



# Accessibility Policy

*(AODA – Integrated Accessibility Standards Regulation, Section 3)*

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## 1. Statement of Commitment

We are committed to meeting the accessibility needs of persons with disabilities in a timely and respectful manner. We will do so by identifying, removing, and preventing barriers to accessibility and by meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards.

We provide an inclusive environment for our employees, clients, and all individuals who interact with our organization.

## 2. Scope

This policy applies to all employees and to all services provided by our organization, including those delivered at client sites, venues, and event locations.

## 3. Accessibility Standards and Approach

We will implement and maintain policies and practices that support accessibility in the following areas:

### Customer Service

We will provide accessible service in a manner that respects the dignity and independence of persons with disabilities. Where services are delivered in partnership with clients or at client-led events, we will collaborate, where appropriate, to support accessible and inclusive practices.

### Employment

We are committed to fair and accessible employment practices across the employee lifecycle, including recruitment, hiring, onboarding, and ongoing employment. We will provide accommodations upon request and will support employees' accessibility needs, including when they are working at client sites, by taking reasonable steps and working collaboratively with clients where appropriate.



## **Information and Communications**

We will ensure that information and communications are accessible upon request. We will provide or arrange for accessible formats and communication supports in a timely manner and will collaborate with clients, as appropriate, when services are delivered in shared environments.

## **Built Environment**

As our employees primarily work at client sites and external venues, we do not have direct control over the physical environment in all cases. Where possible, we will communicate known accessibility features or barriers to employees in advance and work collaboratively with clients and employees to support reasonable solutions. Where we have control over physical spaces, we will consider accessibility requirements in modifications and operational decisions.

## **4. Training**

We will provide training on the requirements of the accessibility standards and the Ontario Human Rights Code as it relates to persons with disabilities to all employees and others as required. Training will be provided in a manner appropriate to the duties of the individual.

## **5. Availability of Policy**

This policy will be made available to the public and provided in accessible formats upon request.

## **6. Feedback Process**

We are committed to meeting the accessibility needs of all individuals and welcome feedback on how we provide accessible services, programs, and facilities.

Feedback regarding the way we provide goods, services, or facilities to persons with disabilities can be provided in the following ways:

- **Email:** [info@bbwinternational.com](mailto:info@bbwinternational.com)
- **Telephone:** 416-767-3036 ext 104

We will make reasonable efforts to respond to feedback in a timely manner.

### **Accessible Formats and Communication Supports**

Upon request, feedback processes can be made accessible to persons with disabilities by providing or arranging for accessible formats and communication supports.



### **Acknowledgment and Response**

Where requested, we will acknowledge receipt of feedback and outline any actions to be taken. Responses will be provided in a format that takes into account the individual's accessibility needs.

### **Anonymous Feedback**

Individuals may submit feedback anonymously; however, if contact information is not provided, we may not be able to respond directly.

## **6. Review**

This policy will be reviewed and updated as required to ensure ongoing compliance with legislative requirements and alignment with our organizational practices.