

ACCESSIBILITY POLICY



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1. Introduction

People's Leasing & Finance PLC (**PLC**) is fully dedicated to promoting an inclusive and accessible environment for all stakeholders. This Accessibility Policy outlines the company's commitment to ensuring accessibility and details the steps being taken to make sure the organization is open and available to everyone. The main goal of this policy is to provide clear guidelines for creating products, services, and environments that are welcoming and acceptable to individuals from all walks of life.

The PLC is committed to working closely with its employee networks to build an atmosphere where customers feel valued and supported, free from any discrimination. This policy also aims to ensure that people with various physical abilities have equal access to information and resources, giving them the same opportunities as those without disabilities.

Rooted in a unique culture centered on purpose, shared values, and principles, the company strives to foster an inclusive environment that extends to all stakeholders, regardless of their background. The PLC firmly believes that everyone should feel free to be their true selves within its spaces. This Accessibility Policy is a testament to the company's mission to develop leaders who positively impact others through simple acts of kindness. By adhering to these values, the company aims to create a workplace that not only reflects its core principles but also serves as a model of inclusivity and equality for all.

2. Scope

This policy applies to all stakeholders connected with the PLC. The policy is prepared in compliance with Special Gazette notification issued by Central Bank of Sri Lanka under Financial Consumer Protection Regulations No. 01 of 2023 and Accessibility Policy should have available to the general public in accessible formats.

3. Customer Accessibility

The Company ensures to enhance fair and equal access to financial products and services, irrespective of the social status, physical ability, marital status, race, caste, gender, age, religion and financial literacy of the financial consumer.

3.1. Non-discrimination

- 3.1.1. The Company shall not discriminate against financial consumers on grounds not relevant to provision of financial services applied for, such as social status, physical ability, marital status, race, caste, gender, age, religion, financial literacy, etc. However, these Regulations shall not prevent the Financial Service Provider from providing exclusive financial products and services.
- 3.1.2. The Company shall provide special attention to financial consumers such as elderly, physically disabled, low income and low financial literate to ensure fair access to all financial products and services.

3.2. Infrastructure

- 3.2.1. The Company shall comply with general laws regarding accessibility, such as facilitating differently able and elderly financial consumers, when constructing new buildings and physical infrastructure.
- 3.2.2. The Company shall take necessary actions to improve accessibility in installing and processing ATMs and other automated equipment by enabling screen reader and other accessibility features.
- 3.2.3. The Company shall provide cards (Debit and Credit) with accessibility features at the request of the financial consumer.

3.3. Signature Verification

The Company shall ensure that the signature of the financial consumer including electronic means of signature is unambiguous and acceptable for verification purposes. Thumbprint shall be treated equally to the conventional signature.

3.4. Web Accessibility

- 3.4.1. All web contents shall be perceivable, operable, understandable and robust.
- 3.4.2. Web accessibility shall include but not limited to:
- i. Font size, colour and colour contrast adjustability.
 - ii. Full navigability and ability to function with the keyboard.
 - iii. Full readability with screen readers.
 - iv. All web elements shall be appropriately labeled or alternative text shall be used.
 - v. All security, protection or safety features shall be provided in text and audio options.
 - vi. Adequate time shall be provided to perform all functions.

3.4.3. Mobile applications accessibility shall include but not limited to:

- i. Font size, colours and colour contrast, and background colour adjustability.
- ii. Full navigability when using mobile applications.
- iii. Full readability with screen readers.
- iv. All mobile application elements shall be appropriately labeled or alternative text shall be used.
- v. All security, protection or safety features shall be provided in text and audio options.
- vi. Adequate time shall be provided to perform all functions.

3.5. Information Accessibility

3.5.1. The Company shall provide all necessary documents in accessible formats at the request of the financial consumer.

3.5.2. The Company shall grant permission to the financial consumer to have assistance from a person who has been authorized by the financial consumer by way of a letter of authority, a power of attorney or a board resolution, as the case may be.

3.5.3. The Company shall provide adequate facilities to use assistive technology and equipment.

4. Policy Review

A systematic annual review is carried out as proof that this approach is still relevant once every two years or when there is a significant change to the policy or when there is a change in the regulatory environment.