



Mega International Commercial Bank

(Canada Branch)

Accessibility Progress Report 2025

1. Introduction

As part of our commitment to the Accessible Canada Act (ACA), Mega International Commercial Bank (MICB) Canada Branch is working to identify, remove, and prevent barriers to accessibility in our workplace and services. While we are not a retail bank and do not serve a high volume of in-person customers, we remain committed to creating an inclusive, accessible environment for our employees and any visitors.

2. Consultations

a. Employee Feedback (Internal Consultation)

We conducted an employee survey about the accessibility of all our workplaces. This included questions related to employees' own, as well as clients' accommodation needs that they have heard, with regard to:

- Physical accessibility of the premises
- Ease of movement within the office
- Overall comfort and usability of the workspace

The results were very positive, with no significant concerns or barriers identified either by employees or clients.

b. Building-wide Feedback (External Consultation by Property Management)

All MICB's offices are located in commercial office buildings managed by professional property management companies. The building management of our Toronto office carried out a voluntary survey for all tenants and any individuals entering the building including visitors and guests, covering topics such as:

- General satisfaction with the building environment
- Temperature and ventilation
- Cleanliness and maintenance
- Lighting and ambiance
- Accessibility of common areas

While we do not have access to final survey results, as tenants, we are satisfied with the building's conditions and have not experienced or received any complaints related to accessibility. Based on our experience and the positive working environment, we believe that our visitors are also similarly satisfied.

3. Areas for Potential Improvements

Although we are currently satisfied with the accessibility of our space, we are evaluating the following enhancements:

- **Automatic Door Installation**
To facilitate entry for individuals with limited mobility, including those using wheelchairs, walker, or carrying heavy items. This promotes dignity and independence.
- **Entry Doorbell or Alert System**
To allow visitors to easily request assistance if needed, especially during off-hours or when doors are not automated.

4. Ongoing Commitment

MICB is committed to:

- Regularly reviewing and updating our accessibility measures.
- Engage with employees for feedback
- Monitor changes to the ACA and adjust our practices accordingly.

We welcome feedback from staff and any visitors to help us ensure we maintain a barrier-free environment.

5. Contact for Accessibility Feedback

HR Manager

Email: icbcto@megaicbc.com

Phone: 416-947-2800