

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:

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

Brief Summary

Wells Fargo Canada continues to make progress on establishing a more accessible experience for persons with disabilities. With the early-2024 appointment of its first Chief Accessibility Officer, Wells Fargo is in position to take further strides in the future in this important area.

Policies/Guidelines

Wells Fargo revitalized its approach to communicating human resources and other information to its employees across the globe. Wells Fargo adopted a global employee handbook and implemented several global policies to demonstrate the importance of its values and expectations in a clear and consistent manner for all employees worldwide, including those at Wells Fargo Canada. Among the newly implemented global policies was the refreshed Anti-Harassment and Discrimination Policy, which outlines the ongoing commitment to prevent discrimination or harassment on a variety of grounds, including disability.

Information and Communications Technologies

Wells Fargo implemented a new global communication platform to enable consistent communication methods (videoconference, telephone, chat, etc.) across the globe. The HR Services & Support site has been enhanced to provide greater ease for employees to search for human resources information, or to telephone or chat with human resources agents for the

information they need. Wells Fargo has expanded the functionality of its human resources system of record to enable greater self-service, with, among other things, less need to sign and return documents to human resources or business units. Wells Fargo Canada's virtual town hall meetings now include closed-captioning. Wells Fargo Canada is currently exploring the feasibility of implementing virtual desktop and bring your own device technology to streamline and provide flexibility to traditional device accessibility and portability.

Communication, other than Information and Communications Technologies

Wells Fargo's HR Digital Design & Delivery team has been regularly reviewing the suite of HR articles posted on the HR Services & Support site to enhance the readability of the content (consistent brand and voice, plain language). HR articles contain a feedback link to enable employees to provide feedback regarding their experience with the article, for example, if the article content is unclear. HR articles now include links to other related articles or policies so that employees can more easily find what they are looking for in their query. The global employee handbook has been reconfigured from a PDF to a digital version that organizes content in well-defined/organized links. Wells Fargo HR articles, policies, and the global employee handbook follow a defined review and revision cycle to ensure up-to-date content and readability. Wells Fargo business templates have been updated to incorporate accessibility and each template includes instructions to help the user preserve accessibility as they use the template. Wells Fargo introduced a new font, which makes it easier for certain neurodiverse employees to communicate in writing.

Employment

Wells Fargo has achieved progress as follows:

Working Environment: Wells Fargo Canada has implemented a hybrid work model that permits most employees to work from home for a portion of the week. This enables employees, including those with disabilities, to more readily take care of their personal and health needs in a flexible and timely manner. Wells Fargo Canada promotes health and wellbeing through various programs including Wellbeing Champions, Manulife Vitality and through communication of information relating to disabilities, including, for example, those focusing on mental health. Wells Fargo continues to bolster the 'Well Life' brand, with the inclusion of a 'Belonging at Wells Fargo' platform that, among other things, promotes the opportunity to join an employee resource network like 'Disability Connection'.

Benefits: Wells Fargo Canada increased the level of reimbursement and expanded the scope of services for mental health coverage under the employment benefits plan.

Learning and Development: Wells Fargo continues to enhance learning and development opportunities in connection with diversity, equity and inclusion, including disability access. Managers in Corporate and Investment Banking are now provided a monthly DE&I toolkit containing information and tips to help build and lead inclusive teams, become more culturally aware, etc. The DE&I Council continues to organize events to engage employees on disability-

related topics (recent events included a focus on mental health, chronic pain, and neurodiversity). Recently, employees at Wells Fargo were assigned various DE&I courses to help build awareness and to develop capabilities in contributing to an inclusive work and customer environment.

Talent Acquisition: Wells Fargo has adopted consistent global messaging on diversity, equity and inclusion in job posting material, including specific references to applicants with disabilities. In instances in which employment applicants require accommodation in the application or interview process, requests can be made directly to our Accommodations Management team. Similarly, if a candidate requests accommodation from the recruiter, the request will now be forwarded to the Accommodation Management team for a consistent, professional experience.

Workplace Accommodation: The international region (encompassing Wells Fargo Canada) developed new procedures for handling accommodation requests, including through the Accommodations Management team and third party providers dedicated specifically to the topic of accommodation. To sharpen the focus on disability-related accommodation, Wells Fargo created several HR articles concerning workplace accommodation, including how to request an accommodation and, for managers, how to provide certain forms of accommodation in expedient fashion. This content is available to all employees on the enterprise HR Services & Support site.

Workforce Survey: Wells Fargo Canada will be reissuing its workforce survey in 2024 to all federally-regulated employees to ensure it has an up-to-date and complete composition of its workforce, including persons with disabilities.

Customer Service

Wells Fargo introduced a new online customers with disabilities accessibility training program for all employees, including those at Wells Fargo Canada. Wells Fargo created an inventory to provide guidance on various accommodation measures to be taken to assist customers who face difficulties in accessing our services. Wells Fargo Canada's Regional News now regularly contains a Diversity, Equity & Inclusion feature, often touching on the topic of disability and accessibility. Wells Fargo created an enterprise Accommodation & Accessibility (A&A) Utility portal to serve as a central hub for guidance and monitoring in relation to providing accommodation and accessibility to customers and employees. Additions to the portal are expected in 2024 and beyond.

The Design and Delivery of Programs and Services

Wells Fargo Digital Assets Strategies (DAS) provides guidance to employees on how to include and enhance accessibility in creating effective communications about our products and services, both internally and externally. Courses and guides have been implemented to educate users on how we can improve documents, spreadsheets, email messages, etc. from an accessibility standpoint.

The Procurement of Goods, Services and Facilities

Wells Fargo updated its Supplier Code of Conduct. The Code confirms that Wells Fargo strives to engage suppliers who are committed to following all laws in respect of human rights and who are aligned to diversity, equity and inclusion. Wells Fargo developed an Accessibility Vendor Questionnaire for suppliers who sell or license hardware, software, web, learning and information technology or offer technology solutions as part of their products and services, to ensure that all products, software and/or services provided to Wells Fargo follow disability and accessibility standards and laws.

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.

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 implemented a global Travel Policy and it confirms that employees will receive accommodation in business travel, if requested.

Training

Wells Fargo Canada is in the midst of revising its accessibility training in order to provide a more consistent experience across the entire Canadian enterprise for federally-regulated employees and otherwise. The revised training is anticipated to be launched in fall 2024.

Consultations

To prepare this progress report, Wells Fargo Canada consulted employees in Canada and the United States, including employees with varying disabilities. Consultation took place by videoconference and email, starting in early 2024.

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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