocket Guides to all branches in Canada to support serving customer with disabilities.
Implemented: February 2014

Information & Communications

Scotiabank is committed to providing information and communications that are accessible to the widest possible range of employees and customers.

Emergency Information

Scotiabank has a documented process in place to notify our customers promptly in the event of a planned or unexpected disruption to services or facilities.

Scotiabank’s Emergency and Evacuation Guideline is part of our Occupational Health and Safety Program to support employees requiring assistance.

Accessible Feedback Mechanisms

Scotiabank offers a number of ways to communicate including email, telephone, mail, in person and via TTY.

Planned Action(s):

- Deploy an internal ‘Accessibility’ portal to provide up-to-date information and resources on accessibility standards and requirements for employees working on projects related to product design, distribution enhancements, technology, change management, communication and process design.
Implementation: April 2014
- Develop a plan to ensure that accessibility requirements are integrated in the development of net new internet sites and that they conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level A for provincially regulated organizations.
Implementation: October 31, 2014
- Develop a broad strategic plan to address the accessibility of employee-facing intranet, job-related applications and job related content for provincially regulated organizations.
Implementation: October 31, 2014

- Complete a detailed review of all feedback processes to confirm they are accessible to people with disabilities upon request.
Implementation: January 1, 2015
- Make remaining provincially regulated websites and content conform with WCAG 2.0, Level AA
Implementation: January 1, 2021

Employment

Employment Accessibility

Scotiabank is committed to creating and maintaining an inclusive and accessible workplace for all its employees and support their accessibility and accommodation needs throughout the employment lifecycle.

Employee Policy

Scotiabank's Accommodation in the Workplace policy extends to all aspects of employment including the recruitment and selection process, orientation, training, performance management, disability management, and career development and advancement.

- **Accessibility in Recruitment** – all candidates invited for an interview will be asked to identify accommodation requirements to ensure their ability to fully participate in the selection process. Scotiabank's online recruitment and job application process is accessible and endeavors to conform to WCAG 2.0 Level A. There is also a specialized portal on our Careers site for candidates who wish to self-identify and request accommodation for the application or interview process.
- **Accessible Employment Supports and Communication** – all employees and new hires have access to supportive policies, processes and accommodation tools via our intranet site and our internal Human Resources call centre.

An Accommodation Plan is put in place for any employee identifying an accommodation requirement and includes, but is not limited to, the following:

- Assistive technologies;
 - Alternate formats or accessible employee facing applications; and
 - Advice and guidance on how to implement accommodation measures.
- **Employee Feedback** – Scotiabank has two Employee Resource Groups that focus on disability generally and mental health specifically. Members are regularly asked for feedback on the employee experience and on new policies or processes.
- **Return to Work Process** – Scotiabank has documented procedures and processes in place for employees returning to work after being absent due to a disability and require accommodation.

Planned Action(s):

- Develop a broad strategic plan to address the accessibility of our talent management policies and processes as it relates to the hiring, retention and advancement of our employees. This includes ensuring job postings are consistent in notifying applicants of their ability to seek accommodation during the hiring process.
Implementation: January 1, 2016

Built Environment

Design of Public Spaces

Scotiabank incorporates accessibility into the design of any new buildings or substantial renovations for customers and employees.

Planned Action(s):

- All new spaces consider accessible design for employees and customers;
- Develop standards for the procurement of furniture and refurbished purchases;
- Remediate existing spaces where required to render them accessible for employees and customers.

Implementation: January 1, 2017

Additional Information

For more information on the Scotiabank Accessibility Plan, please contact a member of our team at accessibility@scotiabank.com

Accessible formats of this document are available upon request at no cost.

This plan will be revised February 2015 for period ending December 31, 2014.

