



**BNP PARIBAS**

**BNP Paribas Canada**

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**Year 1 - 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 (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 first of multiple progress reports 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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**Web form:** <https://www.bnpparibas.ca/en/>



## 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 delivery of programs and services; and
- g) Transportation.

### ***Employment***

#### **Key actions:**

- We are introducing the Accessibility Toolkit for both managers and employees on how to promote and maintain an accessible recruitment process.
- We have completed a review of what accessibility options are available for employee trainings within our existing technological framework. Our learning and development team is currently preparing an accessibility best practice guideline for all local trainings.
- We are developing an accessibility training to be implemented for all staff. The training shall be recorded and available on our Learning and Development internal website.
- We are in the process of revising and updating existing policies, procedures and processes to ensure accessibility is taken into account.
- We conducted our 2nd barrier analysis from a disability perspective in 2023 and are currently working with a consultant to help strengthen our DEI strategy, which includes persons with disabilities. We have updated our DEI strategy accordingly.
- Through our partnerships with Autisme Sans Limites, Ready Willing and Able, and Auticon we have continued with our Neurodiversity in Employment program. We are also working with Roseph for our second edition of DuoEmploi (having interns come on our premises for one day). We are looking into a partnership with Université de Montreal on supporting our managers to be more prepared when hiring and developing autistic employees.

### ***Built Environment***

#### **Key actions:**

- We have modified our evacuation processes to ensure that corporate security is made aware by the employee of any accommodations they may need in the event of an evacuation.
- Our landlord has confirmed compliance with relevant and current building code.
- The building management is in the process of adding braille indications in the elevators.
- Our offices do have accessible routes to access the building.
- Accessible washrooms are available.
- Specific accessible desks have been reserved for persons requiring the use of a wheelchair.
- Specific lockers have been reserved for persons requiring the use of a wheelchair.



## ***Information and Communication Technologies***

### **Key actions:**

- We conducted a review of our main digital platforms/tools controlled by the Canadian Branch to evaluate existing accessibility functionality. The accessibility functionalities of the Microsoft Office Suite and Navigator are available to all.
- For internal and external BNP sites, for the content that is controlled by the Canadian branch, images now have alternative text.

## ***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 are in the process of being updated to ensure they are in a more accessible format.

## ***The Procurement of Goods, Services and Facilities***

### **Key actions:**

- The local contract template for suppliers is being reviewed by our internal legal team with the aim to include clauses referencing the principles BNPP follows and expects suppliers to follow from an accessibility standpoint.
- We are reviewing our Supplier strategy with Procurement, in order to repertory our current diverse suppliers, and aim to achieve the following objectives:
  - increase the representation of diverse suppliers in our procurement processes.
  - Promote fair and equal opportunities for all suppliers, regardless of their size or ownership structure.
  - Enhance innovation and resilience by engaging with a wide range of suppliers, align with regulatory requirements and industry 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 languages.
- New partnerships are also being developed with 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 March 2024. 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 consultations, 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.

Ideas, such as the following, were shared during the consultations (and were subsequently shared with those responsible for implementing the various sections of the Plan):

- Review the lighting in certain rooms;
- Review emergency process for those with hearing impairments;
- Highlighting accessibility features which exist in the Microsoft Office Suite;
- Provide a space for persons with disabilities to share their experiences;
- Review accommodation process to see if there can be more proactive outreach to employees requiring disabilities

These ideas shall be reviewed by the relevant stakeholders responsible for their respective subject matters.

Range of disabilities represented:

- Hearing loss
- Attention deficit/hyperactivity disorder
- Dyslexia
- Macular hole/low vision

## 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.

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 2023/2024, 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.<sup>1</sup>

**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.<sup>2</sup>

**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.<sup>3</sup>

**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.<sup>4</sup>

**Disability type:** A form of limitation, be it physical, mental, intellectual, cognitive, learning, communication or sensory or other. In its 2017 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.<sup>5</sup>

**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:

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

<sup>2</sup> *Ibid.*

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

<sup>4</sup> ACA.

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



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(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.<sup>6</sup>

**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.<sup>7</sup>

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<sup>6</sup> [Accessible Canada Regulations](#).

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