

General Bank of Canada Accessibility Plan 2025 Progress Report

General

General Bank of Canada (the “Bank”) is committed to supporting the objectives of the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR) and has prepared this progress report to meet the obligations of the ACA and ACR.

We remain committed to the vision of a Barrier-Free Canada by 2040 and continue to support the importance of accessibility and inclusion in all aspects of our operations.

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
- **Phone:** 1-877-443-5620

- **Mailing Address:** #100 – 11523 100 Avenue, Edmonton, AB, T5K 0J8
- **LinkedIn:** <https://www.linkedin.com/company/general-bank-of-canada/?viewAsMember=true>

Feedback

Throughout 2025, the Bank has continued to welcome feedback from employees, customers, and members of the public. The Bank did not receive any feedback submissions regarding the implementation of our Accessibility Plan, nor have any barriers or concerns that persons who deal with the Bank have faced been identified.

We remain attentive and responsive to any future feedback and are committed to addressing any barriers that may arise.

Consultations

In 2025, the Bank did not conduct formal consultations with external partners or community groups. This decision was based on the absence of significant feedback indicating the presence of new or unresolved barriers. The Bank has not received feedback from employees, customers, or members of the public, and as a result, has not identified any major concerns requiring immediate consultation or intervention.

The Bank remains committed to engaging with partners and community groups as needed and will initiate consultations should new barriers emerge or if feedback indicates a need for further assessment. We continue to monitor all feedback channels to ensure we remain responsive and proactive in addressing accessibility concerns.

Website Accessibility

The Bank remains committed to ensuring that its website is accessible to all users. Although the Bank's website does not currently meet accessibility guidelines, our business model minimizes direct customer interactions. Content on the website is strictly informational, and the site is not accessed for online banking or transactional purposes.

We recognize the importance of digital accessibility and are planning a comprehensive website overhaul. This project, which involves collaboration across multiple departments, is scheduled to begin in the near future. Once initiated, the Bank will ensure that the final website is fully accessible and compliant with the Accessibility Act's accessibility standards and guidelines.

Given the scope and complexity of this initiative, we have prioritized other regulatory efforts in the interim. However, we remain flexible and responsive, and should any existing barriers become a concern or new barriers emerge, we will re-prioritize accordingly to address them in a timely and effective manner.

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

Given the absence of significant feedback indicating concerns related to new or existing accessibility barriers experienced by employees, customers, or visitors, the Bank has strategically prioritized other regulatory initiatives and operational focuses during this reporting period.

With that said, the Bank continues to be committed to continuous improvement by:

- Monitoring and evaluating accessibility initiatives.
- Engaging with employees, customers, and external partners and community groups, including subject matter experts.
- Fostering a culture of inclusion and accessibility.
- Providing alternate formats of this report and our Accessibility Plan upon request.

Barriers

The Bank has made progress as outlined below concerning the identified employment barriers.

Employment

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.

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.

- **Barrier Status:** Resolved

Barrier #3: The number of job applicants and employees hired with disabilities is lower than the labour market availability.

- **Progress Update #1:** The Bank met with various community groups to explore potential partnerships to increase the consideration and hiring of job applicants and employees with disabilities.
- **Progress Update #2:** The Bank collected employment equity workforce data to better understand the representation of employees who self-identify as having a disability. The Bank is continuing to develop an Employment Equity Plan, which will address this barrier.

The Built Environment

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

- **Progress Update:** The Bank has trained emergency wardens to ensure appropriate processes are in place to safely evacuate employees and visitors, including those with accessibility limitations.
- **Barrier Status:** Resolved

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 has reviewed this barrier and considers the existing accessible options in the built environment to be sufficient.
- **Barrier Status:** Resolved

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.

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 currently implementing a Learning Management System (LMS), which will improve the Bank's ability to administer training. Upon full implementation of the LMS, the Bank will 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. We are proud of the progress made and remain committed to advancing accessibility across all areas of our organization.

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.