

ACCESSIBILITY PLAN PROGRESS REPORT

General

The Bank of New York Mellon Toronto Branch (“BNY”) is committed to being an accessible organization. As a leading financial institution, we take this responsibility seriously and will endeavor to move forward by implementing meaningful action through self-reflection and feedback.

We are guided by our key principle of “Thriving Together” and will continue to seek accessibility feedback from key stakeholders. We will also continue to comply with the Accessible Canada Act and to identify, remove and prevent barriers in the areas of focus set out therein, including:

1. Employment
2. The built environment
3. Information and communication technologies (ICT)
4. Communication, other than information and communication technologies
5. Procurement of goods, services and facilities
6. Design and delivery of programs and services
7. Transportation

We have prepared this Progress Report to meet our obligations under the Accessible Canada Act and its regulations.

BNY has developed a process for receiving and responding to accessibility feedback and related requests. We have designated our Principal Officer to receive accessibility feedback and related requests on behalf of BNY. We welcome your feedback, including on our Accessibility Plan, the implementation of our Accessibility Plan, barriers when dealing with our organization, how the identified barriers can be removed, our accessibility feedback process, our Progress Report and any other feedback you feel may be relevant to accessibility. We also welcome your request for a copy of our Accessibility Plan, our Feedback Process Description or our Progress Report, in an alternate format.

You can provide feedback or request a copy of our Accessibility Plan, our Feedback Process Description, or our Progress Report, in an alternate format, in the following ways:

- Email: AccessibilityCanada@bny.com
- Phone: 1-212-495-1784
- Website: www.bny.com
- Mail: 1 York Street, 6th Floor, Toronto, ON, M5J0B6

Feedback can be provided with your name and contact information or anonymously. We will respond to all feedback in a timely manner. If you require support while providing feedback, please let us know and we will do our best to accommodate your needs.

We will acknowledge receipt of your feedback using the same contact method that you used unless your feedback was provided anonymously.

If you request a copy of our Accessibility Plan, our Feedback Process Description or our Progress Report in an alternate format, we will respond as soon as possible and within the required time frames. A copy of our Accessibility Plan, our Feedback Process Description, or our Progress Report can be requested in the following alternate formats:

- print
- large print
- Braille
- audio format
- an electronic format that is compatible with adaptive technology that assists persons with disabilities.

Requests for a copy of our Accessibility Plan, our Feedback Process Description, or our Progress Report in the alternate formats set out above will be fulfilled as soon as possible, but not later than:

- for Braille or an audio format: 45 days after the day that the request is received.
- for any other format: 15 days after the day that the request is received.

BNY will use any feedback provided to identify, prevent, and remove accessibility barriers within its Canadian workplace, facilities, policies, programs, practices, products and services, to prepare its next Progress Report and its next Accessibility Plan.

Consultations

BNY recognizes the importance of consultations with persons with disabilities as an integral part of its efforts to create a workplace and environment that is accessible for everyone. Furthermore, it allows for a meaningful perspective of its practices, policies, programs, facilities, products and services in an effort to ensure accessibility.

During the simultaneous development of our Accessibility Plan, our Accessibility Feedback Process Description and this Progress Report, we consulted with persons with disabilities. These consultations assisted us in identifying, removing and preventing barriers in the focus areas identified in the Accessible Canada Act and its regulations.

As part of our consultation process, we invited our entire staff in Canada to participate in multiple surveys. Every active staff member in Canada was given the opportunity to participate in the surveys and to provide feedback to BNY on accessibility, among other things. These surveys provided everyone in our Canadian workforce with an opportunity to identify barriers they believed to exist within each of the focus areas. These surveys also provided an opportunity to identify areas of continuous improvement for BNY's existing efforts of ensuring a barrier-free workplace and environment.

Areas of Focus

The below "Table 1 – Progress in Areas of Focus" identifies the progress made in removing or mitigating the barriers identified in our Accessibility Plan for each of the focus areas identified in the Accessible Canada Act and its regulations. Please note that BNY informed the Accessibility Commissioner of a delay

in publishing its Accessibility Plan. As a result, an extension was permitted, and the Accessibility Commissioner requested that our Accessibility Plan and this Progress Report be published simultaneously. BNY immediately commenced efforts to address the barriers set out below, but limited progress has been made due to the simultaneous publication of the Accessibility Plan and this Progress Report. BNY will, however, continue to address these barriers and to advance its commitment to accessibility within its Canadian workplace, facilities, policies, programs, practices, products and services.

Table 1 – Progress in Areas of Focus

Description of Barrier	Action	Update and Timeline
Employment		
Barrier 1: Review BNY's Return to Office Policy and the process for requesting reasonable accommodation to address perceived accessibility barriers.	BNY will explore whether additional policies or procedures should be implemented specifically to remove perceived accessibility barriers with respect to remote work and reasonable accommodation.	BNY routinely reviews its policies and processes for opportunities to improve and will continue to address this barrier in the next 12 months.
Barrier 2: Review points of contact for employees engage on matters relating to accessibility.	BNY will review the contacts and coverage model regarding accessibility requests to determine whether procedural adjustments are needed.	BNY has reviewed its processes for contacting relevant People Team contacts for matters relating to accessibility and is comfortable that accessibility is being addressed appropriately.
Barrier 3: Review BNY's candidate application process to increase accessibility.	BNY will implement changes to the candidate application process to reduce the number of questions applicants must answer and, where possible, to automate the forms.	BNY has implemented changes to the candidate application process, allow candidates to request an accommodation during the recruitment process and has automated forms where possible.
The Built Environment		
Barrier 1: Provision of additional equipment, such as standing desks and monitors, to make the workplace more accessible for employees who suffer from disabilities.	BNY will review its reasonable accommodation process to determine if any adjustments are required and will send a communication to staff in Canada to remind them of the existing request process.	BNY has reviewed its process and has determined that further action is not required at this time.
Information and Communication Technology (ICT)		

Barrier 1: Increase internet connectivity and conciseness of tooling, automation and data consolidation to increase accessibility while working remotely.	BNY will address internet connectivity reports, monitor the same to determine if further action is required.	BNY has addressed the minimal connectivity reports received and has determined that further action is not required at this time.
Communication (Other than ICT)		
Barrier 1: Improve cross-departmental collaboration and communication to improve accessibility and engagement in Canada.	BNY will review and encourage more robust use of our internal employee recognition program, continue to break down siloes and foster collaboration and clear communication.	BNY has not made any progress as of March 2025 but will address this barrier within the next 12 months.
Procurement of Goods, Services and Facilities		
N/A	BNY will continue its commitment of accessibility and continue to move forward and develop its efforts within the area of procurement of goods, services and facilities.	BNY has not identified any additional findings that necessitate action at this time.
Design and Delivery of Programs and Services		
Barrier 1: Improve programs and services offered with respect to mental health support and more comprehensive health benefits.	BNY will review and make necessary adjustments to its Canadian benefits plans.	BNY already has a Right to Disconnect Policy in place and has already started reviewing and considering potential adjustments to its Canadian benefit plans to address the identified barriers. BNY will continue its review and will make the necessary adjustments within the next 12 months.
Transportation		
Transportation does not currently apply to BNY's operations.	N/A	N/A

Feedback

Through our accessibility feedback process, we have continued to learn more about accessibility barriers within our Canadian workplace, facilities, policies, programs, practices, products and services.

We have received feedback regarding the following focus areas:

- Employment
- Built Environment
- Information and Communication Technology (ICT)
- Communications (other than ICT) and
- Design and Delivery of Programs and Services

The feedback we receive is crucial in supporting our continued efforts to identify, remove and prevent accessibility barriers.

Conclusion

BNY will continue to monitor and measure progress against our Accessibility Plan in order to remove the barriers that were identified in it. We welcome accessibility feedback and will use any additional feedback provided to identify, prevent, and remove accessibility barriers within its Canadian workplace, facilities, policies, programs, practices, products and services, to prepare our next Progress Report and our next Accessibility Plan.