

Accessibility Progress Report for Wells Fargo Canada

This progress report relates to Wells Fargo Canada's ongoing commitments and actions toward achieving accessibility for persons with disabilities, including customers, employment applicants and employees. It should be read in tandem with the accessibility plan for Wells Fargo Canada. As a subsidiary of Wells Fargo & Co. (Wells Fargo) in the United States, where applicable, Wells Fargo Canada participates in accessibility initiatives undertaken for the benefit of the entire enterprise.

General

This progress report is available on Wells Fargo Canada's website at www.wellsfargo.ca and can be provided in an alternate format, upon request. To provide feedback about accessibility, or to request an alternate format version of the progress report or of the description of the feedback process, please contact Wells Fargo Canada's senior business execution consultant (Canada Chief Operating Office) as follows:

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Brief Summary

Wells Fargo Canada continues to make progress on establishing a more accessible experience for persons with disabilities. The establishment of the Chief Accessibility Office has allowed Wells Fargo to solidify its framework and initiatives for providing accessibility to employees, applicants, and customers through policies, procedures, programs, and other means. Wells Fargo's Enterprise Accessibility and Accommodations Risk Program (EAARP) is accountable for establishing front-line standards, enablement, monitoring, and governance for adherence to Wells Fargo's Accessibility for Customers and Employees with Disabilities policy.

Policies/Guidelines

Wells Fargo Canada continues to ensure its policies and guidelines support an accessible work and business environment. Updates were made to the Accessibility for Customers and Employees with Disabilities Policy and related procedures to, among other things, clarify obligations and change management processes. Further, in concert with Wells Fargo's revisions to the global Anti-Harassment, Non-Discrimination and Equal Employment Opportunity Policy, in early 2025, Wells Fargo Canada updated the accompanying Canada country-specific reference document. The updates to the reference document centered on confirming the policy's applicability to prohibitions against psychological harassment and to reporting incidents of harassment or discrimination.

Information and Communications Technologies

Wells Fargo enhanced the accessibility of its global communication platform by activating live captioning for videoconferences and telephone calls. The self-service functionality of Wells Fargo's human resources system of record continues to evolve, with Wells Fargo Canada employees now able to directly upload supporting medical documentation for leaves of absence instead of having to route it through human resources or management personnel. Wells Fargo Canada employees will soon have a

dedicated bilingual telephone line through the HR Services & Support site to enable quicker and more efficient access to Canada-specific human resources content, including benefits, leaves of absence, etc.

Communication, other than Information and Communications Technologies

In conjunction with the ongoing revision of HR articles posted on the HR Services & Support site, the Wells Fargo content delivery team has expanded the scope of accessibility tagging of various documents (PDFs, etc.) for readers in locations like Canada. Wells Fargo launched a new platform solution to assist Employee Resource Networks, including Disability Connection, in streamlining access to information and resources.

Employment

Wells Fargo continues to focus on this area as follows:

Working Environment: Wells Fargo Canada remains committed to providing an accessible environment for its employees. The hybrid work model continues to permit most employees to work from home for a portion of the week, enabling employees, including those with disabilities, to take care of their personal and health needs in a flexible and timely manner. Wells Fargo and Wells Fargo Canada continue to prioritize employee health and wellbeing through various programs and activities. The 'Well Life' brand encompasses features such as 'Well-being Mind & Body' and 'Dr. Brent's Blogs' (a regular contribution from Wells Fargo's Chief Medical Officer), covering a range of activities and topics over the course of 2024 including mental health, diabetes, vaccines, back pain, brain health, nutrition, mind and body break virtual classes, and a Spring into Action challenge. The monthly Well-being Newsletter spotlights wellness events and activities, along with benefits highlights. So too does Wells Fargo Canada's regular Canada Regional News update. The 'Belonging at Wells Fargo' platform released a Belonging Toolkit to assist employees with creating connections and support in the workplace. Various departments at Wells Fargo have created councils that further drive inclusion and health and well-being initiatives within the narrower confines of an employee's working division or team. Wells Fargo Canada supported Mental Health Awareness Month in May 2024 with a variety of events, including those focusing on depression, caregiving stress, and money management. Wells Fargo's Disability Connection Employee Resource Network celebrated Disability Pride Month in July 2024 and hosted several events throughout 2024, spotlighting anxiety, neurodiversity, chronic pain, etc.

Benefits: Wells Fargo Canada's telehealth provider increased access to mental health services through a new app. Wells Fargo Canada's benefit provider introduced coverage for such items as fertility treatments and gender affirmation procedures, furthering the commitment to provide an array of benefit offerings to meet differing employee needs.

Learning and Development: Wells Fargo continues to provide learning and development opportunities focusing on inclusion and related concepts, including disability access. Wells Fargo Canada employees were assigned courses on the learning and development platform, that, among other things, highlighted themes of belonging, support, and appreciating cultural differences. Wells Fargo developed a new global anti-harassment and non-discrimination training module to be implemented in 2025, adding fresh workplace scenarios to give employees better perspective on the types of workplace behaviours and responses that are expected at Wells Fargo (and those that will not be tolerated).

Talent Acquisition: Wells Fargo Canada continues to publish recruitment material on its website that confirms the availability of accommodation in the hiring process and during employment. Wells Fargo

Canada adjusted its onboarding process to reduce the number of documents (policies, acknowledgements, etc.) to sign and return by leveraging the automated functions of the human resources system of record.

Workplace Accommodation: In early 2025, the international region (encompassing Wells Fargo Canada)'s Accommodations Management team revised their procedures for handling accommodation requests, for example, to adjust response and follow-up communication timelines. Wells Fargo Canada and the Accommodations Management team continue to engage a third-party provider to assist with accommodation requests and return to work initiatives for employees with disabilities. The Wells Fargo enterprise HR Services & Support site continues to present various HR articles concerning accommodations and how to make a request.

Workforce Survey: Wells Fargo Canada revised and reissued its workforce survey to all federally regulated employees to obtain an up-to-date and complete composition of its workforce for employment equity purposes, including persons with disabilities. A 100% completion rate was achieved, meeting the goal set by Wells Fargo Canada.

Customer Service

Wells Fargo Canada streamlined processes for customer contract execution by working with customers to introduce more efficient electronic document signing features. Lines of businesses (for example, Commercial Bank) have created and revised specific procedures in support of the Accessibility for Customers and Employees with Disabilities Policy and its procedures, with the view to enhancing customer communication and access to Wells Fargo products and services. Wells Fargo launched a social media accessibility tracking function to enable it to keep up-to-date on trends and news in this area.

The Design and Delivery of Programs and Services

Lines of business accessibility procedures are being implemented and revised to ensure accessibility is considered in the design and delivery of new products and services at Wells Fargo, including defining the accessibility project scope to establish technical requirements, budgets, plans, and timelines for the implementation of digital and physical facilities. This includes the engagement of technology managers and developers to ensure coding and content incorporates accessibility features and standards and that testing is conducted prior to deployment. Wells Fargo Digital Assets Strategies (DAS) provides ongoing guidance to employees on how to include and enhance accessibility in creating effective communications about products and services.

The Procurement of Goods, Services and Facilities

Wells Fargo continues to strive to engage suppliers who are committed to following all laws in respect of human rights and who are aligned to inclusion in the provision of their services and facilities. Lines of businesses follow policies and procedures to ensure accessibility is considered by the strategic sourcing team during third-party selection and contract negotiation. Wells Fargo created an inventory of third-party providers who provide accessibility-related services to the company.

The Built Environment

Wells Fargo Canada facilities continue to be accessible to employees and invited visitors. The environment is monitored in conjunction with building management for any accessibility enhancements

to remove or reduce physical or other barriers. Adjustments were made to washrooms in the Toronto office to enhance accessibility.

Transportation

Wells Fargo Canada does not provide transportation services; thus, this area remains generally inapplicable. However, taking a broader perspective to include business travel, Wells Fargo's global Travel Policy confirms that employees will receive accommodation in business travel, if requested.

Training

Wells Fargo Canada launched a new accessibility training module for all employees across the entire Canadian enterprise for federally regulated employees and otherwise. In doing so, Wells Fargo Canada has demonstrated that accessibility is an important consideration for all employees and customers in Canada, regardless of legal jurisdiction.

Consultations

To prepare this progress report, Wells Fargo Canada consulted the Wells Fargo Chief Accessibility Office, the Wells Fargo Legal Department, and the Canada Accessibility working group, which consultation included employees in Canada and the United States with varying disabilities. Consultation took place by videoconference and email, starting in early 2025.

Feedback

Since the publication of the accessibility plan, Wells Fargo Canada has not received any feedback through the stated feedback process.

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