



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

Date: May 1st, 2025

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 provided to all employees, focusing on inclusive communication, physical and digital accessibility.
- In Progress:
 - Development of ongoing training modules for new hires and refreshers for current employees.

2. Physical Accessibility

- Completed:
 - All branches have adequate accessible spaces.
- In Progress:
 - Ongoing improvements of all ` branches environment.

3. Customer Feedback Mechanism

- Completed:
 - Creation of a feedback form.
- In Progress:
 - Regularly scheduled surveys and focus groups to ensure user needs are continuously met.

Next Steps and Future Actions

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

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



CTBC BANK
中國信託銀行

- Improving 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.
- Implementing of screen reader compatibility and alternative text for images on the website in 2025 and 2026 due to limitation of current website platform.
- Expanding our accessibility testing to include a broader range of disabilities for more inclusive digital design.

Conclusion

We are committed to ensuring that all individuals, regardless of ability, can fully access and engage with our services. While there is more work to be done, the progress made thus far aligns with our mission to foster an inclusive and accessible environment for all.