



Bank of Montreal

Change Management Lead | Tolu Alebiosu



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ABOUT BMO

BMO is a leading North American financial services provider, serving over 12 million customers across Canada and the United States. Founded in 1817, BMO has grown to over 800 branches and 46,000 employees.

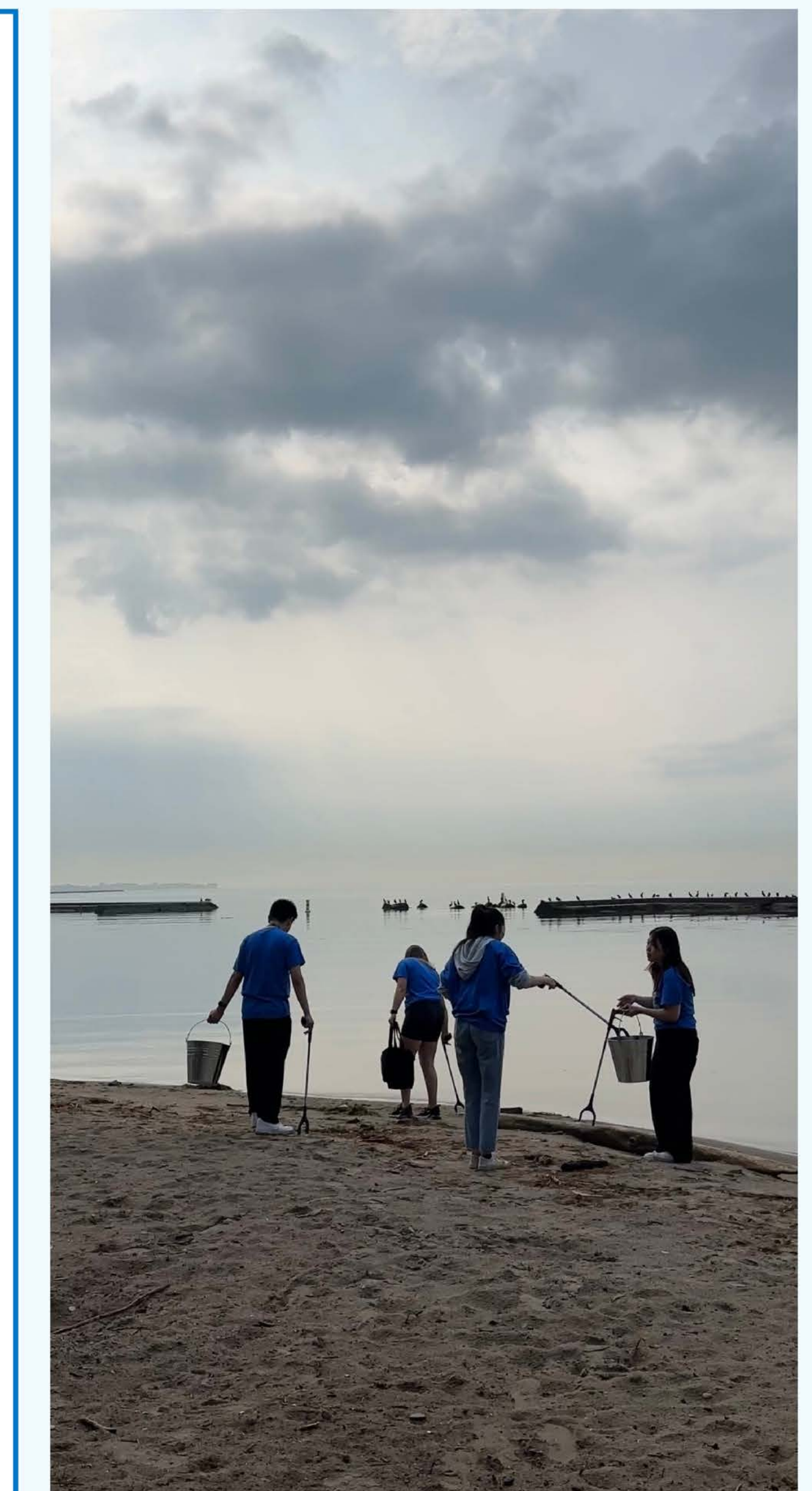
BMO is committed to embedding sustainability and accessibility across its operations. They were recognized in 2023 as the Most Sustainable Bank in North America by "*Corporate Knights' 2023 Ranking of the World's 100 Most Sustainable Corporations*" for efforts like reducing emissions, advancing economic inclusion, and empowering underserved groups.

My internship at BMO provided valuable first-hand experience with their sustainability and change management initiatives. I contributed to projects helping BMO drive progress towards their ambitious accessibility goals.

SUSTAINABILITY SPOTLIGHT

BMO's Journey to Accessibility

- Launching accessibility programs to promote equitable banking access for customers with disabilities. Includes accessible ATMs, sign language support, and screen reader capability.
- Public pledges to build a barrier-free Canada by 2040 across physical and digital channels. Efforts underway include renovating branches, enhancing mobile apps, and improving employee training among others.
- Consultations with groups like the Canadian Association of the Deaf to get feedback and tailor offerings. Ongoing advocacy guides BMO's accessibility roadmap.
- Steady progress towards fully meeting Accessible Canada Act (ACA) requirements by 2040. Multiple workstreams underway to integrate upcoming deadlines into operations.
- Reporting on accessibility milestones in the annual Sustainability Report. Transparently sharing progress and keeping stakeholders informed.



A BMO Campus day of caring event, where I helped pick up litter from lakeshore beach grounds and park with other interns.

PURPOSE

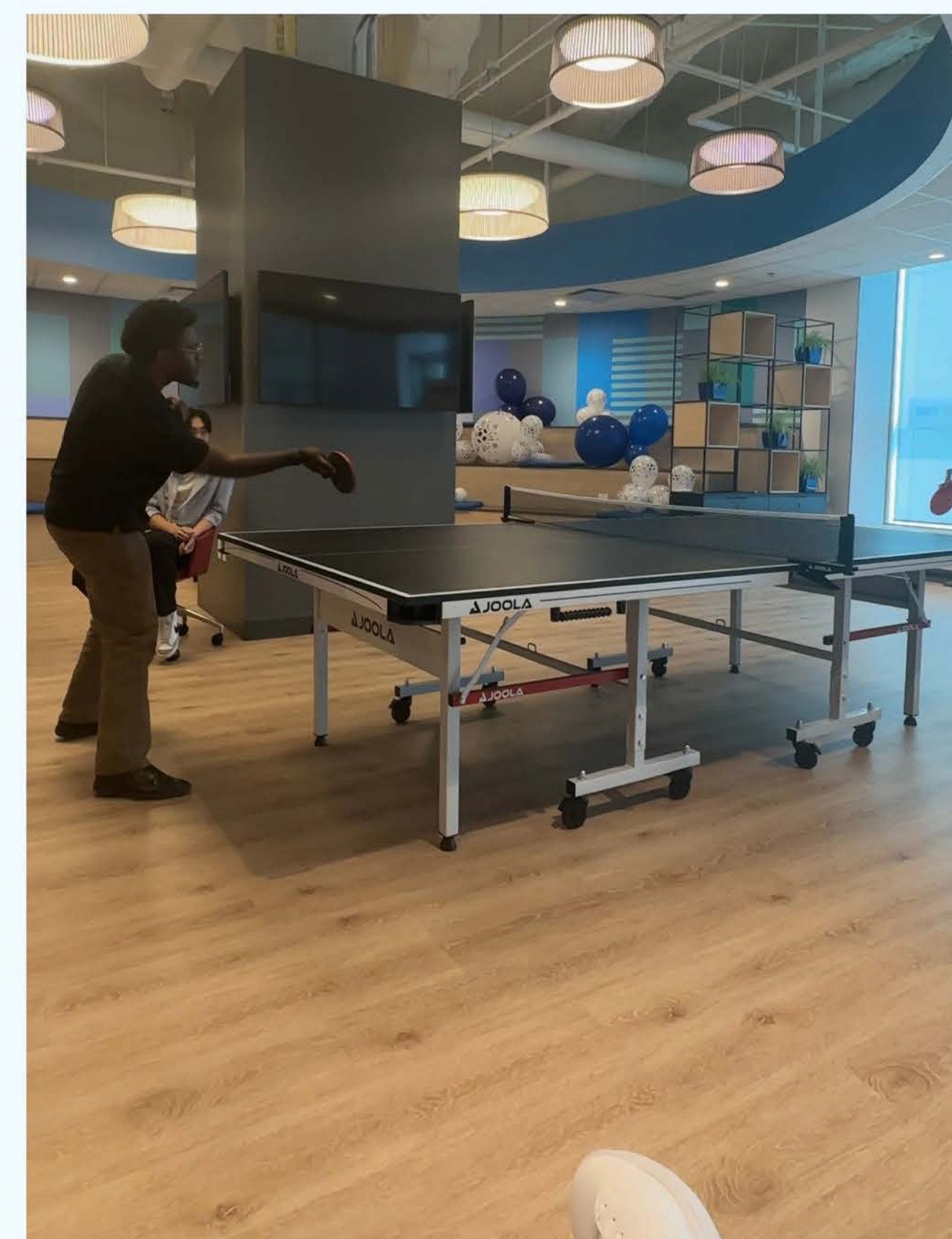
Managing Change and Enhancing Accessibility

- Helped drive multiple change management initiatives at BMO
- Assisted in integrating the Accessible Canada Act (ACA) plan into operations
- Developed strategies for smooth, sustainable adoption of accessibility practices
- Collaborated with the Accessibility Office and business units on reducing barriers

SKILLS GAINED

Growing as a Change Agent

- Change management processes and best practices
- Stakeholder engagement and communication strategies
- Accessibility and inclusion considerations in banking
- Project management: budgeting, scoping, delivering
- Data analysis and synthesis for decision making
- Technical skills in web design, content creation



Playing table tennis with other employees at BMO's new corporate head office.

MAJOR PROJECTS

Delivering Impactful Change

- Led the redesign of the corporate intranet site for the Process, Optimization, Integration, Technology and Experience (POINTE) team.
 - Improved discoverability, usability, navigation of programs and resources managed by the team
- Integrated ACA plan into the 2023 Sustainability Report
 - Collaborated with cross-functional teams
 - Highlighted current stats and future commitments
- Created change management templates
 - Enabled consistent Organizational change management (OCM) policy compliance
 - Smoothed onboarding for new initiatives

LIGHTBULB MOMENTS

Key Insights on Leading Change

- Stakeholder engagement is crucial - two-way communication builds buy-in
- Iterative feedback allows for continuous improvement of changes
- Small, incremental changes sustained over time can yield big results
- Holistic understanding of processes and systems reveals unseen barriers