

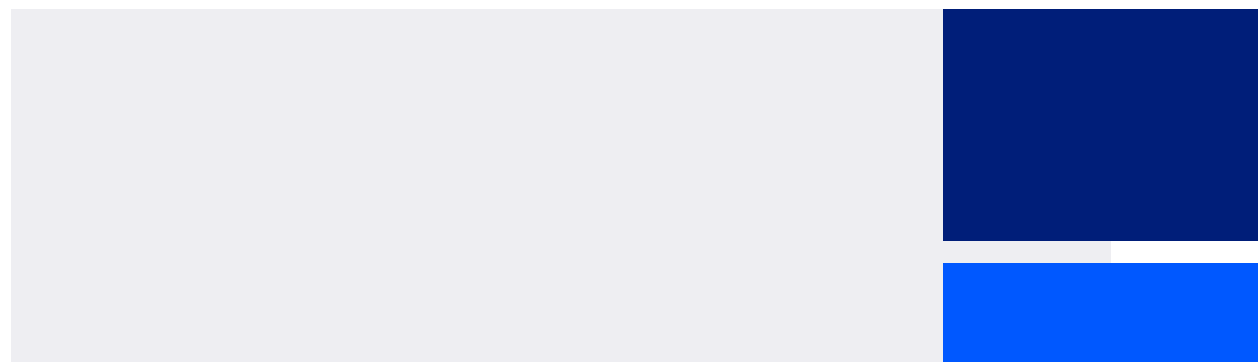


5/6/2024

Accessible Canada Act

## Canada Branch

# Accessibility Progress Report



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## GENERAL

Inclusion and belonging are key features of the U.S. Bank National Association, Canada Branch (Canada Branch), and we recognize that fostering inclusion and belonging for the disability community starts with the physical accessibility of built environments and digital accessibility of digital products and services.

Disability advocacy continues to grow within our organization, and we have staff dedicated to strengthening the accessibility of our offerings. Within our Diversity, Equity and Inclusion (DEI) department, the dedicated Disability Segment Lead drives digital accessibility efforts across the business on behalf of clients and employees. The Accessibility Banking Director in Corporate Compliance oversees accessibility for our clients and the broader disability population outside of the company, and the Accommodation Services Manager in Human Resources oversees accessibility and accommodations for employees. The company also has a Head of Digital Accessibility for Experience Design and a Manager of Accessibility for Technology Services.

On May 15-16, 2024, we will hold our third Global Accessibility Awareness Day (GAAD) event, which is open to all employees worldwide. With both virtual and in-person sessions, the two-day celebration will consist of presentations by executive leadership and internal subject matter experts on accessibility, assistive technology demonstrations, and a viewing of the “Neurodiversity at Work” film by Good Friend, Inc., a non-profit organization located in Wisconsin. Virtual sessions are recorded and made available for employees to view at their convenience.

### Feedback process

Canada Branch welcomes feedback of all kinds, including feedback related to accessibility and our accessibility plan. Any feedback received by the Canada Branch related to accessibility will be shared with our Accessibility Banking Director and Accommodation Services Manager to ensure that appropriate action is taken within the company.

Email: [intouchwithus@usbank.com](mailto:intouchwithus@usbank.com)

Phone: 1-866-274-5898

Mail: U.S. Bank National Association – Canada Branch, 120 Adelaide Street West, Suite 2300, Toronto, Ontario, Canada M5H 1T1

Individuals may also contact Kelly Risser, U.S. Bank Accessibility Banking Director, at [kelly.risser1@usbank.com](mailto:kelly.risser1@usbank.com), or speak with our 24-hour banking team at 1-800-USBANKS (1-800-872-2657).

## Alternative formats

You may request an alternative version of our accessibility plan or progress report by email at [intouchwithus@usbank.com](mailto:intouchwithus@usbank.com) or telephone at 1-866-274-5898.

The following formats are available:

- Print
- Large print (larger and clearer font)
- Braille
- Audio (CD)

## About Canada Branch and our accessibility plan

U.S. Bank National Association, Canada Branch (Canada Branch) is a Schedule 3 bank in Canada regulated by the Office of the Superintendent of Financial Institutions (OSFI). Operating since 2000, Canada Branch sales, relationship, technical and customer service staff are dedicated to servicing our payments business in Canada. Innovative technology solutions are developed for Canada Branch in both official languages, English and French. Canada Branch serves business clients in various industries; it does not provide products or services directly to individual consumers.

Canada Branch is committed to treating all individuals in a way that allows them to maintain their dignity and independence and provides access and equal opportunity. Canada Branch is committed to meeting the needs of individuals with disabilities in a timely manner, preventing and removing barriers to accessibility, and meeting accessibility requirements under the Accessible Canada Act and its regulations.

In 2023, we published the first multi-year accessibility plan for Canada Branch. Our plan focused on training our employees on disability etiquette, inclusion and accessibility; continuing our digital accessibility design, development and testing efforts; and ensuring people with disabilities may provide us with feedback so that we may improve our services and enhance access to them.

### Year 1 progress summary

In October 2023, we assigned an online training course to all employees with product ownership, design, development or Quality Assurance/Quality Engineering (QA/QE) testing roles. This training covered regulatory requirements, as well as the barriers people with disabilities face and the positive impact of digital accessibility on inclusion and the user experience.

In January 2024, an online training course was assigned to employees in client facing roles to improve their understanding of clients with disabilities and raise awareness of

the accommodations available to our clients, such as sign language interpreters and alternate print formats.

In recognition of the World Wide Web Consortium (W3C) publishing Web Content Accessibility Guidelines (WCAG) standard 2.2, we updated our digital accessibility requirement to the new standard and provided training for product design, development and testing, product owners and risk professionals. The company also offers a suite of role-focused training for information technology developers and testers on a regular cadence. We updated our accessibility testing tool suite to WCAG 2.2, Level AA in mid-January 2024.

We will recognize Global Accessibility Awareness Day (GAAD) with two days of programming, including assistive technology demonstrations and sessions targeted at general awareness, inclusive design and accessible development. This will be our third year holding an internal GAAD event to raise awareness and build skills across the company. We are dedicated to building accessibility into all that we do and continually improving the experiences for people with disabilities.

## **AREAS DESCRIBED UNDER SECTION 5 OF THE ACA**

### **Employment**

In 2023, we had ten new hires for U.S. Bank Canada Branch. To assist our recruiters and people leaders, we have an inclusive hiring guide and FAQs internal resource, which is housed in our Human Resources system called MyHR and available to all HR staff and people leaders at the company.

We also updated our global careers page for [Disability Accommodations](#), adding information about our disability inclusive culture, accessibility and accommodations. We linked to company blog articles that highlight our employees and our accessibility efforts, and we added frequently asked questions to help applicants prepare for interviews. All career pages now have a smart assistant feature to make it easier to find a job or ask a career related question.

Accessibility is built into every page on our career site to meet our Digital Accessibility Standards to achieve WCAG compliance. Examples include providing closed captions on videos, alt text and contrast for images and text.

## **Built environment**

While we did not make any building changes since we published our initial accessibility plan, Canada Branch maintains a barrier-free banking facility that welcomes service animals and provides employees and clients with physical access to our products and services. The office in Canada is located at:

U.S. Bank National Association - Canada Branch  
120 Adelaide Street West  
Suite 2300  
Toronto, Ontario  
Canada M5H 1T1

## **Information and communication technologies (ICT)**

On January 17, 2024, our digital accessibility requirement moved to WCAG 2.2AA, and our testing tools were updated to the new standard. All teams received training prior to the upgrade taking effect and have access to training and consultation for digital accessibility on an ongoing basis.

Additionally, our digital properties are monitored within a system of record called the Digital Property Inventory. Each digital property (DP) owner maintains accurate information for their digital properties related to privacy, security and accessibility. The DP owner certifies the accuracy of the information on an annual basis, and the 2024 certification period ended on March 29, 2024. The Accessibility Banking Director and Line of Business risk professionals audit the certification responses to confirm adherence to policy requirements.

## **Communication, other than ICT**

There have been no changes to the auxiliary aids or disability accommodations offered by Canada Branch.

## **Procurement of goods, services, and facilities**

There have been no changes to the suppliers used by Canada Branch.

## **Design and delivery of programs and services**

All new or modified digital properties need to comply with WCAG 2.2, Level AA. This requirement also applies to any digital content embedded within or made available through a digital property.

Existing digital properties must be remediated and brought into compliance by assigned deadlines based on risk tier. Canadian-facing digital properties are considered tier 1 and should be WCAG 2.1 AA compliant already.

## Transportation

This section does not apply; we do not provide transportation services.

## CONSULTATIONS

U.S. Bank National Association has an active and robust disability business resource group (BRG) made up of employees with disabilities, caregivers and allies. The Global Disability BRG board and member base reviewed this progress report and provided feedback using track changes. Additionally, employees with disabilities within our accessibility teams reviewed and contributed to the report. Lastly, to ensure that we include the thoughts and opinions of our Canadian based employees, they were all invited to review and provide feedback on this plan.

## Feedback

### Accessibility feedback received

Canada Branch has not received any accessibility feedback since the publication of our Accessible Canada Act (ACA) plan. We continue to monitor any feedback received and will respond in a timely manner. Our Accessibility Banking Director continues to consult with employees with disabilities and all areas of the business to understand the needs of the disability community and any accessibility considerations.

## GLOSSARY

**Auxiliary Aids & Services:** Includes equipment, materials, and personal services that may be necessary to ensure effective communication for individuals with disabilities (e.g., qualified interpreters, exchange of written notes, accessible electronic and information technology, braille materials and displays, large print materials, and other similar services or products).

**Digital Property (DP):** A user interface (UI), website, or a hardware device that has a screen/UI such as a mobile application (native or WebView). Includes content, code and features.

**Digital Content:** Video, audio, utilities, widgets, graphics, PDFs, tables, narratives or communications content that is embedded within or made available via a digital property.

**Digital Accessibility Requirement:** The conformance level of [Web Content Accessibility Guidelines \(WCAG\)](#) required by the Accessibility Banking Policy for all

new and modified digital properties. The current digital accessibility requirement is WCAG 2.2 AA.