

SMBC Canada Branch 2024 Accessibility Progress Report

(Reporting Period: April 2024 – April 2025)

Table of Contents

1. General
2. About SMBC Canada Branch
3. Commitment to Accessibility
4. Consultations:
5. Feedback :
6. Progress to Date
 - Employment
 - The Built Environment
 - Information & Communication Technologies (ICT)
 - Communication (Non-ICT)
 - Procurement of Goods, Services & Facilities
 - Design & Delivery of Programs & Services
 - Transportation
7. Progress Summary & Conclusion
8. Awards & Recognitions
9. Glossary of Terms

1. General

SMBC Canada Branch is committed to fostering an inclusive, barrier-free workplace where all employees and clients can fully participate. In compliance with the *Accessible Canada Act* (ACA), this 2024 Accessibility Progress Report outlines actions taken to identify, remove, and prevent barriers across all areas of our operations during the reporting period.

If you require this report or a description of our feedback process in an alternative format or have any questions, please contact the Associate, HR & CS at SMBC Canada Branch:

- Email: SMBCCB_Accessibility_Canada@smbcgroup.com
- Mail: PO Box 172, 222 Bay Street, Suite 1400, Toronto, ON M5K 1H6
- Phone (Anonymous Feedback): +1-416-368-4766

2. About SMBC Canada Branch

Sumitomo Mitsui Banking Corporation (SMBC) is a Japanese multinational banking financial services institution owned by Sumitomo Mitsui Financial Group, Inc (SMFG). It is headquartered in [Chiyoda, Tokyo, Japan](#). The group operates worldwide. It provides financial products and services to a wide range of clients, including small and medium-sized enterprises, large corporations, financial institutions and public sector entities.

Sumitomo Mitsui Banking Corporation, Canada Branch provides commercial banking services including deposits, loans, foreign exchange transactions, and correspondent banking services to Canadian subsidiaries of Japanese companies and Canadian corporations. SMBC Group established its presence in Canada in 1982, while the Canada Branch was set up in 2016.

Diversity & Inclusion is core to SMBC Canada Branch. That's why we're committed to removing barriers to support the full and equal participation of all. To continue delivering on our commitment, we are improving our governance of accessibility for Persons with Disabilities.

3. Commitment to Accessibility

We recognize that accessibility is essential to creating an equitable and inclusive workplace. Our efforts are guided by the principles of dignity, independence, integration, and equal opportunity. Accessibility is a shared responsibility, and we are committed to continuous improvement and feedback-informed decision-making.

4. Consultations:

In accordance with the Accessible Canada Act, SMBC Canada Branch conducted employee consultations in preparation for this progress report. Employees were invited to participate via:

- A formal email invitation to all staff
- A virtual consultation session
- Anonymous feedback channels (email, phone, mail)

Summary of Feedback:

As of the date of this report, no new barriers were identified through the consultation process. SMBC Canada Branch remains committed to meaningful dialogue and responsiveness to all accessibility-related feedback.

5. Feedback :

We value feedback as a critical component in our journey toward greater accessibility.

How to Submit Feedback:

- Email: SMBCCB_Accessibility_Canada@smbcgroup.com
- Mail: PO Box 172, 222 Bay Street, Suite 1400, Toronto, ON M5K 1H6
- Phone (Anonymous Feedback): +1-416-368-4766
- Designated Person to Receive Feedback:

The Associate, HR & CS at SMBC Canada Branch, is responsible for receiving and addressing feedback.

How Feedback Will Be Used:

All feedback received will be reviewed and addressed according to our established process, including any requests that require a response or remediation. The Bank will take necessary steps to resolve any issues or concerns raised in a manner consistent with our Accessibility Plan.

The Bank has not received any feedback through its feedback process to date.

6. Progress to Date

Progress has been organized under each of the Accessible Canada Act's priority areas:

Employment

- Continued to offer individualized workplace accommodations based on employee needs.
- Installed standing desks to promote ergonomic accessibility and support diverse physical needs.
- Promoted inclusive recruitment and onboarding practices aligned with equity principles.
- Encouraged participation in Employee Resource Groups (ERGs) as a platform to engage, represent, and empower diverse employee voices — including those of persons with disabilities — across SMBC Canada Branch.

The Built Environment

- Assessed office layout to ensure barrier-free movement and access to key facilities.
- Maintained accessible entryways, common areas, and signage.
- Introduced access to menstrual products at no cost to employees as part of our inclusive health and wellness initiatives

Information & Communication Technologies (ICT)

- SMBC Canada Branch continues to support an inclusive and accessible work environment by ensuring employees have the necessary tools and technologies to perform their roles effectively. During the reporting period, accommodations were made to enhance ergonomic accessibility, including the provision of accessible peripheral devices to support employees with temporary or ongoing physical needs.
- No accessibility barriers were identified in relation to the bank's core ICT systems during this period.

Communication (Non-ICT)

- Used plain language principles and accessible design for posters and internal notices.

Procurement of Goods, Services & Facilities

- While no new accessibility-related procurement initiatives were introduced in 2024, our review did not identify any barriers in the procurement of goods and services. We remain committed to incorporating accessibility considerations in future procurement activities, where applicable

Design & Delivery of Programs & Services

- Hosted a Diversity, Inclusion & Accessibility (DIA) Town Hall in Jan 2025 to raise awareness and highlight leadership commitment.
- Senior leaders discussed the 'curb-cut effect'—emphasizing that accessibility benefits everyone.
- An employee from SMBC Canada Branch shared a personal accessibility testimonial, fostering empathy and learning.

Transportation

Barriers associated with transportation are not relevant to SMBC Canada Branch's operations. If barriers are identified in the future, we will work to remove them.

7. Progress Summary & Conclusion

In 2024, SMBC Canada Branch made tangible progress in several areas of accessibility, including physical workplace enhancements, ergonomics and accessibility-focused events. We will continue to consult with employees and stakeholders, apply accessibility best practices, and take proactive steps to ensure our workplace is accessible to everyone

8. Awards & Recognitions



SMBC Canada Branch was certified as a Great Place to Work® in 2025.

This recognition highlights the organization's ongoing commitment to creating an inclusive, supportive, and engaging workplace for all employees.

9. Glossary of Terms

- **ACA:** Accessible Canada Act
- **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.

Types of disabilities include, but are not limited to:

- Vision
- Mobility
- Speech
- Hearing
- Flexibility
- Dexterity
- Pain-related
- Learning
- Cognitive
- Developmental
- Mental-health related

- Memory
- **Barrier:** means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—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 and includes:
 - a physical barrier
 - an architectural barrier
 - an information or communications barrier
 - an attitudinal behavioral barrier
 - a technological barrier
 - anything that is the result of a policy or a practice
- **DIA Town Hall:** Diversity, Inclusion & Accessibility session held to promote internal awareness and education.
- **Standing Desk:** Adjustable desks that support standing or sitting, used to meet ergonomic and accessibility needs.
- **Curb-Cut Effect:** The principle that accessibility improvements benefit all users, not only those with disabilities.