



Mega International Commercial Bank

(Canada Branch)

Canada Accessibility Plan

Mega Canada underscores its unwavering commitment to accessibility for persons with disabilities through this comprehensive accessibility plan. This initiative encompasses dedicated efforts to enhance accessibility for customers, employment applicants, and employees, reflecting our commitment to inclusivity and equal opportunity.

Statement of Commitment to Accessibility

Mega Canada is committed to ensuring that all individuals are treated with respect, allowing them to uphold their dignity and independence. We firmly believe in providing fair opportunities for everyone and are unwavering in our commitment to fulfill our responsibilities in identifying, preventing, and eliminating barriers for people with disabilities.

Employment

Mega Canada is dedicated to fair and accessible employment practices, considering the unique needs of employment applicants and our valued employees. During the recruitment process, we kindly request individuals to voluntarily disclose if they have a disability. This allows us to assess their suitability for the job and provide any necessary accommodations. We will inquire about this during phone interviews or email communications to ensure inclusivity for individuals with disabilities.

We are committed to regularly reviewing our processes, procedures, communication standards, and employment-related content to uphold and enhance the accessibility of the employment experience for applicants and employees with disabilities.

Information and Communications Technologies

Mega Canada currently does not have any customers or employees with disabilities. However, if we encounter an individual with a disability, we are dedicated to providing the necessary accommodations and assistance to support their needs to the best of our ability.

Mega Canada's internet website conforms to Taiwan's Web Accessibility Protocol 2.1, and international standard Web Content Accessibility Guidelines (WCAG) 2.1.

Communications, other than Information and Communications Technologies

Mega Canada is dedicated to facilitating communication with customers, employees, and other individuals in a way that aligns with their needs from a disability perspective. Upon encountering a disability, we will try our best to offer accessible formats to ensure effective access to our services, for example, large print statements, private meeting room to discuss account information.

The Design and Delivery of Programs and Services

We ensure that programs and services for our employees and customers are delivered in an accessible manner. Accommodation is available upon request. We remain dedicated to exploring and implementing ways to enhance the accessibility of our services and programs, ensuring an inclusive and accommodating experience for all.

The Procurement of Goods, Services and Facilities

Mega Canada is dedicated to procuring goods, services, and facilities that are accessible by design. Our aim is to ensure that individuals with disabilities can use these offerings without the need for further adaptation. If accommodation is required during the procurement of these items, or if alternatives are necessary, we are committed to providing the necessary support to meet the diverse needs of our stakeholders upon request.

The Built Environment

We consistently monitor and assess the ongoing accessibility of the office spaces occupied by Mega Canada. We have offices in Toronto and Vancouver. If adjustments are necessary to enhance accessibility, we collaborate closely with the relevant building management group to implement the required changes. Should any accommodations be needed, whether for business activities, work, or emergency response requirements, it will be promptly provided upon request.

Transportation

This section is not applicable to Mega Canada.

Training

Mega Canada upholds a commitment to providing comprehensive training to its employees, ensuring they are well-versed in their obligations and rights pertaining to applicable disability access and human rights legislation. New employees joining Mega Canada will receive relevant training shortly after commencing their employment.

To ensure ongoing effectiveness, Mega Canada engages in regular reviews of its training methods and materials. This proactive approach confirms that our employees consistently receive the appropriate level of training related to accessibility for persons with disabilities, aligning with our dedication to maintaining high standards in this regard.

Review

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

General

The accessibility plan is readily accessible on Mega Canada website at <http://www.megabank.com.tw/abroad/canada/zh-tw>. If you wish to provide feedback regarding accessibility, please contact our HR Manager, using the following contact method:

- Email: icbcto@megaicbc.com
- Phone: 416-947-2800