

# General Bank of Canada Accessibility Plan 2025 Progress Report

## General

General Bank of Canada (the “Bank”) has prepared this progress report to meet the obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR). This progress report provides updates on the progress the Bank has made in implementing its accessibility plan.

## How to Provide Feedback

Please send your feedback to the Bank’s Human Resources Director. You can send your feedback by email, phone or mail using the contact information listed below.

Director, Human Resources  
1-877-443-5620  
HR@generalbank.ca  
#100 – 11523 100 Avenue  
Edmonton, AB, T5K 0J8

For more information on how you can send your feedback, see our feedback process description ([Accessibility Plan - General Bank of Canada](#)).

## How to Request Alternate Formats

You can use the contact information listed below to request a copy of the Bank’s feedback process description, or our progress report in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

## Contact Us:

You can contact the Bank using any of the following contact methods:

- **Email:** [HR@generalbank.ca](mailto:HR@generalbank.ca)
- **Phone:** 1-877-443-5620
- **Mail:** #100 – 11523 100 Avenue, Edmonton, AB, T5K 0J8

- **LinkedIn:** <https://www.linkedin.com/company/general-bank-of-canada/?viewAsMember=true>

## Feedback

The Bank has not received any feedback submissions regarding the implementation of our Accessibility Plan nor any barriers persons who deal with the Bank have faced.

## Consultations

As part of developing and implementing our accessibility plan, we sought feedback from external community groups regarding the Bank's proposed strategies to remove barriers. We re-engaged with groups we partnered with during the original consultation process, as they are subject matter experts familiar with our business and the existing challenges in employment practices, as well as in the design and delivery of programs and services.

Their input helped us assess the effectiveness of our proposed strategies and deepened our understanding of key accessibility priorities and areas for improvement. While specific recommendations varied, a common theme was the importance of fostering inclusivity beyond accessibility alone. We also gathered feedback on the clarity and effectiveness of our communication tools.

This feedback has been instrumental in shaping our progress and will continue to guide our efforts toward becoming a more accessible and inclusive organization.

## Areas in Section 5 of the Accessible Canada Act (ACA)

### Employment

The Bank has made the following progress in identified in our accessibility plan:

**Barrier #1:** Online job postings are not compatible with assistive technology.

- **Progress Update:** The Bank is planning future work to completely overhaul its website. Online job postings and assistive technology will be priorities for this project as the outcome will ensure compatibility with assistive technology for the entire website. This update to the website is targeted for 2026.

**Barrier #2:** The Bank does not ask employees if they require any accommodations upon commencement of employment which can leave employees feeling fearful to have to request one themselves.

- **Progress Update:** The Bank implemented a form for all new employees to fill out during their onboarding process. The form prompts employees to indicate if they have a disability that requires an accommodation ensuring new employees are not responsible for initiating accommodation requests. This process aims to create a safe process for employees who require accommodations due to a disability.
  - *This barrier is considered to be removed and complete.*

**Barrier #3:** Job applicants and employees hired with disabilities are lower than the labour market availability.

- **Progress Update #1:** The Bank has added text to all job postings indicating our commitment to accessibility and inclusion, encouraging applications from individuals of all backgrounds and abilities and our promise to not discriminate based on disability. Additionally, the job posting now indicates how candidates or potential applicants can request accommodations during the recruitment process.
- **Progress Update #2:** The Bank has added text to our Careers page indicating our commitment to accessibility and inclusion, encouraging applications from individuals of all backgrounds and abilities and our promise to not discriminate based on disability. Additionally, the Careers page now indicates how candidates or potential applicants can request accommodations during the recruitment process.
- **Progress Update #3:** By December 31, 2026, the Bank is committed to developing and implementing comprehensive workforce employment equity processes. These processes aim to enhance our understanding of the representation of individuals with disabilities within our workforce. The data collected through these initiatives will be instrumental in informing our strategies and actions to foster a more inclusive and equitable workplace. We are dedicated to ensuring that our employment practices reflect our commitment to diversity and inclusion, and we believe that these efforts will contribute significantly to our organizational goals. Specifically, we will focus on:
  - Identifying the number of current employees with disabilities to help gauge our existing diversity and inclusivity levels.
  - Tracking the number of candidates with disabilities who apply for positions to provide insights into our recruitment practices and the accessibility of our application processes.
  - Monitoring the number of candidates with disabilities who are hired which will allow us to assess the effectiveness of our hiring practices in promoting equity.

## The Built Environment

**Barrier #1:** The current emergency response plan was not created with accessibility in mind.

- **Progress Update:** The Bank is continuing to evaluate options and explore possibilities to ensure appropriate measures are implemented to reduce or eliminate this barrier.

**Barrier #2:** There is no ramp or elevator from the Bank’s main reception to access the first or second floor.

- **Progress Update:** The Bank is continuing to evaluate options and explore possibilities to ensure appropriate measures are implemented to reduce or eliminate this barrier.

## Information and Communication Technologies (ICT)

**Barrier #1:** The Bank’s website is not fully accessible and is not compatible with assistive technology.

- **Progress Update:** future work is scheduled to do a complete overhaul of the website. This overall will ensure compatibility with assistive technology for the entire website. This update to the website is targeted for 2026.

## Communication (Other Than Information and Communication Technologies)

**Barrier #1:** The Bank’s documents are not fully compatible with assistive technology.

- **Progress Update:** The Bank is continuing to evaluate options and explore possibilities to ensure appropriate measures are implemented to reduce or eliminate this barrier.

## The Procurement of Goods, Services and Facilities

No barriers were identified; no progress update is necessary.

## The Design and Delivery of Programs and Services

**Barrier #1:** Employees are not provided training to increase awareness or sensitivity when interacting with a colleague or customer where a disability or barrier may be present, or accessibility is limited.

- **Progress Update:** The Bank is continuing to evaluate options and explore possibilities to ensure appropriate measures are implemented to reduce or eliminate this barrier.

## Transportation

No barriers were identified; no progress update is necessary.

## Conclusion

The Bank will continue to monitor and measure progress to ensure we meet the remaining accessibility goals and remove and prevent barriers that were identified in our Accessibility Plan.

Employees, customers, contractors, visitors, and any other interested parties are encouraged to provide feedback regarding this progress report and the Bank's Accessibility Plan. All feedback is documented and reviewed. Additions or changes to the Bank's Accessibility Plan may be made based on feedback received. Feedback helps the Bank fully implement our Accessibility Plan and ensure we meet the goal of becoming a Barrier-free Canada by 2040.

Over the next year, the Bank will continue to prioritize barriers to eliminate or make meaningful progress toward eliminating.