



Multi-Year Accessibility Plan for Wells Fargo Canada

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

Statement of Commitment to Accessibility

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 \(AODA\)](#).

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 Ontario businesses and is directed to ensuring that customers with disabilities are treated with respect and dignity in their business interactions with Wells Fargo Canada.

The Accommodation of Disability Guidelines apply to 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

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 encourages feedback from persons with disabilities if they have questions or concerns about the manner in which Wells Fargo Canada is providing services or opportunities for employment. Feedback can be provided by mail, telephone, or email to Wells Fargo Canada's Complaints Liaison (see contact details below). Feedback can also be provided directly to the Ontario entities prescribed by AODA or its regulations.

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

Employment

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

Facilities

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, including those with disabilities, have a dignified, professional, and safe experience while conducting business at Wells Fargo Canada facilities. If accommodation is required, whether to conduct business or to address an emergency response need, it will be provided on request.

Training

Wells Fargo Canada is committed to providing appropriate training to its Ontario employees to ensure they are familiar with their obligations and rights regarding AODA and human rights. Newcomers to Wells Fargo Canada will receive 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 multi-year accessibility plan was created in 2017 (and most recently reviewed in 2022) and will be reviewed at least every 5 years, unless otherwise required by law.

Further Information

For additional information on the multi-year accessibility plan, please contact Wells Fargo Canada's Complaints Liaison as follows:

Wells Fargo Canada
22 Adelaide Street W, Suite 2200
Toronto, ON M5H 4E3
Toll-free telephone: 1-866-876-8688
Email: canadacomplaints@wellsfargo.com

This multi-year accessibility plan is available on Wells Fargo Canada's website at www.wellsfargo.ca and can be provided in an alternate format, upon request.

For the purpose of this multi-year accessibility plan, Wells Fargo Canada refers to those entities prescribed by the Accessibility for Ontarians with Disabilities Act, 2005 or its applicable regulations.

April 2022