

Accessibility Plan Progress Report 2025 for First Commercial Bank

May 2025

The accessibility plan that First Commercial Bank (FCB) published in 2024 outlined the policies and actions that FCB put in place to improve opportunities for people with disabilities and meet accessibility requirements under the Accessible Canada Act and the Accessible Canada Regulations.

Due to our limited number of existing customers and employees, we consulted with organizations that support people with disabilities and also collected their feedbacks from news channels, in the development of our Accessibility Plan, in order to understand the barriers that they face and how we can best address them.

Some measures have already been taken to improve accessibility at FCB including:

- Barrier-free access at FCB branches in Canada
- Accessibility training to ensure our employees understand the needs of our customers
- Ongoing measures to identify areas where further improvements can be made
- Active monitoring of Federal and Provincial regulations governing accessibility and commitment for ensuring compliance where required.

Across FCB, we are committed to sustainable, meaningful action and progress in order to remove barriers to accessibility and inclusion, when we receive any feedbacks from our customers, employees, and other members of the public. Simultaneously, we will prevent new barriers from occurring in priority areas where applicable to FCB.

This **Accessibility Plan Progress Report (2025)** provides an update on what we have accomplished in 2024.

Contact Information and Feedback Process:

First Commercial Bank welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. First Commercial Bank will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Feedback can be provided by the following methods:

Contact: Chief Compliance Officer

	Vancouver Branch	Toronto Branch
Email	i908a@firstbank.com.tw	i909a@firstbank.com.tw
Mail	100-5611 Cooney Road, Richmond, BC, V6X 3J6	5000 Yonge Street, Suite 1803, Toronto, ON, M2N 7E9
Phone	604-207-9600 between 9am and 5pm PST, Monday to Friday excluding statutory holidays	416-250-8788 between 9am and 5pm EST, Monday to Friday excluding statutory holiday

Statement of Commitment:

First Commercial Bank is committed to:

- Providing customers with disabilities the same opportunity to access our products and services
- Allowing customers with disabilities to benefit from the same services, in the same place, and in an equitable way as other customers
- Providing employees and job applicants with reasonable accommodation
- Meeting these commitments in a timely manner

Employment

First Commercial Bank is committed to creating a diverse workforce and an inclusive, supportive workplace where everyone is treated with respect. We recognize that we have a responsibility to provide a barrier-free work environment and equitable employment opportunities for all our employees.

Progress made in 2024

In our Employee handbook, a new comprehensive workplace anti-harassment and violence prevention policy was developed to ensure a supportive workplace is created where everyone is treated with respect.

Recruitment

First Commercial Bank will accommodate job candidates and employees in accordance with governing law that protects against harassment and discrimination. Additionally, we are committed to providing reasonable accommodations for applicants with disabilities throughout the entire recruiting process.

Information & Communications

First Commercial Bank is committed to ensuring that we make information and communications accessible to people with disabilities and to providing accessible ways to communicate with customers and employees that foster participation and respect, no matter how individuals choose to interact with the bank.

Progress made in 2024

FCB Canada currently does not have any customers and employees/ applicants with disabilities. However, if we encounter an individual with disability, we are dedicated to providing the necessary accommodations and assistance to support their needs to the best of our ability.

Accessible Website

First Commercial Bank is dedicated to making our website accessible for each and every customer- regardless of ability, context or situation. Consistent with this commitment, we are compliant with the Web Content Accessibility Guidelines (WCAG) 2.0 AA for our website, applications and digital content.

Progress made in 2024

In 2024, the accessibility plan and feedback process description was published on FCB website at [Accessibility Plan for First Commercial Bank - 公告資訊 | 第一銀行 \(firstbank.com.tw\)](https://firstbank.com.tw).

Customer Experience

First Commercial Bank is committed to providing customer service to people with disabilities. This means that we will provide service to people with disabilities based on the same standards for high quality and timeliness as other customers receive.

Progress made in 2024

There are 2 branches for FCB Canada. Vancouver branch is currently located on the first floor of the building, allowing easy access for customers with disabilities. Additionally, a restroom designed for people with disabilities is available on the first floor of the building. Toronto branch is located on the 18th floor of the building. There are four accessible elevators which only serve the higher floors, several disabled parking lots and entrance in the basement, allowing easy access for customers with disabilities. Additionally, two restrooms designed for people with disabilities are available on each floor of the building.

FCB Canada also periodically reviews our customer disclosure statements according to requirements to ensure the language we use is clear and simple such that all customers can understand quickly and easily.

Accessible Spaces

First Commercial Bank is committed to providing accessible spaces for customers and employees. This is achieved by complying with applicable legislation and building codes across Canada. Not only do physical spaces help us build barrier free spaces, but they help us build spaces that are inclusive for everyone.

First Commercial Bank also ensures it complies with applicable accessibility laws and regulations when building or making major changes to public spaces. Further in the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Progress made in 2024

In 2024, Vancouver branch repaired the back door to make opening and closing easier, ensuring greater convenience for customers with disabilities whereas Toronto branch set up a new office block for new staff which complied with disabled regulation, reserved enough width for aisle making it more accessible for staff with disability (if any).

Training

First Commercial Bank is committed to providing training on the requirements of Ontario's and Canada's accessibility and human rights laws as they apply to people with disabilities. Consistent with this commitment, First Commercial Bank HR department provides Diversity and Inclusion training to all employees.

Progress made in 2024

FCB Canada has delivered training on accessibility plan and the relevant regulations to all employees. The training raised awareness on how to proactively identify, remove and prevent barriers to person with disabilities, and how to prevent new barriers from emerging.

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.