

Multi-Year Accessibility Plan

BCU Financial is committed to providing its services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same access to services. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

BCU Financial is committed to excellence in serving all of our Members and non-Members, including people with disabilities. Along with this commitment, BCU Financial will develop, maintain, and document an Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace and to provide equal opportunities for persons with disabilities. BCU Financial is dedicated to meeting the accessibility requirements under the Integrated Accessibility Standards Regulation (the “IASR”) of the Accessibility for Ontarians with Disabilities Act (“AODA”). BCU Financials’ Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and as required.

Compliance Date	Requirement	Measures	Status
2.0 General Requirements			
January 1, 2014	2.1 Accessibility Policies	<ul style="list-style-type: none"> Develop, implement, and maintain policies. Make documents publicly available and on request, provide them in an accessible format. 	Compliant
	2.2 Accessibility Plan	<ul style="list-style-type: none"> Establish, implement, maintain, and document a multi-year Accessibility Plan. Post plan on corporate website and upon request, provide the plan in an accessible format. Review and update the Accessibility Plan at least once every 5 years. 	Compliant
	2.3 Self-Service Kiosks	<ul style="list-style-type: none"> Consider accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks. 	Compliant and On-going

Compliance Date	Requirement	Measures	Status
January 1, 2015	2.4 Training	<ul style="list-style-type: none"> Ensure training is provided to all staff and those who participate in developing the organization's policies on the requirements of the accessibility standards. Keep records of training. 	Compliant
3.0 Standards for Information and Communications			
January 1, 2014	3.1 Feedback	<ul style="list-style-type: none"> Process in place for receiving and responding to feedback. Arrange for the provision of accessible formats and communication supports persons, upon request. 	Compliant and On-going
January 1, 2016	3.2 Accessible Formats and Communication Supports	<ul style="list-style-type: none"> Provide or arrange for provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs. Notify the public about the availability of accessible formats and communications supports. Consult first with the person making the request. 	Compliant and On-going
January 1, 2012	3.3 Emergency Procedure, Plans or Public Safety Information	<ul style="list-style-type: none"> Prepare emergency procedures and make them available to the public in an accessible format in a timely manner, upon request. When required, provide individualized workplace emergency response information to employees who have disabilities. 	Compliant and On-going
January 1, 2014	3.4 Accessible websites and web content	<ul style="list-style-type: none"> All internet websites and web content conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level A. Current website was developed in 2019. 	Compliant
January 1, 2021		<ul style="list-style-type: none"> Although some requirements have been met, all internet websites and web content to fully conform with WCAG 2.0 Level AA in 2024, as BCU Financial plans to redevelop the website. 	Compliant and On-going

Compliance Date	Requirement	Measures	Status
4.0 Standards for Employment			
January 1, 2016	4.1 Recruitment	<ul style="list-style-type: none"> • During the recruitment and selection process, notify applicants that accommodations are available upon request. • Consult with the applicant and provide or arrange for the provision of suitable accommodation. 	Compliant
	4.2 Support for Employees	<ul style="list-style-type: none"> • Inform employees (existing & new) of our policies to support employees with disabilities. • Upon request, provide accessible formats and communication supports for information in the workplace, provided in consultation with the employee making the request. 	Compliant and On-going
	4.3 Document Individual Accommodation and Return to Work Processes	<ul style="list-style-type: none"> • Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities, when required. 	Compliant and On-going
		<ul style="list-style-type: none"> • Develop and have in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations for their return to work when required. 	
4.4 Performance Management, Career Development and Advancement, and Redeployment	<ul style="list-style-type: none"> • Consider the accessibility needs of employees with disabilities as well as individual accommodation plans, when using our performance management process, providing career development and advancement, and redeployment when required. 	Compliant and On-going	
6.0 Standards for Built Environment			
Legislation pending		<ul style="list-style-type: none"> • Remove barriers in public spaces and buildings when spaces are newly-constructed or redeveloped. • Provide alternative ways to provide our service to owners when they request accommodations. 	Compliant and On-going