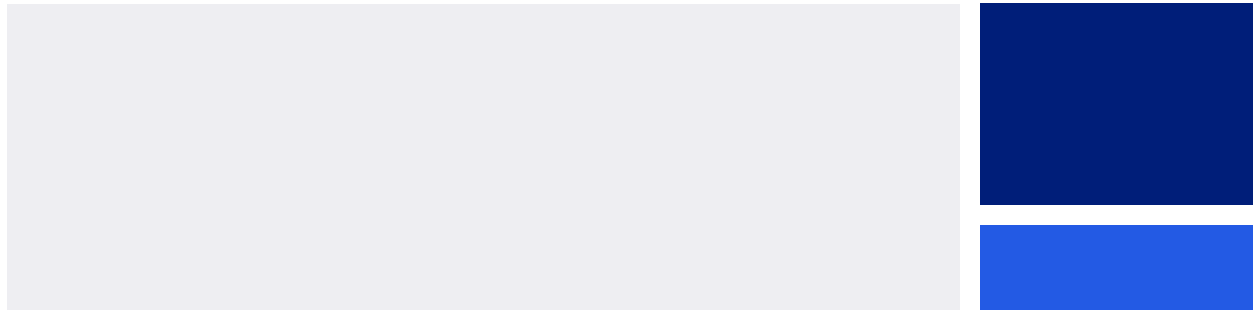




May 30, 2025

# Canada Branch Accessibility Progress Report

Accessible Canada Act



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## General

Inclusion and belonging are key features of the U.S. Bank National Association, Canada Branch (Canada Branch), and we recognize that fostering inclusion and belonging for the disability community starts with the physical accessibility of built environments and digital accessibility of digital products and services.

Disability advocacy continues to grow within our organization, and we have staff dedicated to strengthening the accessibility of our offerings. The Accessibility Banking director in Corporate Compliance oversees accessibility for our clients and the broader disability population outside of the company, and the Accommodation Services manager in Human Resources oversees accessibility and accommodations for employees. The company also has a head of Digital Accessibility for Experience Design and a manager of Accessibility for Technology Services.

We hold an annual Global Accessibility Awareness Day (GAAD) event, which is open to all employees worldwide. With both virtual and in-person sessions, the celebration consists of presentations by executive leadership and internal subject matter experts on accessibility, assistive technology demonstrations, and more. Virtual sessions are recorded and made available for employees to view at their convenience.

### Feedback process

Canada Branch welcomes feedback of all kinds, including feedback related to accessibility and our accessibility plan. Any feedback received by the Canada Branch related to accessibility will be shared with our Accessibility Banking director and Accommodation Services manager to ensure that appropriate action is taken within the company.

Email: [intouchwithus@usbank.com](mailto:intouchwithus@usbank.com)

Phone: 866-274-5898

Mail: U.S. Bank National Association – Canada Branch, 120 Adelaide Street West, Suite 2300, Toronto, Ontario, Canada M5H 1T1

Individuals may also contact Kelly Risser, U.S. Bank Accessibility Banking director, at [kelly.risser1@usbank.com](mailto:kelly.risser1@usbank.com), or speak with our 24-hour banking team at 800-USBANKS (872-2657). We accept relay calls.

## Alternative formats

You may request an alternative version of our accessibility plan or progress report by email at [intouchwithus@usbank.com](mailto:intouchwithus@usbank.com) or telephone at 866-274-5898.

The following formats are available:

- Print
- Large print (larger and clearer font)
- Braille
- Audio (CD)

## About Canada Branch and our accessibility plan

U.S. Bank National Association, Canada Branch (Canada Branch) is a Schedule 3 bank in Canada regulated by the Office of the Superintendent of Financial Institutions (OSFI). Operating since 2000, Canada Branch sales, relationship, technical and customer service staff are dedicated to servicing our payments business in Canada. Innovative technology solutions are developed for Canada Branch in both official languages, English and French. Canada Branch serves business clients in various industries; it does not provide products or services directly to individual consumers.

Canada Branch is committed to treating all individuals in a way that allows them to maintain their dignity and independence and provides access and equal opportunity. Canada Branch is committed to meeting the needs of individuals with disabilities in a timely manner, preventing and removing barriers to accessibility, and meeting accessibility requirements under the Accessible Canada Act and its regulations.

In 2023, we published the first multi-year accessibility plan for Canada Branch. Our plan focused on training our employees on disability etiquette, inclusion and accessibility; continuing our digital accessibility design, development and testing efforts; and ensuring people with disabilities may provide us with feedback so that we may improve our services and enhance access to them.

### Year 2 progress summary

Our online course for employees in product ownership, design, development or quality assurance/quality engineering (QA/QE) testing roles has been reviewed and updated. It is assigned as required training to any applicable new hire and assigned as refresher training to existing employees on a biannual basis. This training covers regulatory requirements, as well as the barriers people with disabilities face and the positive impact of digital accessibility on inclusion and the user experience.

Our online training course for employees in client facing roles has been reviewed and updated. It is assigned as required training to applicable new hires and as refresher training biannually to existing staff. The course helps employees improve their understanding of clients with disabilities and raise awareness of the accommodations available to our clients, such as sign language interpreters and alternate print formats.

As shared in last year's progress report, our digital accessibility standard is Web Content Accessibility Guidelines (WCAG) standard 2.2, level AA. Our accessibility testing tool suite reflects this standard, so all new, modified and existing digital products and services are tested at this level. We're in the middle of a multi-year remediation effort on existing digital properties. The last deadline to meet will be January 1, 2026. This is a handful of business products and services with limited customer use. All new and modified digital properties are required to be WCAG compliant prior to production release. We also hold our vendors accountable to this requirement through contractual obligation.

We recognize Global Accessibility Awareness Day (GAAD) annually, and all accessibility teams participate in presenting, while all employees are invited to attend. This will be our fourth year holding an internal GAAD event to raise awareness and build skills across the company. We are dedicated to building accessibility into all that we do and continually improving the experiences for people with disabilities.

## Areas described under section 5 of the ACA

### Employment

In 2024, we had six new hires for U.S. Bank Canada Branch. To assist our recruiters and people leaders, we have an inclusive hiring guide and frequently asked questions internal resource, which is housed in our Human Resources (HR) system called MyHR and available to all HR staff and people leaders at the company.

Our global careers page for [Disability Accommodations](#) includes information about our disability inclusive culture, accessibility and accommodations. The page links to company blog articles that highlight our employees and our accessibility efforts and contains frequently asked questions to help applicants prepare for interviews. All career pages now have a smart assistant feature to make it easier to find a job or ask a career related question.

Accessibility is built into every page on our career site to meet our Digital Accessibility Standards to achieve WCAG compliance. Examples include providing closed captions on videos, alt text and contrast for images and text.

## **Built environment**

While we did not make any building changes since we published our initial accessibility plan, Canada Branch maintains a barrier-free banking facility that welcomes service animals and provides employees and clients with physical access to our products and services. The office in Canada is located at:

U.S. Bank National Association – Canada Branch  
120 Adelaide Street West  
Suite 2300  
Toronto, Ontario  
Canada M5H 1T1

## **Information and communication technologies (ICT)**

On January 17, 2024, our digital accessibility requirement moved to WCAG 2.2AA, and our testing tools were updated to the new standard. All teams received training prior to the upgrade taking effect and have access to training and consultation for digital accessibility on an ongoing basis.

Additionally, our digital properties are monitored within a system of record called the Digital Property Inventory. Each digital property (DP) owner maintains accurate information for their digital properties related to privacy, security and accessibility. The DP owner certifies the accuracy of the information on an annual basis, and the 2025 certification period ended on March 31, 2025. The Accessibility Banking director and Line of Business risk professionals audit the certification responses to confirm adherence to policy requirements.

## **Communication, other than ICT**

There have been no changes to the auxiliary aids or disability accommodations offered by Canada Branch.

## **Procurement of goods, services and facilities**

There have been no changes to the suppliers used by Canada Branch.

## **Design and delivery of programs and services**

All new or modified digital properties need to comply with WCAG 2.2, Level AA. This requirement also applies to any digital content embedded within or made available through a digital property.

Existing digital properties must be remediated and brought into compliance by assigned deadlines based on risk tier. Canadian-facing digital properties are considered tier 1 and WCAG 2.1 AA compliant already.

## **Transportation**

This section does not apply; we do not provide transportation services.

## Consultations

U.S. Bank National Association has an active and robust disability business resource group (BRG) made up of employees with disabilities, caregivers and allies. The Global Disability BRG board and member base reviewed this progress report and provided feedback using track changes. Additionally, employees with disabilities within our accessibility teams reviewed and contributed to the report. Lastly, to ensure that we include the thoughts and opinions of our Canadian based employees, they were all invited to review and provide feedback on this plan.

## Feedback

### Accessibility feedback received

Canada Branch has not received any accessibility feedback since the publication of our Accessible Canada Act (ACA) plan. We continue to monitor any feedback received and will respond in a timely manner. Our Accessibility Banking director continues to consult with employees with disabilities and all areas of the business to understand the needs of the disability community and any accessibility considerations.

## Glossary

**Auxiliary aids and services:** Includes equipment, materials and personal services that may be necessary to ensure effective communication for individuals with disabilities (for example, qualified interpreters, exchange of written notes, accessible electronic and information technology, braille materials and displays, large print materials, and other similar services or products).

**Digital property (DP):** A user interface (UI), website or a hardware device that has a screen or UI such as a mobile application (native or WebView). Includes content, code and features.

**Digital content:** Video, audio, utilities, widgets, graphics, PDFs, tables, narratives or communications content that is embedded within or made available via a digital property.

**Digital accessibility requirement:** The conformance level of [Web Content Accessibility Guidelines \(WCAG\)](#) required by the Accessibility Banking Policy for all new and modified digital properties. The current digital accessibility requirement is WCAG 2.2 AA.