

Global Accessibility Policy

Our commitment to accessibility:

1. We are committed to ensuring that our customers have access to basic banking services and when required, we will make reasonable efforts to accommodate the needs of persons with disabilities in a manner which respects the dignity of the individual. Dignity means to recognize the privacy, confidentiality and autonomy of persons with disabilities.

Support persons and service or guide animals:

2. We welcome persons with disabilities to bring their service or guide animals on our premises. An appropriately authorized support person will also be welcome to accompany a person with a disability while conducting business, in line with existing privacy requirements. If an amount is payable by a person for admission to a Scotiabank event, or in connection with a person's presence at a Scotiabank event, we shall provide advance notice of the amount, if any, that is payable by a support person.

Communication and emergency notifications:

3. We will endeavour to communicate with people with disabilities in ways that take into account their disability.
4. We will notify our customers promptly in the event of a planned or unexpected disruption to services or facilities. For planned disruptions, such notices will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notices will be placed in a location visible upon entry to the affected premises.

Physical premises:

5. We will incorporate accessibility into the design of any new buildings or substantial renovations for both customers and employees. Existing spaces will be assessed and prioritized for reasonable remediation to render them accessible for employees and customers.

Customer service training:

6. We will ensure that accessibility training is provided to our employees who regularly deal with customers, or to other third parties on behalf of Scotiabank, whether the person does so as an employee, agent, or volunteer.
7. We will provide accessibility training to appropriate employees at time of hire and when there are material changes to processes, products or technology that impact persons with disabilities (e.g., changes to assistive devices).

Feedback and complaints:

8. We will encourage customers who wish to provide feedback on the way that we provide products and services to persons with disabilities to do so in person, by email, written correspondence or by phone to the manager of our local office or branch.
9. We will address complaints according to our regular complaint management procedures, within the context of this policy.

