



Accessibility Progress

Report

2025

Table of Contents

Message from Paul Leonard, President & Chief Executive Officer.....	4
1. General.....	5
1.1 Statement of Commitment.....	5
1.2 Contact Information & Feedback Process	5
1.3 Definitions	6
2. WealthONE Priority Areas	6
2.1 Employment	7
2.1.1 Progress in removing or preventing identified barriers	8
2.1.2 New barriers identified	8
2.2 The Built Environment	8
2.2.1 Progress in removing or preventing identified barriers	9
2.2.2 New barriers identified	9
2.2.3 Long Term Plans	9
2.3 Information and Communication Technologies (“ICT”)	9
2.3.1 Progress in removing or preventing identified barriers	9
2.3.2 New barriers identified	9
2.3.3 Long Term Plans	9
2.4 Communication Other than ICT	10
2.4.1 Progress in removing or preventing identified barriers	10
2.4.2 New barriers identified	10
2.5 The Procurement of Goods, Services, and Facilities.....	11
2.5.1 Progress in removing or preventing identified barriers	11
2.5.2 New barriers identified	11
2.5.3 Long Term Plans	11
2.6 The Design and Delivery of Programs and Services.....	11

2.6.1	Progress in removing or preventing identified barriers	12
2.6.2	New barriers identified	12
2.6.3	Long Term Plans	12
2.7	Transportation.....	12
2.7.1	Progress in removing or preventing identified barriers	12
2.7.2	New barriers identified	12
2.7.3	Long Term Plans	12
3.	Conclusion	13

Message from Paul Leonard, President & Chief Executive Officer

At Wealth One Bank of Canada (“**WealthONE**”), we are committed to respecting and promoting the dignity and independence of people with disabilities. Our Accessible Canada Act (“**ACA**”) plan and 2025 Progress Report have been developed to promote respect for all individuals, and independence, dignity, integrity, and equality of opportunity for people with disabilities. We believe that accessibility is not just a compliance requirement but a fundamental principle that enhances the overall experience for our employees, customers, and stakeholders. By prioritizing accessibility, we ensure that everyone, regardless of ability, can fully participate and benefit from our products, services, and communication channels. Our ongoing dedication to accessibility aligns with our value of diversity, equity, and inclusion, reinforcing our mission to create a workplace and customer experience that is welcoming and accommodating to all.

1. General

1.1 Statement of Commitment

This Progress Report refers to the 2024 Accessibility Plan (the “Accessibility Plan”). This Progress Report provides updates on the barriers to accessibility and actions to be taken to remove barriers within WealthONE that were identified in the Accessibility Plan.

1.2 Contact Information & Feedback Process

If you wish to request a copy of WealthONE’s Accessibility Plan or Progress Report, provide feedback, or request this information in an alternate format, please contact us:

Mailing Address

Wealth One Bank of Canada
Attn: Chief Compliance Officer
18 King Street East, Suite 1002
Toronto, ON
M5C 1C4

Telephone Number:

+1-866-392-1088. Monday to Friday, 9am to 5pm (EST).

Bell relay calls are always accepted.

Email Address:

Email your accessibility feedback, request alternate formats, or ask accessibility questions: help@wealthonebank.ca.

If feedback received is a complaint regarding the manner in which the Bank provides goods, services or facilities to persons with disabilities, then refer to the Customer Complaints Handling Procedures that can be found [here: https://www.wealthonebankofcanada.com/About+Us/Resolving+Your+Complaint](https://www.wealthonebankofcanada.com/About+Us/Resolving+Your+Complaint).

1.3 Definitions

The following definitions apply throughout this progress report:

- **Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.
- **Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications or can be the result of a policy or procedure.
- **Accessibility:** The design of products, devices, service, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

2. WealthONE Priority Areas

There were seven priority areas described under Section 5 of the ACA:

- 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

This Progress Report refers to the priority areas for WealthONE that are set out in the 2024 Accessibility Plan. Each priority area section will include, if applicable:

- Updates concerning the progress made in removing or preventing barriers identified in the 2024 Accessibility Plan
- Any new barriers identified since the publication of the 2024 Accessibility Plan
- Any long-term plans or activities that may continue beyond the current planning and reporting cycle

2.1 Employment

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

WealthONE is committed to:

- Achieving a culture and work environment that is supportive of employees with disabilities;
- Ensuring that each person with a disability is considered individually, on a case-by-case basis, to determine accommodation requirements;

- Ensuring compliance with all applicable legislation and the Bank's policies; and
- Establishing an efficient accommodation process that is consistent with principles of confidentiality, dignity, respect, and shared responsibility.

2.1.1 Progress in removing or preventing identified barriers

- We continue to proactively communicate with our employees about our accessibility policies and offering.
- We continue to conduct regular reviews of our accommodations program to identify opportunities to improve our support.

2.1.2 New barriers identified

- No new barriers under this Principal have been identified.

2.2 The Built Environment

The built environment priority area refers to all WealthONE physical spaces under federal jurisdiction. This includes considering accessibility features, such as accessible washrooms, lighting, signage, and noise.

In November 2023, WealthONE moved its headquarters to downtown Toronto. One of the main factors influencing our choice of the new headquarters is our commitment to accessibility. Our new headquarters has been carefully selected for its accessibility-friendly features, such as elevator access, wide entryways, etc... Recognizing the importance of creating an environment that welcomes everyone, we have prioritized accessibility to ensure that our space is inclusive and accommodating for all members of our community.

WealthONE does not operate branches.

2.2.1 Progress in removing or preventing identified barriers

- No barriers under this Principle were identified in the 2024 Accessibility Plan.

2.2.2 New barriers identified

- No new barriers under this Principle have been identified.

2.2.3 Long Term Plans

- We will continue to work with our landlord to ensure compliance to the Act.

2.3 Information and Communication Technologies (“ICT”)

The ICT priority area related to the technologies our employees and customers use. This includes hardware, software, assistive devices, and all other aspects of technology.

As a digital bank, WealthONE places high importance on improving accessibility of ICT, which allows persons with disabilities and other Canadians to participate fully in our product and service offerings.

2.3.1 Progress in removing or preventing identified barriers

- We continue to assess our website to ensure it meets the requirements of the WCAG 2.0 Level AA.

2.3.2 New barriers identified

- No new barriers under this Principle have been identified.

2.3.3 Long Term Plans

- We will continue to strive to design, develop, and test out technology solutions so they conform with the digital accessibility standard (currently WCAG 2.0 Level AA).

2.4 Communication Other than ICT

The Communication priority area relates to communication with employees and customers. This includes print materials and publications. It also includes digital communications such as websites, digital materials, and e-newsletters. Presentations and other methods of communication are also covered.

WealthONE is committed to communicating with people with disabilities in ways that take into account their disability and is committed to excellence in serving all clients including people with disabilities. We are committed to communicating respectfully with all our clients and ensure that we take into account the individual's specific needs, requirements, and circumstances when communicating with people with disabilities.

2.4.1 Progress in removing or preventing identified barriers

- We continue to reinforce to our staff the use of the communication tools that are available to them to help with those who may be hard of hearing. These are communication that could be through email, letter or Bell relay service.
- Management continues to monitor calls to provide staff with regular feedback and training regarding the importance of clear communication with our clients

2.4.2 New barriers identified

- No new barriers under this Principle have been identified.

2.5 The Procurement of Goods, Services, and Facilities

The Procurement priority area relates to how goods, services, and facilities are purchased by WealthONE. This includes the evaluation process leading up to making purchases. It also includes ensuring that all documents related to procurement are accessible and have accessibility considerations in mind.

2.5.1 Progress in removing or preventing identified barriers

- No barriers under this Principle were identified in the 2024 Accessibility Plan.

2.5.2 New barriers identified

- No new barriers under this Principle have been identified.

2.5.3 Long Term Plans

- We will continue to monitor our Procurement practice.

2.6 The Design and Delivery of Programs and Services

This priority area focuses on making all programs and services at WealthONE accessible to all. It involves thinking about persons with disabilities when programs and services are being created. It also requires us to continuously improve our programs and services for persons with disabilities.

We are committed to creating a great banking experience for customers who live with disabilities. This means providing our products and services to these customers with dignity and respect. We have a dedicated policy on accessible customer service and continuously work with our external suppliers to ensure that services are fully accessible.

2.6.1 Progress in removing or preventing identified barriers

- No barriers under this Principle were identified in the 2024 Accessibility Plan.

2.6.2 New barriers identified

- No new barriers under this Principle have been identified.

2.6.3 Long Term Plans

- We will continue to work with our suppliers to ensure that our services are fully accessible.
- We will continue to prioritize accessibility in the design and delivery of new products and services offered by the Bank.

2.7 Transportation

WealthONE has limited involvement with transportation.

2.7.1 Progress in removing or preventing identified barriers

- No barriers under this Principle were identified in the 2024 Accessibility Plan.

2.7.2 New barriers identified

- No new barriers under this Principle have been identified.

2.7.3 Long Term Plans

- If WealthONE becomes more involved with any form of transportation, we will identify barriers and actions in this area.

3. Conclusion

We are proud to continue making meaningful progress in our ongoing commitment to accessibility in employment, built environment, information and communications technologies (ICT), communication other than ICT, procurement of goods, services, and facilities, the design and delivery of programs and services, and transportation.

Our next progress report will be released on or before June 1, 2026.