



Introduction

This progress report outlines EBC's efforts and advancements in improving accessibility throughout the organization. As required, the report includes information received through feedback processes, how the organization has considered that feedback, and the consultation undertaken with individuals with disabilities in preparing this report.

Feedback Received

EBC has not received any feedback throughout the year on its accessibility plan through any of its established channels. Despite the absence of feedback, EBC remains committed to proactively identifying and addressing accessibility barriers to ensure inclusion and equity for all employees and clients.

Consideration of Feedback

Although no explicit feedback was received this year, EBC has taken several proactive steps to assess and address accessibility barriers. These steps include reviewing policies, environments, and communication tools for compliance with accessibility standards.

Consultation with People with Disabilities

EBC recognizes the importance of engaging with individuals with disabilities to inform its accessibility efforts. Below are the key areas where consultations have been or will be undertaken:

The Built Environment

- EBC has requested the building's accessibility plan from property management to ensure alignment with EBC's accessibility goals and obligations.

Communication (Other than ICT)

- EBC has updated its Infosite with a tool that ensures compliance with WCAG 2.1 standards, improving the accessibility of online communication materials.
- An anonymous online survey was made available to employees and clients via email.

Training

- EBC is committed to providing accessibility training to all employees. The training for existing employees has been delayed but will commence in January 2026. New hires will receive training within six months of their hire date. To ensure continuous improvement and compliance, refresher training will be offered to all employees every two years or whenever changes are made to legislation or EBC's policies and practices.

Next Steps

EBC will continue to monitor its accessibility efforts and actively seek feedback from employees, clients, and other stakeholders. The organization remains steadfast in its commitment to consulting with individuals with disabilities and ensuring that proposed solutions meet their needs effectively.

EBC looks forward to providing further updates in future reports and welcomes ongoing collaboration to enhance accessibility across all facets of its operations.