
Accessibility Plan for Wells Fargo Canada

This accessibility plan confirms Wells Fargo Canada's commitments and actions toward achieving accessibility for persons with disabilities, including customers, employment applicants and employees.

Statement of Commitment to Accessibility

As part of its commitment to diversity, equity and inclusion, Wells Fargo Canada is committed to providing services and opportunities to persons with disabilities in a manner that respects their dignity and independence.

Wells Fargo Canada is committed to preventing and removing barriers to integration and participation of persons with disabilities and will strive to do so as respectfully and efficiently as possible.

Wells Fargo Canada is committed to meeting its legal requirements concerning accessibility, especially those set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Accessible Canada Act, and any other applicable legislation.

Policies/Guidelines

Wells Fargo Canada has implemented policies and guidelines to enable it to meet its commitments to persons with disabilities.

The Accessibility for Customers and Employees with Disabilities Policy applies to Wells Fargo Canada's applicable businesses and is directed to ensuring that customers and employees with disabilities are treated with respect and dignity in their business and work interactions with Wells Fargo Canada.

The Accommodation of Disability Guidelines apply to employment applicants and Wells Fargo Canada employees and are focused on eliminating barriers to recruitment and employment for persons with disabilities.

Wells Fargo Canada will regularly review these policies and guidelines to ensure they continue to promote accessibility in its business and workplace and Wells Fargo Canada will assess whether additional policies and guidelines are required in order to bolster its commitment to accessibility for persons with disabilities.

Information and Communications Technologies

Wells Fargo Canada is committed to making information and communications accessible to persons with disabilities. Accessible communication formats will be made available upon request and Wells Fargo Canada is committed to ensuring that it consults with persons with disabilities to provide information and methods of communication that meet their particular needs.

Wells Fargo Canada's internet websites and web content conform to the applicable World Wide Web Consortium Web Content Accessibility Guidelines (WCAG).

Communication, other than Information and Communications Technologies

Wells Fargo Canada is committed to enabling communication with customers, employees and other persons who interact with Wells Fargo in a manner that meets their needs from a disability perspective. This can include providing marketing materials, documents, forms, signage and other non-technologically based items in accessible formats.

Employment

Wells Fargo Canada is committed to fair and accessible employment practices, taking into account the particular needs of employment applicants and its employees.

Wells Fargo Canada encourages employment applications from persons with disabilities and will accommodate persons with disabilities during the employment relationship, including at the recruitment stage and during all phases of employment thereafter. Wells Fargo Canada's Accommodation of Disability Guidelines contain more detailed information about the steps that Wells Fargo Canada will take to ensure accessibility in the employment relationship. A copy of the Guidelines is available (and can be provided in an alternate format), upon request.

Wells Fargo Canada will provide emergency response information to employees with disabilities to ensure they are treated respectfully and safely in the event of a workplace emergency.

Wells Fargo Canada will regularly review its processes, procedures, communication standards and employment-related content to ensure that it continues to provide an accessible employment experience to employment applicants and employees with disabilities.

Customer Service

Wells Fargo Canada is committed to providing accessible customer service to persons with disabilities, to enable dignified and professional business relations. The Accessibility for Customers and Employees with Disabilities Policy details how Wells Fargo Canada is prepared to ensure that the needs of customers with disabilities are met during their business interactions with Wells Fargo Canada. A copy of the Policy is available (and can be provided in an alternate format), upon request.

The Design and Delivery of Programs and Services

Wells Fargo Canada is in the business of providing financial services to corporations and other organizations. Services, whether delivered in person, electronically or otherwise, and any related materials or information, are meant to be provided in an accessible manner. Programs and services for employees are also intended to be delivered in an accessible manner.

Accommodation in respect of programs and services for customers and employees is available, upon request and we will continue to consider ways to ensure accessible provision of services and programs.

The Procurement of Goods, Services and Facilities

Wells Fargo Canada seeks to ensure that goods, services and facilities procured by it are accessible by design, so that persons with disabilities can use them without the need for adaptation. If accommodation is required in the procurement of these items (or alternatives), it will be provided.

The Built Environment

Due to the nature of Wells Fargo Canada's business, its facilities are not open to the public; however, Wells Fargo Canada is committed to ensuring that all invited customers and employees, including those with disabilities, have a dignified, professional, and safe experience while conducting business and working at Wells Fargo Canada facilities. This includes monitoring and assessing the ongoing accessibility of the office spaces occupied by Wells Fargo Canada. To the extent any adjustments need to be made to make its business and work environment more accessible, Wells Fargo will work with the applicable building management group accordingly. If accommodation is required, whether to conduct business, to work, or to address an emergency response need, it will be provided on request.

Transportation

This area is generally inapplicable to Wells Fargo Canada as it does not provide transportation services. However, to the extent Wells Fargo Canada employees travel for work purposes, disability accommodation will be provided.

Training

Wells Fargo Canada is committed to providing appropriate training to its employees to ensure they are familiar with their obligations and rights regarding applicable disability access and human rights legislation. Newcomers to Wells Fargo Canada will receive applicable training shortly after commencing employment. Wells Fargo Canada will regularly review its training methods and materials to confirm that it continues to provide the appropriate level of training to its employees in connection with the subject of accessibility for persons with disabilities.

Review

This accessibility plan will be reviewed at least every 3 years, unless otherwise required by law.

Consultations

In the preparation of the accessibility plan, Wells Fargo consulted several employees in Canada and the United States, including employees with varying disabilities. The employees met by videoconference and telephone, starting in early 2023.

General

This accessibility plan is available on Wells Fargo Canada's website at www.wellsfargo.ca and can be provided in an alternate format, upon request. To provide feedback about accessibility, or to request an alternate format version of the accessibility plan or of the description of the feedback process, please contact Wells Fargo Canada's senior business execution consultant (Canada Chief Operating Office) as follows:

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Toronto, ON M5H 4E3
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For the purpose of this accessibility plan, Wells Fargo Canada refers to those entities prescribed by the *Accessibility for Ontarians with Disabilities Act, 2005*, the *Accessible Canada Act*, their respective applicable regulations, and any other related legislation.

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