



HNB SECURITIES LIMITED

Accessibility Policy

April 2024

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Introduction

This policy outlines the commitment of HNB Securities Ltd. to ensuring fair and equal access to financial products and services for all customers (financial consumer, client, customer means the same), regardless of their social status, physical ability, marital status, race, caste, gender, age, religion, or financial literacy. The policy emphasizes non-discrimination and inclusion, while recognizing the potential need for exclusive financial services. Special attention is dedicated to addressing the needs of vulnerable groups, such as the elderly, disabled, and those with low financial literacy.

1. Non-Discrimination

HNB Securities Ltd. shall not discriminate against any customers based on factors not relevant to the provision of financial services, including but not limited to social status, physical ability, marital status, race, caste, gender, age, religion, and financial literacy. HNB Securities Ltd. Shall not issue any policies and circulars which may encourage discrimination or inaccessibility.

2. Special Attention to Vulnerable Groups

HNB Securities Ltd. acknowledges the diverse needs of its customer base, particularly vulnerable groups such as the elderly, disabled, those with low income and low financial literacy. Special attention and care shall be dedicated to understanding and addressing the unique requirements of these customers, ensuring their fair access to financial services.

3. Document, Communication, and Information Accessibility

HNB Securities Ltd. has taken specific measures to ensure that all documents, communications, and information related to financial products and services are presented in accessible formats facilitating elderly, disabled or customers with low financial literacy. This also includes providing documents, communication, and information in all three languages which are English, Sinhala and Tamil, to serve as per the preference of the customer.

4. Website Accessibility

HNB Securities Ltd. is committed to ensuring that its website is accessible to all users. Also, all web contents shall be perceivable, operable, understandable, and robust. This includes compliance with relevant web accessibility standards, providing alternative text for images, ensuring proper navigation for screen readers, and conducting regular accessibility audits.

5. Infrastructure Accessibility

HNB Securities Ltd. has included measures to ensure that physical infrastructure of the office premises is designed and maintained to be accessible to individuals with disabilities. This includes but is not limited to convenient location and accessible entryways.

6. Accessibility Policy Disclosure

The Accessibility Policy, including any updates or modifications, shall be made available to the public in accessible formats. This information shall be easily accessible on the official website of HNB Securities Ltd. and other communication channels.

7. Training and Awareness

Employees of HNB Securities Ltd. shall receive training on the principles outlined in this policy. The training will emphasize the importance of providing fair and equal access to financial services, as well as recognizing and addressing the needs of diverse customer groups.

8. Continuous Improvement

HNB Securities Ltd. commits to regularly reviewing and updating its accessibility policy to align with evolving industry standards and best practices. Feedback from customers and stakeholders will be actively sought and considered in this process.

9. Compliance Monitoring

HNB Securities Ltd. shall establish mechanisms to monitor compliance with this policy. Regular audits and assessments will be conducted to ensure that the principles outlined in this policy are effectively implemented throughout the organization.

Conclusion

This Accessibility Policy reflects HNB Securities Ltd.'s dedication to fostering an inclusive financial ecosystem. By adhering to these principles, we aim to contribute to a fair and equal financial landscape for all customers, regardless of their background or abilities.