

VersaBank Accessibility Progress Report 2025

GENERAL

Feedback, Contact Information and Alternative Formats

Feedback is a crucial part of VersaBank's (the "Bank") commitment to accessibility and we welcome open and anonymous feedback about our progress report, accessibility plan, and overall accessibility at the Bank. We will use the feedback received from our employees, clients, business partners, and stakeholders to continuously evaluate and evolve our Accessibility Plan and take all reasonable steps to address barriers to accessibility at the Bank. All feedback will be received and reviewed by a designated Human Resources ("HR") team member. As such, all accessibility-related feedback and inquiries can be submitted to:

VersaBank

140 Fullarton Street, Suite 2002

London, Ontario N6A 5P2

Email: accessibility@versabank.com

Contact: Senior HR Advisor

Toll Free: 1.866.979.1919

Outside North America: +1.519.645.1919

TTY: 711 for TTY to Voice calls

We also invite the public and all stakeholders to request alternative formats of this Progress Report and a description of our feedback process by contacting our Senior HR Advisor using the above contact information. We will, upon request, provide or arrange for the timely provision of accessible communication formats for documents and communication supports for persons with disabilities that consider each person's particular accessibility needs. We will work with the person with a disability to determine the appropriate method of communication or the appropriate accessible communication format for documents. The Bank is committed to ensure that any feedback received will be acknowledged within two (2) business days.

Company Overview

VersaBank is a Canadian Schedule I chartered (federally licensed) bank with a difference. We became the world's first fully digital financial institution when we adopted our highly efficient business-to-business model in 1993 using our proprietary state-of-the-art financial technology to profitably address underserved segments of the Canadian banking market. We obtain all our deposits and provide most of our loans and leases electronically, with innovative deposit and lending solutions for financial intermediaries that allow them to excel in their core businesses. Given this unique branchless bank platform, the Bank does not operate branches that are open to the public.

Statement of Commitment to Accessibility

VersaBank is committed to fostering an inclusive and accessible working environment where everyone, regardless of ability can fully participate, contribute, and thrive. We recognize the importance of accessibility as a fundamental human right and an essential aspect of the Bank's organizational values.

We are committed to upholding the principles outlined in the Accessible Canada Act (the "Act") to actively remove barriers and create an inclusive and accessible environment for all our employees, contractors, visitors, and the public.

Our commitment to accessibility is reflected in our policies, practices, and initiatives across all aspects of our organization. We strive to:

1. **Raise Awareness** – We will ensure our employees receive training on accessibility standards, rights, and best practices to foster a culture of inclusion and understanding.
2. **Remove Barriers** – We will identify and remove barriers that prevent persons with disabilities from fully participating in our programs, services, and activities.
3. **Provide Accommodations** – We will ensure that reasonable accommodations are readily available to employees as required to facilitate equal access to opportunities and participation.
4. **Engage & Consult Stakeholders** – We will actively engage and consult with individuals with disabilities, advocacy groups, experts, and other stakeholders to seek input, feedback, and collaboration in our efforts and commitment to enhance accessibility.
5. **Continuously Improve** – We will regularly review, assess, and enhance our accessibility policies, practices, and initiatives to adapt to evolving needs, technologies, and best practices.

Through our collective commitment and actions, we will work diligently to contribute to the creation of a barrier-free society where diversity is celebrated and everyone has equal access to opportunities to participate, contribute, and succeed.

ACCESSIBLE CANADA ACT (ACA) PRIORITY AREAS

Overview of Progress

As required by the ACA, our annual progress report details our achievements against the action items and commitments outlined in our 2024 Accessibility Plan. The Bank is committed to fostering a workplace that is accessible to everyone through ongoing awareness and continuous improvement.

This report highlights the short-term objectives and action items from our 2024 Accessibility Plan, along with the progress we have made over the past year. Please note that this update focuses on initiatives that were ongoing at the time of the Plan's publication or are part of our short-term commitments. Progress on our medium- and long-term commitments will be covered in future reports.

EMPLOYMENT

The Bank recognizes the importance of integrating principles of inclusion and accessibility across the entire employee lifecycle. It is our priority to foster an environment where all employees, visitors, and stakeholders feel valued and can fully participate and contribute to their daily work activities.

Priorities

1. Review our hiring process to identify barriers and broaden the pool of candidates

Action Item #1 (completed): Benchmark current recruitment selection and onboarding practices against leading accessibility best practices

- **Progress:** We have reviewed our HR, recruitment, and onboarding practices using the Accessibility Standards Canada as a benchmark. As a result, we have confirmed that our practices meet the standards, or we have updated them to align more closely. The following improvements have been made:
 - Ensuring our job postings are available in an accessible digital format.
 - Adding an accessibility statement to all job postings and our Careers page to:
 - Communicate our commitment to accessibility, equity, and inclusion in recruitment procedures and job advertisements
 - Encourages candidates with different abilities, relevant alternative expertise or experience to apply

- Including information on requesting and providing accommodations to applicants when they are selected for an interview.
- Internally identifying the HR team member who will answer questions about essential job requirements.

Action Item #2 (completed): Ensure our accessibility policy and practices reflect best practices, inclusive language, and employee feedback

- **Progress:** Using the Accessibility Standards Canada, we have created a comprehensive internal recruitment guide that includes accessibility guidelines and best practices. This guide will help ensure our recruitment process is consistent and supports accessibility at every stage.

2. Ensure our workplace policies and procedures identify barriers and support accessibility for all employees

Action Item #1 (completed): Ensure our accessibility policy and practices reflect best practices, inclusive language, and employee feedback

- **Progress:** A Workplace Accessibility & Accommodation Policy was drafted based on the Accessibility Standards of Canada and includes the following section regarding employee feedback:
 - *The Bank values feedback from employees, clients, and visitors, to improve accessibility efforts. All stakeholders are encouraged to provide feedback on services and facilities, including any barriers to accessibility they may encounter. Feedback can be submitted through:*

Senior HR Advisor

140 Fullarton Street, Suite 2002

Email: accessibility@versabank.com

Phone: 1.866.979.1919

TTY: 711 for TTY to Voice calls

Action Item #2 (completed): Implement channels for ongoing employee feedback

- **Progress:** We have created and implemented various channels for employees to provide feedback on accessibility in our workplace. They include:
 - Email (accessibility@versabank.com)
 - Communicating directly with the HR Department
 - Communicating directly with the Accessibility Working Group

BUILT ENVIRONMENT

The Bank is dedicated to providing barrier-free access to our facilities for employees and visitors with disabilities by adapting spaces as needed to ensure an accommodating and inclusive environment for all.

Priorities

1. Align accessibility standards across all Bank offices to ensure continuity of experience for all who access our buildings

Action Item #1 (ongoing): Closely monitor evolving best practices shared by accessibility-focused organizations

- **Progress:** We will continue to monitor best practices shared by accessibility-focused organizations.

2. Newly developed and redesigned buildings incorporate universal designs to ensure they are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design

Action Item #1 (ongoing): Build for the future – consult with third-party experts to provide guidance in terms of best practice beyond current building code requirements

- **Progress:** We will continue to monitor and work closely with third-party experts as we build for the future. We have not undergone any significant renovations to our workplaces over the last year.

INFORMATION AND COMMUNICATION TECHNOLOGIES

The Bank is committed to providing inclusive and accessible information and communication technologies (ICT) to our employees and stakeholders. We use a variety of tools and resources in the form of hardware, software, and cloud-based solutions to facilitate the storage, creation, and/or sharing of information.

Priorities

1. Provide IT solutions that are accessible to persons with disabilities – internally and externally

Action Item #1 (Completed): Review accessibility of existing websites, applications and platforms used across the Bank, build protocol for regular audits

- **Progress:** We reviewed the accessibility of our most commonly used internal tools and platforms. Tools like Microsoft Office, Windows, and Adobe Reader are accessible to people with disabilities. We will continue to monitor new technologies and the Accessibility Standards Canada to ensure any new tools introduced at the Bank support accessibility from the start. We also audited our website using an online accessibility checker to confirm it meets the current WCAG 2.1 Level AA standards. Regular audits will be conducted in conjunction with the Bank's annual policy and program review.

2. **Ensure all employees can access and interact with communications and information across the Bank's tools and platforms**

Action Item #1 (Completed): Make employees aware of the accessibility tools and features we already have available

- **Progress:** Based on our internal audit of tools, we created and shared a list of accessibility features available through Windows, Microsoft Office, and Adobe Reader. This resource includes guidance on using tools such as voice typing, colour filters, narrator, and live captions. We also developed an Accessibility Resources folder, which is available to all employees and can be accessed at any time.

COMMUNICATIONS, OTHER THAN ICT

The Bank communicates with employees, clients, and external stakeholders through a wide variety of channels, including email, telephone, chat platforms, in-person and virtual meetings, web posts, etc. Recognizing that people give and receive information in different ways, we aim to communicate with all stakeholders in a manner and format that is accessible to them.

Priorities

1. **Ensure all external and internal communications are accessible**

Action Item #1 (Completed & Ongoing): Review information currently available to assess for accessibility

- Progress: Information stored or accessed using our most common tools (DocTract, Windows, Microsoft Office, etc.) is accessible to our employees. We will continue to monitor how information is shared and stored to ensure it remains accessible to all employees.

2. **Ensure employees receive and have access to information in a way that facilitates their work**

Action Item #1 (Ongoing): Develop best practices to support creation of accessible and inclusive communications

- Progress: We launched an internal accessibility campaign that regularly shares tips and best practices for accessible communication. This helps employees build their awareness of accessibility gradually. We will continue to support this education through formal training, which will be introduced in the next progress report period.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

The Accessible Canada Act requires the Bank to consider accessibility for the provision of goods, services, and facilities, where appropriate, to make our purchases usable by the broadest set of users. This means including accessibility criteria along with other key procurement measures, such as the quality and cost of the goods or services, when purchasing goods and services.

Priorities

1. Ensure accessibility is considered in the Bank's internal procurement process

Action Item #1 (completed): Bring attention to general procurement guidelines within accessibility policy where applicable

- **Progress:** The Bank's Workplace Accessibility & Accommodation Policy includes the following language to bring awareness to accessibility within the Procurement process:

The Bank's commitment to accessibility extends to the procurement of goods, services, and facilities. The Bank will ensure that accessibility considerations are integrated into all business transactions so that individuals with disabilities can access the Bank's goods, services, and facilities. The Bank will ensure that clients with disabilities have equal opportunity to access services and products by offering alternative communication formats upon request such as providing accessible features on the Bank's website, ensuring employees are aware of how to communicate effectively with clients who have various disabilities, enabling individuals with disabilities to use their assistive devices, and accommodating service animals and support persons in the Bank's facilities.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Bank wants our products and services to be accessible to everyone, so we have made efforts to ensure that both internal and external stakeholders are considered in their design and delivery – from a focus on client experience and satisfaction to enabling our teams to deliver with accessibility in mind.

Priorities

1. Strengthen our knowledge of the barriers encountered by persons with disabilities to adapt our programs and services

Action Item #1 (completed): Create a process to document, assess and action the feedback we receive from clients and other external stakeholders with disabilities

- **Progress:** Feedback from clients and external stakeholders will be securely recorded and stored on our internal network, with access provided to the appropriate teams. Each piece of feedback will be categorized, assigned action items, and given to a designated person to follow up. All feedback—whether received by phone, email, in person, or through another method—will be directed to our designated HR team member and managed through this process.

2. Ensure the Bank's programs and services are barrier-free and provide a consistent experience to all users

Action Item #1 (completed): Provide multiple ways for external stakeholders to submit feedback and request accommodations

- **Progress:** We have made available multiple ways our stakeholders can submit feedback and request accommodation which are included in our 2024 Accessibility Plan.

In Person: 140 Fullarton Street, Suite 2002, London, Ontario N6A 5P2

Via Email: accessibility@versabank.com

Via Phone: Toll Free: 1.866.979.1919, Outside North America: +1.519.645.1919,

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Action Item #2 (completed): Ensure external stakeholders can access publicly available information on our website

- **Progress:** We audited our website using an online accessibility checker to confirm it meets the current WCAG 2.1 Level AA standards. This helps ensure that external stakeholders can access the public information on our site without barriers.

CONSULTATIONS

To ensure the development of a comprehensive and relevant accessibility plan, we established an Accessibility Working Group with employee and management representatives from various departments and each of the Bank's office locations. This group conducted an employee accessibility survey to gather feedback on the current accessibility barriers and gaps within our organization, while also raising awareness about accessibility challenges and standards.

The Accessibility Working Group was consulted on the development of our Workplace Accessibility & Accommodation Policy as well as on the development of our progress report.

The feedback received from all parties involved, including our employees, external stakeholders, and the working group was thoroughly reviewed and incorporated into the final version of our progress report.

CONCLUSION

VersaBank will continue to track our progress as we work toward the goals and priorities outlined in our 2024 Accessibility Plan. Over the next 12 months, we will continue to strengthen accessibility awareness through formal training programs for new hires, current employees, and managers.

We welcome feedback from employees and external stakeholders through the process outlined in our progress report and Accessibility Plan. The Bank is committed to acknowledging all feedback within two (2) business days.

Our next progress report will be published by June 1, 2026, and a new Accessibility Plan will be released by June 1, 2027.

