

ACCESSIBILITY PLAN 2024

Contents

1 General.....	3
1.1 About China Construction Bank Toronto Branch	3
1.2 Contact Information.....	3
2 Statement of Commitment	3
3 Consultations	4
4 Accessibility Plan.....	4
4.1 Employment.....	5
4.2 The Built Environment.....	5
4.3 Information and communication technologies (ICT).....	6
4.4 Communication, other than ICT	6
4.5 Procurement of goods, services and facilities	6
4.6 Design and delivery of programs and services	7
4.7 Training.....	8
5 Review Process	8

1 General

1.1 About China Construction Bank Toronto Branch

China Construction Bank Corporation, Toronto Branch (“CCBTO” or “we”) under the guidance, direction and order of Canada's Minister of Finance and the Office of the Superintendent of Financial Institutions (OSFI), received its "Order to Commence Business" in October, 2014.

The Toronto Branch, which supports China- Canada economic business development, specializes in comprehensive wholesale banking business including Corporate Banking, Trade Finance (including Renminbi (RMB) trade related settlement), Treasury, Foreign Exchange, Time and Demand Deposits for entity customers.

CCBTO has no retail / consumer operations nor deployed any self-service (ATM) machines, no payment or credit card business, and the Branch do not accept natural-person customers nor offer any walk-in services. Our office space is not open to the general public.

1.2 Contact Information

For questions on any of our accessibility initiatives, to provide feedback, request a copy of this Accessibility Plan or request the description of our feedback process in an accessible format, please contact:

David Shuen

Chief Compliance Officer

Mail Address: 181 Bay Street, Suite 3650, Toronto, ON M5J 2T3

Telephone: +1 647 777 7700

Email: Torontocompliance@ca.ccb.com

2 Statement of Commitment

CCBTO is committed to fostering an inclusive, barrier-free, and accessible environment for everyone-employees, customers, stakeholders, and the broader community. These commitments include:

- identifying opportunities to extend our reach and accommodations to persons with disabilities,

- training our employees on accessibility and disability inclusion,
- providing employees and job applicants with reasonable accommodations,
- providing information in ways that are accessible to everyone, and
- complying with the requirements of the Accessible Canada Act (the "ACA"), and its applicable regulations.

CCBTO has been developing this Multi-Year Accessibility Plan (the "Accessibility Plan") to conform with the requirements of the ACA.

3 Consultations

The principle of “Nothing without us” recognizes that persons with disabilities are equal participants in all areas of life. The principle reaffirms that persons with disabilities should be engaged in all decision making on:

- policies
- programs
- practices, and
- service delivery.

CCBTO consults with persons with disabilities in normal course of business among its employees and clientele during the development of the accessibility plan. The CCBTO consults with persons with disabilities to:

- identify accessibility barriers,
- create an accessibility vision and strategy, and
- determine actions to address the barriers identified.

Consulting with persons with disabilities is important to effectively identify the most significant barriers facing persons with disabilities. CCBTO’s approach to consultation included:

- discussions with people leaders (department heads) across the different accessibility priority areas,
- performance of an employee accessibility survey,
- performance of individual consultations with external members of the disability community at normal course contact points where exist and possible, and
- consultation with external subject matter advisors as needed.

4 Accessibility Plan

4.1 Employment

CCBTO is building a diverse, equitable and inclusive culture and holding itself to a higher standard. Especially for responsible persons and leaders who have more power and influence who should behave to reflect such commitments.

CCBTO is committed to fair and accessible employment practices. More specifically, CCBTO:

- Notifies job applicants about the availability of accommodations during the recruitment, assessment, and selection processes;
- Notifies successful job applicants about its policies for supporting employees with disabilities as soon as possible after they are hired;
- Has a process in place for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability;
- Takes corrective action to ensure reasonable accommodation of employees' needs, up to the point of undue hardship, where employment barriers are identified; and
- Reviews our employment systems, policies, and practices on an ongoing basis for the purpose of identifying and eliminating, where possible, employment, promotional, or training barriers.

4.2 The Built Environment

CCBTO, through its landlord and the industry-leading property management company, ensures its offices are accessible, including automatic doors, and accessible washroom access.

CCBTO has put the following procedure in place when service disruptions are identified in relation to accessible parts of its public spaces:

- CCBTO is advised by property management (where applicable) any time there is a disruption to access/other services at the building where the public has access. CCBTO provides temporary arrangements where necessary to accommodate access to our business office during times that accessibility is impacted.

In the event of a service disruption, we notify our employees and other impacted parties of the service disruption and alternatives available. Since we do not have natural person customers, do not offer walk-in services and have no retail operations, our office space is not open to the general public.

4.3 Information and communication technologies (ICT)

CCBTO is committed to meeting the communication needs of people with impairments or disabilities. We will provide a welcoming environment that facilitates clients and employees with communication challenges to choose the most effective way for them to communicate.

CCBTO ensures its website and its content comply with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA requirements. Devices provided to employees are capable of adopting accessibility features where needed.

4.4 Communication, other than ICT

CCBTO is committed to meeting the communication needs of people with disabilities. We will consult with individuals with disabilities during our normal course contact points and consider their specific information and communication needs.

CCBTO ensures all publicly available information, including our feedback process, is made accessible in accessible formats, upon request. Accessible formats available include print, large print, Braille, audio format, and an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

CCBTO also considers other accessibility options for staff in internal meetings and townhalls in cases where participants advise of accessibility needs. Such as adjustable desks and voice recognition software.

Accessible Emergency Information

CCBTO is committed to providing customers and clients with publicly available emergency information in an accessible way, upon request. We also provide employees with disabilities with individualized emergency response information, where required.

4.5 Procurement of goods, services and facilities

CCBTO strives at all times to provide its products and services in a way that respects the dignity and independence of people with accessibility needs.

CCBTO's Procurement team works with various internal departments to consider accessibility needs when procuring goods and services or facilities.

CCBTO prioritizes, where possible, vendors and suppliers who demonstrate a commitment to accessibility. Whether it's software developers who adhere to digital accessibility standards or facility designers who incorporate universal design principles, CCBTO seeks partnerships with those who share its accessibility vision.

CCBTO welcomes customers with accessibility needs to use personal assistive devices to obtain, use or benefit from our products, services, or facilities. Additionally, CCBTO encourages customers to use any other assistive measures CCBTO may offer to accommodate their needs. These assistive devices may include wheelchair, screen reader, listening device, cane, etc.

CCBTO welcomes its customers and employees with disability to be accompanied by a support person if they wish to do so.

4.6 Design and delivery of programs and services

Employees

CCBTO strives to foster an environment of transparent and purposeful communication. We encourage all staff to raise concerns regarding barriers to accessibility to enable CCBTO to assess and take action to remove and prevent barriers in our workplace.

Customer Service

CCBTO is committed to providing accessible services to people with disabilities. It is available in alternative formats, upon request. As the Branch primarily deals with large corporate clients, CCBTO welcomes accessibility comments and suggestions from customer representatives in normal course interactions.

Feedback Process

We are constantly looking for ways to improve. We welcome all feedback, including feedback provided anonymously, regarding the manner in which we are implementing our Accessibility Plan or regarding barriers encountered by our employees or other individuals that deal with CCBTO.

To provide feedback, please refer to the General section on the first page of this Accessibility Plan for details on how to forward your comments and suggestions.

4.7 Training

CCBTO is committed to providing training to employees, volunteers, and other staff members ("staff") on the requirements of Canada's accessibility and human rights laws as they apply to people with disabilities. Consistent with this commitment, CCBTO's training includes the following:

- a review of the purposes of Canada's accessibility requirements which included Integrated Accessibility Standards specific to the Information and Communications, Employment, and Customer Service Standards as well as the ACA and Accessible Canada Regulations;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use assistive devices, service animals, or support persons;
- how to use equipment or devices available on the premise that may help with the provision of services to people with disabilities;
- what to do if a person with a disability is having difficulty accessing a particular service offered by CCBTO; and
- the processes that CCBTO must follow to create, provide, and receive information and communications in a manner that is accessible to people with disabilities.

5 Review Process

Over the next few years, we will continue to meet legislative and regulatory requirements, including making updates to this Accessibility Plan as necessary and submitting compliance reports to the appropriate regulators, as required.