



## **MULTI-YEAR ACCESSIBILITY PLAN**

This Multi-Year Accessibility Plan (the “Plan”) outlines the policies, practices and actions that BBDO Canada Corp. ([together with its affiliates, collectively] the “Company”) have or will implement in its Ontario operations to improve accessibility for individuals with disabilities. The Plan also incorporates and references the Company’s existing accessibility policies and practices, where applicable.

### **1. Statement of Commitment**

The Company is committed to treating all people, including individuals with disabilities, in a manner that respects their dignity and independence. We believe in integration and equal opportunity. To this end, we are committed to meeting the needs of individuals with disabilities in a timely manner and will endeavour to identify and remove barriers to accessibility in all aspects of the Company’s operations. The Company is also committed to ensuring compliance with the accessibility requirements contained in the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations (“AODA”).

Human Resources will be responsible for ensuring the Company implements the obligations contained in this Plan in accordance with this Statement of Commitment.

### **2. Customer Service**

The Company maintains an Accessible Customer Service Policy, as well as appropriate feedback mechanisms with respect to that policy. The Company will continue to comply with this policy and will review it from time to time to implement any required changes in order to promote accessibility within our customer service operations.

The Company will put procedures in place to prevent/notify the public of service disruptions to the accessible parts of its public spaces, if and as applicable.

### **3. Accessible Emergency Information**

The Company is committed to providing Ontario customers and third parties with publicly available emergency information, if any, in an accessible manner, upon request.

### **4. Training**

The Company will complete the accessible customer service training required under AODA as described in our Accessible Customer Service Policy and will continue to provide training to new staff as required by AODA.

Further, the Company will ensure that training is provided to employees, volunteers and other staff (including all persons who participate in the development of our policies and provide goods and services on our behalf) regarding AODA and the Ontario *Human Rights Code* as it pertains to individuals with disabilities as required by AODA. The content and delivery of such training will be determined based on the Company’s internal training resources and the job duties of employees, volunteers and other staff.

## **5. Kiosks**

The Company understands that AODA requires it to consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks. To the extent that the Company engages in such activities in the future, the Company will implement a policy and/or practice to ensure that accessibility issues are considered.

## **6. Information and Communications**

The Company is committed to meeting the communication needs of individuals with disabilities. The Company will consult with such individuals to determine their information and communication needs and will provide information and communications in accessible formats and with communication supports in a timely manner (and at a cost that is no more than any regular cost) in accordance with the requirements of AODA.

The Company's website(s) at [www.bbdo.ca](http://www.bbdo.ca) is in compliance with WCAG 2.0 Level AA (with certain exceptions as permitted by AODA).

## **7. Employment**

The Company is committed to accessible employment practices and to removing any barriers that prevent or hinder the career development of employees with disabilities at the Company.

We will provide employees with disabilities with individualized emergency response information where necessary, in accordance with AODA. The Company will take steps to determine whether employees require individualized emergency response information on an ongoing basis as part of our human resources and occupational health and safety functions.

In accordance with AODA, the Company takes steps to: notify the public and staff that the Company accommodates people with disabilities during the recruitment and selection process as well as during the course of employment; provide employees with employment-related information in accessible formats and with communication supports if and as needed; develop individual accommodation and return-to-work policies and plans as required by AODA; and ensure the accessibility needs of employees with disabilities are taken into account in the Company's performance management, career development and redeployment processes.

## **8. Design of Public Spaces**

The Company will meet its AODA accessibility obligations in respect of the design of public spaces when building or making major modifications to public spaces, including service counters, fixed queuing lines and waiting areas, if and as applicable.

## **9. Modification of the Plan**

This Plan will be reviewed and updated by the Company at least every 5 years. At the time of revision, information regarding accessibility policies and practices adopted by the Company in accordance with the Plan or otherwise will be included in the revised Plan.

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For more information regarding the Plan, please contact Human Resources at [info@bbdo.ca](mailto:info@bbdo.ca) or 416.972.1505.

Accessible formats of this document will be provided on request.