

SMBC Canada Branch 2025 Accessibility Progress Report

(Reporting Period: April 2025 – April 2026)

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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 2025 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 Vice President, HR 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

SMBC Canada Branch supports the objectives and principles of the Accessible Canada Act and remains committed to identifying, removing, and preventing barriers to accessibility. The Branch recognizes that accessibility is an ongoing journey requiring continuous review, employee engagement, and collaboration across the organization. During the reporting period, SMBC Canada Branch continued efforts to:

- Support workplace accessibility and accommodation practices,
- Promote employee well-being and psychological safety,
- Encourage inclusive participation across workplace programs and initiatives,
- Increase awareness regarding accessibility-related resources and support channels,
- Review workplace practices and operational processes through an accessibility lens.

The Branch remains committed to maintaining a workplace environment where employees feel respected, supported, and able to participate fully in the workplace.

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:

Feedback received during the consultation process highlighted the importance of:

- Maintaining flexible and supportive workplace practices,
- Ensuring employees are aware of accommodation processes and available support resources,
- Ergonomic workplace considerations,
- Psychological safety and respectful communication,
- Maintaining an inclusive workplace culture that supports employee well-being and accessibility needs.

The consultation process reinforced the importance of maintaining a workplace environment where employees feel comfortable discussing accessibility-related needs confidentially and respectfully.

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 Vice President, HR 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

During the reporting period, SMBC Canada Branch continued efforts to support accessible employment practices, employee well-being, and workplace inclusion.

Key progress included:

- Continued workplace accommodation support, where required,
- Consideration of ergonomic workplace supports, including ergonomic equipment and Workstation accommodations based on employee needs,
- Installation and continued use of adjustable workstations,
- Continued flexible and hybrid work arrangements to support employee well-being and accessibility needs,
- Ongoing promotion of psychological safety and respectful workplace practices,
- Availability of trained first aid responders within the workplace to support employee health and safety needs,
- Maintenance of defibrillators and other workplace health and safety equipment on-site to support emergency preparedness and employee well-being,
- Access to non-denominational chaplain and wellness support services available within the building to support employee well-being and inclusion,

The Branch also continued to promote employee access to wellness and support resources highlighted through employee experience initiatives, including:

- Employee Assistance Program (EAP) resources supporting mental health, stress management, caregiving, and wellness support,
- Wellness-related resources and virtual support services available through employee benefit programs,
- Employee well-being initiatives and internal wellness communications.

Accessibility and inclusion considerations also continued to be supported through employee development and engagement initiatives, including:

- SMBC Mentoring programs,
- Executive Coaching opportunities,

- Leadership Lens initiatives,
- SMBC Lead leadership development programs,
- Professional skills and e-learning opportunities accessible through virtual learning platforms,
- Internal mobility and professional development initiatives intended to support employee growth and career accessibility.

SMBC Canada Branch also continued to support employee participation in Employee Resource Group (ERG) initiatives focused on inclusion, belonging, employee connection, and workplace support, including initiatives supporting caregivers, women in leadership, cultural inclusion, veterans, LGBTQ+ inclusion, and employee well-being.

The Branch continued to support employee participation in learning and development opportunities available through virtual, hybrid, and in-person formats, helping to improve accessibility and participation across different working arrangements.

The Built Environment

SMBC Canada Branch continued to review workplace accessibility considerations within the office environment.

Key progress included:

- Installation and continued use of adjustable / standing desks,
- Ongoing ergonomic workplace considerations based on employee needs,
- Continued review of workplace accessibility considerations through employee consultation discussions,
- Continued availability of menstrual products within the branch to support employee well-being and accessibility needs,
- Barrier-free accessibility features continued to be maintained throughout the office environment,
- Workplace washrooms remained designed to accommodate accessibility and mobility requirements, including enhanced accessibility considerations where applicable.

The Branch remains committed to identifying opportunities to further enhance accessibility within the physical workplace environment and maintaining a safe, accessible, and inclusive physical workplace environment that supports the diverse needs of employees.

Information & Communication Technologies (ICT)

SMBC Canada Branch continued to support accessible digital communication and technology practices throughout the reporting period.

Key Progress included:

- Continued use of virtual meeting and collaboration platforms to support flexible and hybrid participation,
- Increased accessibility to learning and professional development opportunities through digital learning platforms, including LinkedIn Learning and e-learning resources,
- Continued support for virtual participation in mentoring, coaching, networking, and employee engagement initiatives,
- Ongoing awareness regarding accessibility features available within workplace technologies.

The Branch recognizes the importance of accessible digital environments and remains committed to improving accessibility awareness across workplace technologies and communication platforms.

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 2025, 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

SMBC Canada Branch continued to consider accessibility and inclusion in the planning and delivery of internal programs, employee engagement activities, learning opportunities, and workplace initiatives.

Programs and initiatives supporting employee inclusion, participation, and accessibility during the reporting period included:

- SMBC Lead leadership development initiatives,
- SMBC Mentoring programs,
- Executive Coaching initiatives,
- Leadership Lens sessions,
- Canada Connect cross-functional collaboration initiatives,
- Employee Resource Group activities,
- Employee wellness and engagement initiatives,
- Virtual and hybrid learning opportunities accessible across different working arrangements.

The Branch also continued to support:

- Employee participation in volunteer and engagement initiatives,
- Inclusive learning and development opportunities,
- Mentorship, coaching, and networking opportunities,
- Workplace initiatives promoting collaboration, belonging, and employee connection,
- Employee well-being and psychological safety initiatives.

SMBC Canada Branch recognizes the importance of accessibility and inclusion when planning employee-focused initiatives and workplace programs and remains committed to supporting inclusive participation across workplace activities and engagement opportunities.

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

During the reporting period, SMBC Canada Branch continued to make tangible progress toward fostering a more accessible, inclusive, and supportive workplace environment in alignment with the commitments outlined in its Accessibility Plan and the principles of the Accessible Canada Act. The Branch continued to support workplace accommodations, ergonomic workplace considerations, and flexible and hybrid work arrangements intended to support employee accessibility, well-being, and individual circumstances. Accessibility and inclusion considerations also continued to be incorporated into workplace practices, employee engagement initiatives, learning and development opportunities, and operational processes across the organization.

Throughout the reporting period, SMBC Canada Branch continued to promote psychological safety, respectful workplace practices, employee wellness, and inclusive participation through employee support resources, wellness initiatives, mentoring and leadership development programs, Employee Resource Group initiatives, and employee engagement activities. Employee consultations and accessibility-related discussions further reinforced the importance of maintaining a workplace culture where employees feel supported, respected, and comfortable discussing accessibility-related needs confidentially and appropriately.

SMBC Canada Branch recognizes that accessibility is an ongoing process requiring continuous review, collaboration, and improvement. The Branch remains committed to identifying, removing, and preventing barriers while continuing to support accessible and inclusive workplace practices in alignment with the Accessible Canada Act and the organization's broader commitment to inclusion and employee well-being.

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.



SMBC Canada Branch received the Shaka Kachi Award in recognition of its contributions to social value creation, employee engagement, community involvement, and broader social impact initiatives. As part of SMBC’s Social Value Creation framework, sustainable financing initiatives supporting Canada’s energy transition were also recognized within the Americas Division.

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
- **Standing Desk:** Adjustable desks that support standing or sitting, used to meet ergonomic and accessibility needs.
- **ERG (Employee Resource Group):** Employee-led groups intended to foster inclusion, support, and workplace connection.
- **EAP (Employee Assistance Program):** Confidential support services available to employees for wellness, mental health, and personal support needs.
- **ICT (Information & Communication Technologies):** Digital systems, communication platforms, software, and technologies used within the workplace.