

Crédit Agricole Corporate and Investment Bank Accessibility Plan

1. GENERAL

a) Our Commitment

Crédit Agricole Corporate and Investment Bank – Canada Branch (the “**Company**” or “**CACIB**”) is committed to identifying and removing barriers, and preventing new barriers, and to achieving accessibility through meeting its obligations under the *Accessible Canada Act* (the “**ACA**”) and the *Accessible Canada Regulations* (the “**ACR**”).

To accomplish this, the ACA and ACR require that certain federally regulated entities prepare and publish an Accessibility Plan (the “**Plan**”) with a focus on identifying and removing barriers in the following priority areas:

- Employment
- Built Environment
- Information and Communication Technology
- Communication, other than Information and Communication Technology
- Procurement of Goods, Services, and Facilities
- Designing and Delivering Programs and Services
- Transportation

The Plan outlines the steps CACIB will be taking to reach these important goals, and to make our workplaces, policies, programs, practices and services accessible.

This Plan is our first step towards reducing or removing the barriers that people with disabilities face. We are committed to supporting the Government of Canada’s goal of being barrier free by January 1, 2040.

The Company’s designated official for the development of this Plan is Olivier Gibeault – Head of Human Resources Canada.

b) Feedback Process Description

Your feedback is important to us. We invite anyone experiencing barriers to accessibility and wishing for the Company to advance and improve accessibility to contact us as follows:

- Email: olivier.gibeault@ca-cib.com

We will acknowledge receipt of your accessibility feedback using the same contact method that you used unless your feedback was provided anonymously.

You may also:

- Request a copy of the Plan in an accessible format;
- Request a description of the Company's accessibility feedback process; and
- Provide feedback on the Plan.

Our feedback process is accessible to people with disabilities. The Company will provide for accessible formats/communication supports to facilitate the feedback process upon request. You can use the contact information listed above to ask us for a copy of the Plan and our feedback process description 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.

Please note that while certain specific formats may result in additional delays, we will make every effort to provide them to you as quickly as possible.

2. CONSULTATIONS

Consultations with persons with disabilities and our workforce are an integral part of our efforts to creating workplaces and an environment that is accessible for everyone. During the development of the Plan, CACIB consulted all of its employees as well as vendors – however, only employees elected to fill out the questionnaire. Nonetheless, these consultations assisted us in identifying, removing and preventing barriers in the aforementioned priority areas.

We will continue to consult with persons with disabilities and other members of our workforce in the preparation of our progress reports.

a) Accessibility Questionnaire (online / print)

The Company utilized an accessibility questionnaire which was sent electronically to all employees in Canada. This questionnaire provided everyone within our workforce with an opportunity to identify barriers they believed to exist within each of the priority areas identified in the ACA. It also provided an opportunity to identify areas of continuous improvement for CACIB's existing efforts of ensuring barrier-free workplaces and environment.

3. PRIORITY AREAS

The barriers that were identified as part of the consultation process above and known best practices with respect to each of the aforementioned priority areas are set out below.

Additionally, the timeline and actions CACIB intends to take to facilitate the removal or mitigation of the identified barriers are set out below.

a) Employment

Barrier 1: Our job postings don't mention our commitment to accessibility and inclusion or explain how to ask for disability-related accommodations.

Steps and Timeline: Over the next 12 months, we will add a short text to our job postings that mentions our commitment to accessibility and inclusion, and that indicate to applicants how to request accommodation.

Barrier 2: Best practices in recruitment process are not all known by managers.

Steps and Timeline: Over the next 12 months, we will promote best practices of inclusion and accommodation during interview process. That could include training, best practices sharing, guidelines.

b) Built Environment

Barrier 1: The entree doors are currently partially automatic on premises.

Steps and Timeline: Over the next 12 months, in consultation with the appropriate stakeholders, we will analyse and determine if and where automatic doors should be installed.

Barrier 2: Our fire alarms don't have visual warnings (flashing lights)

Steps and Timeline: Over the next 12 months and in consultation with the appropriate stakeholders, CACIB will ask to our landlord/property manager to see the possibility to install visual warnings to alert Deaf persons of a fire.

Barrier 3: Best practices in Ergonomic are not necessarily known by employees and management.

Steps and Timeline: Over the next 12 months, we will promote best ergonomic practices.

c) Information and Communication Technology

Barrier: Internal communications may not always be provided in accessible, inclusive, or easy-to-understand formats, which could create barriers for employees with disabilities, including cognitive, learning, hearing, or visual disabilities.

Steps and Timeline: Over the next 12 months, we will promote existing tools to enhance communications, such as the use of subtitles during presentations and easy-to-understand formats. It could include training, guidelines or communication.

d) Communication, other than Information and Communication Technology

Consultation participants considered that the measures relating to "Communications other than information and communication technologies" were adequate. However, CACIB will continue to assess the need for potential improvements or adjustments to these measures to ensure they remain effective and adapted to evolving requirements.

e) Procurement of Goods, Services, and Facilities

Consultation participants considered that the measures relating to "Communications other than information and communication technologies" were adequate. However, CACIB will continue to assess the need for potential improvements or adjustments to these measures to ensure they remain effective and adapted to evolving requirements.

f) Designing and Delivering Programs and Services

Consultation participants considered that the measures relating to "Communications other than information and communication technologies" were adequate. However, CACIB will continue to assess the need for potential improvements or adjustments to these measures to ensure they remain effective and adapted to evolving requirements.

g) Transportation

Consultation participants considered that the measures relating to "Communications other than information and communication technologies" were adequate. However, CACIB will continue to assess the need for potential improvements or adjustments to these measures to ensure they remain effective and adapted to evolving requirements.

4. CONCLUSION

CACIB is committed to ensuring accessibility for people with disabilities and we are continually improving the user experience for everyone. In an alignment with our values

and in striving toward our commitment to inclusivity, CACIB will continually work to identify and address potential barriers which may exist within its Canadian workplaces, facilities, policies, programs, products, services and practices. The barriers identified above are the direct result of the consultation process and observed barriers and will be monitored and tracked for progress throughout the timelines identified. Therefore, CACIB will ensure that the appropriate resources and attention are given to resolve and/or to provide the appropriate response to each. The Company will also complete Progress Reports and review the Plan every three (3) years, or as required by the ACA and its regulations.