



Progress Report: Implementation of Accessibility Plan (2024 - 2026)

Date: May 11, 2026

Introduction

This report provides an update on the progress made toward the implementation of our accessibility plan, which aims to ensure that all services, communications, and facilities are accessible to people with disabilities. The plan is designed to improve inclusivity and meet both legal and ethical standards regarding accessibility.

Objectives of the Accessibility Plan

The primary objectives of our accessibility plan are as follows:

- Provide training for staff members on accessibility practices.
- Ensure physical and digital accessibility across all platforms.
- Promote inclusivity in all internal and external communications.
- Create a feedback mechanism for ongoing improvement.

Progress Summary

1. Staff Training

- Completed:
 - Accessibility training material provided to all employees, focusing on inclusive communication, physical and digital accessibility.

2. Physical Accessibility

- Completed:
 - All branches have adequate accessible spaces.
- Ongoing:
 - Ongoing improvements to branch environments to enhance accessibility.

3. Customer Feedback Mechanism

- Completed:
 - Placed Accessibility Feedback Questionnaire on the customer representative desk for customers to complete voluntarily.
- Ongoing:
 - Maintaining the Accessibility Feedback Questionnaire at the customer representative desk to encourage ongoing customer feedback and improve accessibility.

Next Steps and Future Actions

To continue advancing our accessibility efforts, the following actions are planned:

- Implement all digital contents to meet WCAG (Web Content Accessibility Guidelines) 2.1 Level AA standards.



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- Improve color contrast for text and background elements, offer theme toggle options (e.g., dark mode), and ensure all multimedia elements (images, videos, charts) include sufficient alt text and captions.
- Implement screen reader compatibility and provide alternative text for images on the website in 2025 and 2026 due to limitations of current website platform.
- Expanding our accessibility testing to include a broader range of disabilities for more inclusive digital design.

Conclusion

We remain committed to ensuring that all individuals, regardless of ability, can fully access and engage with our services. While meaningful progress has been made to date, we recognize that continued effort is required to further strengthen accessibility across all areas. Our ongoing work reflects our commitment to fostering an inclusive, equitable, and accessible environment for everyone.