



UBS IM (Investment Management)

Accessibility Act Plan 2024

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1. General

The **Accessible Canada Act** is intended to make Canada barrier-free by January 1, 2040. This involves identifying, removing and preventing barriers in federal jurisdiction in the following priority areas:

- employment
- the built environment (buildings and public spaces)
- information and communication technologies
- communication, other than information and communication technologies
- the procurement of goods, services and facilities
- the design and delivery of programs and services, and
- transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)

2. Accessibility Statement

UBS 2021-2026 accessibility plan outlines the policies and actions that UBS Investment Management Canada Inc. ("UBS IM") will put in place to improve opportunities for people with disabilities and meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards).

UBS IM will review this plan once every five years.

Statement of Commitment

UBS IM is committed to:

- providing clients with impairments or disabilities the same opportunities to access our products and services
- allowing clients with impairments or disabilities to benefit from the same services, in the same place, and in an equitable way as other customers
- providing a professional environment that prioritizes barrier-free access for all clients as required by applicable legislation
- providing employees and job applicants with reasonable accommodations
- providing information in ways that are accessible to everyone
- ensuring these commitments are met in a timely manner We are committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members, as well as the accessibility requirements of the organization.

3. Contact Us:

Should you have any questions or inquiries, please direct them to Shona Stone, Head Investment Solutions, Wealth Management Canada

Email: shona.stone@ubs.com

Phone: 416-345-7024

Mailing address: 154 University Ave, 8th floor, Toronto, ON M5H 3Z4

You can also contact Shona to request a copy of our accessibility plan and our feedback process description in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

4. Consultations

Given the nature of our private wealth business, our office is small as is the employee population, and client meetings are held on an invitation basis thus our consultations are primarily with candidates and employees.

How we consulted persons with disabilities:

1. Discussion groups (online/in-person) – when conducting candidate interviews throughout the year, we ask candidates if they require any type of accommodations.
2. Surveys – we send out a self-identification survey to each new hire to collect and track data on the 4 designated groups including people with disabilities.
3. Other – during review of Health and Safety, Fire Drills, and evacuation protocols, we remind staff of accommodations and what safety measures and procedures they should follow.

Barriers - employees may not feel the need to self-disclose their disability. Continue to educate and communicate the importance of inclusion. Send more frequent reminders of our reasonable workplace accommodations process and Ability programs.

5. Employment

UBS IM is committed to fair and accessible employment practices. We will or have taken the following steps:

- Notify the public and employees that, when requested, will accommodate people with impairments or disabilities during the recruitment, selection, and hiring processes and when people are hired.
- Advise the public, job applicants and employees through our public recruitment web sites that, when requested, we will accommodate people with impairments or disabilities during the recruitment, selection, and hiring processes.
- Put in place a written process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to an impairment or disability.
- Provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.
- To ensure it will consult with employees to provide or arrange for the provision of accessible formats and communication supports for information that is generally accessible and needed to their perform job.

- To ensure the accessibility needs of employees with impairments or disabilities are considered in using performance management, career development and re-deployment processes.
- Incorporate these requirements into HR policies and advise and make them available to all employees and people managers.

6. The Built Environment

UBS IM will continue to work with property management to ensure we meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

The office location offers wheelchair accessibility to the reception areas and office floors including having an accessible wheelchair ramp and accessible washrooms. As we are not open to the public, if there is any impact to client's accessibility, we will advise them personally. If there is any disruption to the Elevator service, building security will advise clients from the building's lobby area.

7. Information and Communications

UBS IM is committed to meeting the communication needs of people with impairments or disabilities. We will provide a welcoming environment that allows clients and employees with communication challenges to dictate the most effective way for them to communicate.

Accessible Formats and Communication Supports

UBS IM will take the following steps to provide or arrange for the provision of accessible formats and communication supports, upon request, for persons with impairments or disabilities.

- We will provide such accessible formats and communication in a timely manner that considers the person's accessibility needs due to impairment or disability.
- We will provide such accessible formats and communication at a cost that is no more than the regular cost charged to other persons.
- We will consult with the person making the request to determine the suitability of an accessible format or communication support.

Accessible Websites and Web Content

UBS IM will take the following steps to make all internet websites and web content conform with WCAG 2.0, Level AA by January 1, 2021, except where meeting such requirements are not practicable, to meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards):

We will post resources on our Intranet for employees to use to meet this requirement.

We will ensure that all employees involved in the development of our internet web sites and web content are aware of and have access to developer guidelines and best practices for meeting this requirement.

Accessible Emergency Information

UBS IM is committed to providing publicly available emergency information in an accessible way upon request. We will also provide employees with impairments or disabilities with individualized emergency response information when requested.

8. Communication, other than ICT

UBS provides training to all employees and volunteers on providing accessible customer service and how to interact with people with various types of disabilities.

The current training is tailored to Ontario's Accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. The Modules include:

- Accessibility for Ontarians with Disabilities Act
- The Customer Service Standard
- Our Policies and Procedures
- Interacting and Communicating
- Integrated Accessibility Standards Regulation
- The Ontario Human Rights Code and the AODA UBS

We will keep a written record of the training provided under this section.

9. The Procurement of Goods, Services & Facilities

UBS IM provides goods and services in a way that respects the dignity and independence of people with accessibility needs. UBS procurement team works with various teams to consider the accessibility needs when procuring goods and services or facilities for UBS.

10. The Design & Delivery of Programs and Services

UBS IM is committed to providing accessible customer service as outlined on our website -

<https://www.ubs.com/ca/en/wealth-management/important-notice/investor-accessibility.html>

We foster communication and encourage feedback from everyone so that we can continuously improve our programs and services. Your feedback, it will be reviewed and discussed so that we can address any concerns and improve our commitment.

11. Transportation

Not Applicable

12. Feedback

All inquiries, customer feedback and complaints may be submitted to: Human Resources at hr-service-now@ubs.com and include USA in the subject line or by phone: +1-201-352-1219.

The feedback received will be reviewed with Human Resources and relevant partners. We will respond to your feedback and action any request accordingly. Requests to receive the feedback response in an alternate format can be made at the time the feedback is shared.

13. Conclusion

We will continue to meet legislative and regulatory requirements and make any changes necessary to our Accessibility plan to ensure compliance and most importantly for continuously improving accessibility for employees and clients.