

# **ACCESSIBILITY POLICY**

## **1. Fair & Equal Access**

At Amana Bank PLC our unwavering commitment is to formulate and implement an accessibility policy that transcends barriers, ensuring fair and equal access to our extensive range of financial products and services. This commitment extends to individuals, regardless of their social status, physical ability, marital status, race, caste, gender, age, religion, or financial literacy.

## **2. Comprehensive Accessibility Guidelines**

- **Documents, Communication & Information Accessibility**

We pledge to make all our documents, communications, and information commonly accessible. This involves employing formats and mediums that cater to a broad audience, acknowledging diverse needs.

- **Website and mobile Application Accessibility**

Our digital platforms are designed with inclusivity in mind. We prioritize user experience, ensuring our websites and mobile applications are navigable and usable by individuals with varying abilities.

- **Infrastructure Accessibility**

Physical spaces and facilities under our purview are crafted to be accessible to everyone. We aim to remove physical barriers, fostering an environment that promotes ease of access for individuals with diverse physical abilities.

- **Cards, ATMs and Similar Services Accessibility**

We are dedicated to ensuring that our cards, Automated Teller Machines (ATMs), and similar services are designed and operated with accessibility as a top priority. This includes features and functionalities that accommodate a wide spectrum of user needs.

## **3. Non Discriminatory Practices**

We staunchly affirm our stance against issuing any policies or circulars that might inadvertently encourage discrimination or hinder accessibility. Our policies are crafted with the intention of fostering an inclusive environment, free from biases.

## **4. Public Availability**

Transparency is paramount to us. Our accessibility policy, in its entirety, will be made readily available to the general public. We understand the importance of disseminating this information in accessible formats, ensuring that stakeholders can be well-informed about our dedication to accessibility.

By upholding this comprehensive accessibility policy, we aspire to contribute significantly to creating a financial landscape that not only meets but exceeds the diverse needs of our customers. Through inclusivity, we aim to build a financial ecosystem that is equitable and accessible to all.