

# 2025 Accessibility Progress Report

## 1. Introduction

In accordance with the *Accessible Canada Act* (“ACA”) and the *Accessible Canada Regulations* (“Regulations”), MUFG Bank, Ltd., Canada Branch (“MUFG Bank Canada” or the “Company”) published its first Accessibility Plan in 2023 for the period 2023-2026. This plan reflects MUFG Bank Canada’s commitment to creating an inclusive and accessible workplace and describes the steps that will be taken to meet the requirements of the ACA. The Plan identified barriers and Opportunities for Action (OA”) as a means to improve accessibility for all.

Further, as required by the ACA, MUFG Bank Canada will publish an Accessibility Progress Report every year that shows its progress against its commitments, will maintain records of its accessibility initiatives, including barrier removal efforts, accommodation requests, and training programs. MUFG Bank Canada will publish an updated Accessibility Plan every three years.

The 2025 Accessibility Progress Report presents the progress made by MUFG Bank Canada to implement its 2023-2026 Accessibility Plan.

It began with a review of the Accommodation Policy, and the creation of a new Accessibility Feedback Process Procedure that details how employees and external parties may share their feedback about accessibility at MUFG Bank Canada. This may include the way the Accessibility Plan 2023-2026 is being implemented, and the barriers that are encountered when dealing with MUFG Bank Canada.

This Report presents the progress made in each of the following areas of focus under the *Accessible Canada Act*:

## 2. General

Alternate forms of this report can be requested in:

- Print or large print
- American sign language / Langue des signes québécoise / Indigenous Sign Language video
- Braille
- Audio format
- Electronic format compatible with adaptive technology to assist people with disabilities

To request alternate formats of this Report:

- Call 416-865-0220
- Email [Accessibility@ca.mufg.jp](mailto:Accessibility@ca.mufg.jp)
- Send mail to: Vice President, Human Resources  
MUFG Bank, Ltd., Canada Branch  
3400-200 Bay Street, RBP, South Tower  
Toronto, ON M5J 2J1

### **3. Consultations**

Since publishing MUFG Bank Canada's Accessibility Plan in 2023, an Accessibility Working Group ("AWG") has been established. This group includes individuals within the Company who have self-identified as having a disability and others who have expressed an interest in accessibility. The AWG meets to discuss feedback received, policy and procedure improvements and to ensure their voices and perspectives are integrated into the accessibility initiatives.

What was heard:

#### Employment

- Ensure that MUFG Careers web page is as accessible as possible

#### Built Environment

- In the design for the new space to which MUFG Bank Canada is moving in 2025, take into consideration built-in accessibility features, spacing, access cards and auto-door openers, and accessible restrooms close to reception

#### Information and Communication Technology (ICT)

- For large company meetings:
  - Mandatory use of microphones
  - Closed captions within Microsoft Teams
  - Record large company meetings for replay

#### Communication with us (other than ICT)

- Ensure that MUFG websites are as accessible as possible
- Revise Microsoft Office templates to increase accessibility
- Review MUFG Bank Canada branding colours for colour blindness

### **4. Feedback Process**

To provide feedback on accessibility, or to request MUFG Bank Canada's accessibility plan or a description of MUFG Bank Canada's feedback process in an accessible format, individuals should use one of the contact methods indicated in section 2: General.

If an individual requires support while providing feedback, MUFG Bank Canada shall do its best to meet the individual's needs. If an individual providing feedback includes their contact information, MUFG Bank Canada is committed to responding to their feedback in a timely manner and in the same means by which it is received. Individuals may also choose to provide feedback anonymously.

In 2023, MUFG Bank Canada developed an Accessibility Feedback Process Procedure which internally outlines how feedback is received and addressed by MUFG Bank Canada from both internal and external parties.

No feedback was received via the methods outlined in Section 2: General.

## 5. Progress under the Accessible Canada Act's 7 Priority Areas

### 5.1 Employment

#### **Barrier 1**

The current number of job applicants and employees hired with disabilities is lower than labour market availability.

OA 1.1 Enhance visibility of jobs among Canadians with disabilities and signal MUFG Bank Canada's commitment to their inclusion in its workforce.

- Accommodation requests are assessed and made available during the hiring process. **Completed in 2024.**

MUFG Bank Canada accepts job applications that are sent via alternate formats when regular formats are inaccessible. The MUFG Careers website is owned and managed by the US operations of MUFG (including the US branches of MUFG Bank, Ltd.). More specifically, it is managed and controlled by the MUFG Corporate Communications Team based in the US. On the site notice for Reasonable Accommodation, it provides an (overall) Americas (Canada, Latin America, and United States) contact point for accessibility assistance or accommodation requests during the hiring process.

OA 1.2 Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.

- The internal training portal (i.e., LEAP) has general training available on accessibility. People managers are encouraged to enroll and complete this training online. **Remains in progress.**

OA 1.3 Provide accommodations during interviews, as necessary.

- Candidates can request accommodation during the interview process upon request through the recruiter, by phone or email as detailed in 2. General. **Completed in 2024.**

OA 1.4 Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices.

- MUFG Bank Canada to benchmark current recruitment, selection, and onboarding practices against leading accessibility practices to remove barriers to these processes. **Not started**

- Human Resources to review the recruitment strategy to enhance the visibility of MUFG Bank Canada jobs among Canadians with disabilities. **In progress.**

## 5.2 The Built Environment

### **Barrier 2**

Despite renovations, some spaces continue to limit the mobility of employees and authorized visitors with disabilities.

OA 2.1 Advocate for budget to make the desired changes or to invest in a new built environment that will incorporate additional measures to enhance accessibility.

- MUFG Bank Canada is moving in June 2025. The current space is to an older Building Code. The new space will be built in-line with a more accessible Building Code. To enhance accessibility of the new space, the planning of accessibility features includes:
  - An accessible washroom which will be easier to access via the lobby for internal employees and visitors
  - Doors that will be wider
  - Base building standard lights**In progress.**

OA 2.2 Prioritize and update the accessibility features of main ingress and egress points, shared amenities, and key meeting rooms.

- In alignment with the move and OA 2.1, accessibility of the ingress and egress points, as well as other primary pathways in the new space are being assessed for automated door openers and will be installed, where feasible. **In progress.**

OA 2.3 Automate door openers in the primary pathways.

- Refer to OA 2.2, above. **In progress.**

OA 2.4 Solicit working group feedback on proposed design changes to the built environment.

- Feedback from the Accessibility Working Group will be sought. **In progress.**

## 5.3 Information and Communication Technologies

### **Barrier 3**

Limited knowledge of available accessibility features which can be turned on or activated limits the ability of employees and guests with disabilities to use them.

- OA 3.1 To educate and empower our employees regarding accessibility, one-third of the members of the Accessibility Working Group have completed a combined 8 hours of Accessibility Fundamentals training via Microsoft Learning Path. This training covers an introduction to accessibility, web accessibility principles and guidelines, how to create accessible content, how to build accessible SharePoint sites, accessibility evaluation and testing, and creating accessible AI experiences. Learnings will be shared within each department to create accessible documentation for both internal and external purposes. **Ongoing.**

#### **Barrier 4**

The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

- OA 4.1 The IT department has conducted an initial review of the conference rooms and meeting spaces and has improved microphone and sound systems to date. **Completed.**

#### **Barrier 5**

MUFG Bank Canada is a branch of a larger, global financial institution. MUFG Bank Canada does not own, operate, or control a digital website; there is a web page briefly describing MUFG's presence in Canada on a larger MUFG website that is owned and managed by MUFG Bank Canada's counterparts in other jurisdictions, who are subject to requirements that may be different than those of the ACA. This may result in inconsistent web accessibility for those who utilize the website to obtain information about MUFG Bank Canada.

- OA 5.1 The MUFG Bank Canada web page is owned and managed by the US operations of MUFG (including the US branches of MUFG Bank, Ltd.). More specifically, it is managed and controlled by the MUFG Corporate Communications Team based in the US. All critical accessibility errors have been addressed, and smaller issues are still being worked on. **In progress.**
- OA 5.2 MUFG Canada continues to work internally to identify and close accessibility gaps across its web content. While the webpage is owned by MUFG US, the Canadian team has been the sole internal stakeholder addressing accessibility for the past 18 months. **In progress.**
- OA 5.3 As per OA 5.1 and OA 5.2, the MUFG Bank Canada web page is owned and managed by the US Operations of MUFG, and MUFG Bank Canada is working with relevant stakeholders to have other pages in the larger MUFG website, which may interact with the MUFG Bank Canada page, conform with the minimum web accessibility requirements. **In progress.**

#### **Barrier 6**

As technology evolves, there are increasing advancements being made to enhance accessibility for users. Resources to keep up with and implement rapidly evolving technological advances may be limited.

- OA 6.1 Develop approaches to leverage agreements, licenses, or development acquired or executed by other MUFG entities. **In progress.**
- OA 6.2 The MUFG Bank Canada's Information Technology department is committed to reviewing the Company's standard Microsoft software on a periodic basis for new or updated accessibility features. **In progress.**

#### 5.4 Communication (other than Information and Communication Technologies)

##### **Barrier 7**

MUFG Bank Canada's standard document templates and formats for its files, reports and presentations may not meet the accessibility needs of their users.

- OA 7.1 MUFG Bank Canada documents and templates are being reviewed to ascertain if they currently meet the accessibility standards as per the Accessibility Checker within each Microsoft Office application. **In Progress.**

- OA 7.2 Interested staff will be encouraged to complete the Accessibility Fundamentals training via Microsoft Learning Path. Employees will be able to make documents and communications accessible. **Ongoing.**

Internal guides and Quick Reference documentation are in development and will be made available in 2024 alongside the re-launch of the new accessible templates. **In Progress.**

Starting May 2025, the MUFG Bank Canada newsletter will feature a periodic article on 'tips' for making documents more accessible, communicating the channels for feedback, and sharing information on accessibility more broadly. **Ongoing.**

MUFG Bank Canada will celebrate National AccessAbility Week from May 27-31, 2025, under the theme of "Forward Together: Accessibility and Inclusion for All," by sharing emails with employees introducing Accessibility and the Accessibility Working Group. **Completed.**

- OA 7.3 Develop guidelines for the provision of American Sign Language, Langue des signes québécoise and Plains Indian Sign Language during remote and hybrid internal and external meetings and events, as the situation warrants. **Not Started.**

- OA 7.4 Individuals can request accommodation, support, or alternate formats by phone or email as detailed in 2. General. **Completed.**

##### **Barrier 8**

The Company does not have a uniform process to ensure alternate formats, such as braille or captioned audio, for the information and communications it issues to employees and others.

- OA 8.1 MUFG is starting to identify service providers to create alternate document and communication formats, where appropriate. **In Progress.**
- OA 8:2 Catalog and store documents and materials requested in alternate formats. **Not Started**
- OA 8:3 Prepare key accessibility resources in alternative formats, so they are ready to be distributed upon request. **Not Started.**

#### **Barrier 9**

The Company does not have a uniform process to ensure real-time communication support, such as sign language interpretation or real-time captioning, can be made available for individuals with communication disabilities.

- OA 9.1 MUFG is starting to identify service providers who can provide real-time sign language and interpretation at meetings and events as well as closed captioning services, when requested. **In Progress.**

### **5.5 The Procurement of Goods, Services, and Facilities**

#### **Barrier 10**

The company does not have a procurement framework; thus, accessibility considerations cannot be embedded in the company's provision of goods, services, and facilities.

- OA 10.1 Accessibility becomes a part of procurement expectations, and goods and services the company purchases are accessible from the beginning. **Not Started.**
- OA 10.2 Business lines cultivate procurement practices that respect the inclusion of people with disabilities. **Not Started.**
- OA 10.3 Project authorities' partner with subject matter experts to assess accessibility for all procurement actions. **Not Started.**
- OA 10.4 Develop subject matter experts who are responsible for reviewing the accessibility assessments provided by the project authorities. **Not Started.**

### **5.6 The Design and Delivery of Program and Services**

#### **Barrier 11**

The lack of a comprehensive and documented approach to setting the accessibility standards for the Company's programs and processes may result in inconsistent experiences for clients.

- OA 11.1 Develop internal accessibility best practices and review the accessibility levels at key points of interaction with the public to ensure they meet these standards. **Not started.**

OA 11.2      Develop best practices and promote guidelines for accessible client services at the MUFG Bank Canada. **Not started.**

## **Barrier 12**

A lack of standard measures to assess internal and external programs, events and engagements limits the evaluation of their accessibility.

OA 12.1      MUFG Bank Canada established an Accessibility Feedback Process Procedure in 2023 which standardizes the approach to collecting accessibility-related feedback from internal and external parties. Feedback is incorporated into the MUFG Canada Branch Accessibility Plan and or Progress Report. **Ongoing.**

OA 12.2      A high-level accessibility metric is being developed to track overall change resulting from the Accessibility Plan. **In Progress.**

## **5.7      Transportation**

MUFG Bank Canada does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the *Accessible Canada Act*. Therefore, transportation is not in the scope of this plan. MUFG Bank Canada, however, provides accommodations to employees and external partners travelling for Company business and training. The Company is committed to reviewing its policies and communications related to travel and transportation, as needed, to ensure they are barrier-free.



## 6. Appendix: Definitions

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| <b>Accessibility:</b> | The degree of ease that something (e.g., device, service, physical environment, and information) can be accessed, used, and enjoyed by persons with disabilities. The term implies conscious planning, design, or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making things more usable and practical for everyone, including older people and families with small children.                   |
| <b>Barrier:</b>       | The <i>Accessible Canada Act</i> defines a barrier as “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.” |
| <b>Disability:</b>    | The <i>Accessible Canada Act</i> defines a disability as “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, interaction with a barrier, hinders a person’s full and equal participation in society.”                                                                                                      |