



BNP PARIBAS

BNP Paribas Canada

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Year 2 - Accessibility Progress Report



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General

Executive Summary

BNP Paribas (Canada) (herein after, the “Bank”) is committed to identifying and removing barriers, and preventing new barriers to accessibility, and to achieve accessibility through meeting our requirements under the Accessible Canada Act (the “ACA”).

On May 23, 2023, BNP Paribas Canada published its first Accessibility Plan and Feedback Process, as required by the ACA. This Accessibility Plan outlines the steps the Bank is taking to reach these important goals, and create a workplace, and an environment, where all can feel respected. Also, the plan communicates the importance of an organizational culture that supports accessibility and inclusion.

This Accessibility Plan Progress Report Year 2 (the “Report”) outlines the various advancements made since the publication of the Accessibility Plan. It highlights our efforts to improve accessibility, and the different steps already reached in the objectives we have set. This is the second progress report we will publish as we continue to review our progress every year and continue to work continuously to improve accessibility at the Bank.

This Report is also available in the French language.

Contact Information

To request a copy of BNP Paribas Canada Accessibility Plan, Feedback Process and/or Progress Report in an alternate format, or to provide feedback on accessibility at BNP Paribas Canada, please contact Michael Adams, VP Employee Relations

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Areas of Improvement

The following are the Bank's goals with respect to accessibility, within the areas set out in the ACA, which are the following:

- a) Employment;
- b) The built environment;
- c) Information and communication technologies (ICT);
- d) Communication, other than information and communication technologies;
- e) The procurement of goods, services and facilities;
- f) The design and deliver of programs and services; and
- g) Transportation.

Employment

Key actions:

- We are sharing / promoting the Accessibility Toolkit for both managers and employees on how to promote and maintain an accessible recruitment process. This Toolkit is also available on the Human Resources internal website. There is an ongoing review of the Talent Acquisition processes, to make sure inclusion and accessibility is embedded at all levels (from applying to the onboarding within the Bank).
- We have deployed in 2025 an accessibility training for all staff, partnering with specialists around Accessibility (Left Turn Right Turn). The training material will be available on our Learning and Development internal website.
- We have also trained on site our managers and employees on unconscious bias, Module 1 "Understanding Bias in the Workplace" and Module 2 "Charting a Path to Inclusive leadership" with an external vendor in 2024. We will continue to offer the training regularly to our newly hired or promoted managers. This training is designed to facilitate the transformation of workplace cultures to become more inclusive by exploring the role of individuals, teams and systems in inclusive work cultures. We also have specific inclusion training modules available for all our staff virtually, at the regional level.
- In 2024, we have conducted and finalized our second barriers analysis for all minority groups, including one concerning persons with disabilities. Our Diversity Equity & Inclusion strategy has been adapted accordingly, with the help of an external consultant. We are working on developing even more "inclusive environments" and training our managers on what this means and requires in their day to day.
- Through our partnerships with Autisme Sans Limites and Ready Willing and Able, we have continued our Neurodiversity in Employment program. We are also working on increasing the awareness around neurodiversity (small peer groups for neurodivergent employees were offered by our Ability ERG, as well as "get together lunch sessions" for caregivers with Ability & Family ERG), in addition to ad hoc discussions with managers.



- We are continuing our partnership with Roseph as well as looking into other partnerships such as Aim Croit, Giant Steps and Inclusion Canada.
- Our Campus team has participated in dedicated career fairs with a focus on accessibility and people with disabilities (for example with Concordia University) around disability, and our team is working on supporting the students in different ways (help for CVs, presentation skills, etc.).
- On the communication side, Ability Employee Resource Group (ERG) has been organizing a number of internal initiatives with testimonies of employees with disabilities. The Bank is strongly encouraging these initiatives to help demystify the stigmas around disability and accessibility. The ERG has also put a lot of effort in creating a sense of community, and making sure this community is supported by specific actions, whether for employees themselves or for those who are care givers.
- We have also partnered with Université de Montreal (UDM) on increasing the awareness around the autism spectrum. Through Virtual Reality sessions, our employees had the opportunity to “live the experience of an autistic person at the dentist” with a VR headset. Students from the UDM lab came on our premises, so that our employees could “feel the experience”.
- Our Ability ERG is very involved and working very closely with the ED&I and HR teams, to increase awareness, and promote events all year long. For example, during 2024-2025, there has been the promotion and attendance of a conference around disability and IT Technology, a pilot with some “fidgets” made available to all employees in certain meeting rooms, a flagship event in December with the performance of “ILL Abilities”, showcasing both their incredible dance group (break dancing), but also sharing the journey of the dancers, via the motto “No Excuses No Limits”, amongst other initiatives.
- Two employees from our Ability ERG have developed an internal “awareness and training session” available to all employees, showcasing knowledge and tips on how to adequately use the Microsoft virtual accessibility tools (in emails, Excel, word....).
- As part of our commitment to creating inclusive office workspaces that support employee wellbeing, we are about to launch a four-month pilot project for a “Quiet Focus Workspace” room. This room will be available to all employees, to offer all silent workspaces and the opportunity to focus more intensely without interruptions, improving concentration and boosting productivity. With this pilot set-up, we aim to offer a collective workspace alternative for those seeking reduced noise levels and avoid sensory overload that will help enhance focus, wellbeing, and lower stress levels. Of course, we also know that this adapted workspace will make our environment more accessible for our neurodivergent employees, while serving all employees as well.



Built Environment

Key actions:

- The building management has added braille indications in the elevators.
- The emergency evacuation process for those with hearing impairments has been reviewed to assure the safety of these employees (they are paired with buddies in the event of an emergency).
- Our offices currently have accessible routes to access the building. Moreover, the entry of the Bank's building is currently under construction, and accessibility is at the heart of the priorities of our landlord.
- Accessible washrooms are available and additional signage has been implemented.
- Seven acoustic pods have been installed on our premises, providing quiet spaces with adjustable lighting and ventilation for all employees who may need to isolate.
- Accessible racks have been added for at least one cloakroom per floor – racks that can be lowered to hang clothes.

Information and Communication Technologies

Key actions:

- The accessible functionalities of the Microsoft Office Suite and Navigator have been promoted by employees of the Ability ERG: they organized sessions and shared tips on how to use and make the most of these tools, to have more accessible communications and documents within the Bank.
- The IT teams have also been working on developing internal AI technologies, which are “in house” equivalents of “Chat GPT” and are making information and communications more accessible to all. They have been deployed to some businesses specifically and are in the process to be more largely deployed (LLM@ITO and LLM@GM).
- Copilot has also been deployed for a small number of employees, as a pilot, and see how it can indeed make our work environments more accessible but making sure that data privacy is maintained when using it.
- For internal and external BNP sites, for the content controlled by the Canadian branch, images all have alternative text. The Communication team is looking into adding transcripts where possible for certain events that we host.

Communication, other than Information and Communication Technologies

Key actions:

- We conducted a review of existing accessibility options with respect to client/public communications/documentation. All client documentation is generated through standard Word processor. Client account opening documentation for the Canadian branch have been updated to ensure they are in a more accessible format.



The Procurement of Goods, Services and Facilities

Key actions:

- The supplier strategy has been reviewed with Procurement, to repertory our current Canadian diverse suppliers. This exercise is still ongoing. The Bank is currently working on diversifying its pool of Canadian vendors, building connections with women-owned vendors for example (through events like “Le Cap Vers la Reussite” or working with associations like “le Reseau des Femmes d Affaires du Quebec” ...) .
 - We are looking to promote and develop more equal opportunities for all suppliers, regardless of their size or ownership structure. This is ongoing as our RFPs are not always locally defined.
 - Ultimately, we aim to enhance innovation and resilience by engaging with a wider range of suppliers, aligning with regulatory requirements and industry’s best practices related to supplier diversity.

The Design and Delivery of Programs and Services

Key actions:

- All videos posted on the Canadian branch websites have captions in both English and French. The communication team is also reviewing to add transcripts when they have the ability to do so.
- We are continuing our relationships organisations like Autism without limits and Giant Steps.

Transportation

- **Not applicable**



Consultations

The Bank has partnered with Synclusiv, a consulting firm with expertise on the subject of accessibility, to assist with the preparation of this progress report. The organization offered guidance and recommendations to help the Bank elaborate the present progress report. Specific stakeholders are responsible for each element of the Plan, regular check-ins are scheduled and said stakeholders regularly provide progress updates directly to the executive sponsor, which is our CEO.

The Bank has also consulted its employees in the following manner:

The Bank held an in-person accessibility plan progress report consultation event in May 2025. All employees were invited to the event and 16 people registered. During this event, the draft progress report, covering all of the above subjects, was shared with the attendees for their feedback. Employees were also invited to share their feedback on an individual level directly with the VP Employee Relations.

During the consultation, ideas were shared about how to remove barriers in the above-mentioned areas, bearing in mind that the Bank needs to conduct a fulsome review of what is currently feasible as well as what could potentially be implemented in the future.

Notable feedback included:

- Developing more experiential learning around accessibility (such as VR sessions with Université of Montreal) as impact is very high;
- In general, additional awareness initiatives on accessibility are very welcomed and appreciated;
- A suggestion was made to include accessibility and accommodation awareness directly in the onboarding process and continue to provide guidance to managers and all employees through the entire employee life cycle (including internal mobility);
- It was also agreed to use the feedback from the first Disability:In index report of 2025, to eventually adapt some processes and integrate best practices to our work environment.

Range of disabilities represented:

- Hearing Impairment
- Chronic Illness
- Autism
- Depression

Feedback

A feedback process enables the Bank to respond to feedback regarding the manner in which we are implementing the Accessibility Plan, and the barriers encountered by the Bank's employees, candidates, clients, stakeholders and the public.



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The Accessibility Team is designated to receive feedback on behalf of the Bank with respect to accessibility matters and this Plan. The Bank welcomes such feedback, and individuals are invited to communicate with the Bank.

In 2024-2025, we received 0 submissions of feedback on accessibility. Feedback can be submitted by telephone, email, web form and by mail.



Glossary

Accessibility: The degree to which a product, service, program or environment is available to be accessed or used by all.¹

Barrier: Anything that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. Barriers can be physical, architectural, technological or attitudinal.²

Consultation: Consultation involves communicating with stakeholders to gather comments, opinions, and other information. Stakeholders are the people affected by a policy, program, practice, or service.³

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment, or a functional limitation, whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.⁴

Disability type: A form of limitation, be it physical, mental, intellectual, cognitive, learning, communication or sensory or other. In its 2022 Canadian Survey on Disability, Statistics Canada used screening questions to identify the following 10 types of disability:

- seeing
- hearing
- mobility
- flexibility
- dexterity
- pain-related
- learning
- developmental
- mental health-related
- memory

The screening questionnaire also contained a question concerning any other health problem or condition that has lasted or is expected to last for six months or more. This question was meant to be a catch-all in case the 10 disability types did not cover the respondent's situation. This question is associated with an 11th "unknown" disability type.⁵

Employee: Any person employed by a regulated entity described in paragraph 7(1)(e) or (f) of the ACA and includes a dependent contractor as defined in subsection 3(1) of the [Canada Labour Code](#), but excludes:

¹ [Glossary: Accessibility Strategy for the Public Service of Canada.](#)

² *Ibid.*

³ [Guidance on the Accessible Canada Regulations - Consulting persons with disabilities.](#)

⁴ ACA.

⁵ [Glossary: Accessibility Strategy for the Public Service of Canada.](#)



(a) a person employed under a program designated by the employer as a student employment program; and

(b) a student employed solely during the student's vacation periods.⁶

Persons with disabilities: Persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who a) consider themselves to be disadvantaged in employment by reason of that impairment, or b) believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment. Persons with disabilities include persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace, as well as clients engaging with the Bank's programs and services.⁷

⁶ [Accessible Canada Regulations](#).

⁷ [Glossary: Accessibility Strategy for the Public Service of Canada](#).