



Accessibility for Ontarians with Disability Act (AODA) - Integrated Accessibility Standards Policy

Reviewed and Updated: August 27, 2026

Policy - The objective of the policy is to govern the provision of Big Blue Bubble's services in accordance with Regulation 191/11, Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). These standards were developed to identify, remove and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communication and employment standards.

Policy statement - Big Blue Bubble is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

General standards - Big Blue Bubble will establish, implement, maintain and document a Multi-year Accessibility Plan outlining our strategy to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with the AODA.

The Plan will be reviewed and updated at least once every five years and will be posted on Big Blue Bubble's website. Upon request, we will provide a copy of the Plan in accessible format.

Big Blue Bubble will ensure that employee training is provided on the requirements of the accessibility standards referred to in the Regulation and the Human Rights Code. The training will be appropriate to the duties of the employee. Big Blue Bubble will keep records of the training provided, including the dates on which the training was provided.

Information and communication standards - Accessible Websites and Web Content - Big Blue Bubble will ensure our Internet website, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.

Feedback - Big Blue Bubble will ensure that our process for receiving and responding to feedback is acceptable to persons with disabilities by providing or arranging for the provision of accessible formats and communication support, upon request. We will do so in a timely manner that takes into account the person's accessibility needs due to the disability. Customers who wish to provide feedback on the way Big Blue Bubble Inc. provides and communicates goods and services to people with disabilities can send an email to contact@bigbluebubble.com.

Workplace Emergency Response Information - Big Blue Bubble will provide individualized workplace emergency response information to employees who have a disability. Where the employee requires assistance, we will provide the workplace emergency response information to the person designated to provide assistance and support to the employee.

Recruitment - Big Blue Bubble will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process (job postings).

Recruitment, Assessment or Selection Process - When applicants are selected to participate further in an assessment or

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selection process they will be told that accommodations are available upon request.

Notice to Successful Applicants - When making offers of employment, Big Blue Bubble will notify the successful applicant of its policies for accommodating employees with disabilities.

Documented Individual Accommodation Plans - Big Blue Bubble will maintain a written process for the development of documented individual accommodation plans (IAP) for Employees with disabilities. In addition, the plan will include individualized emergency response information.

Return to Work Process - Big Blue Bubble will maintain a written return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

Performance Management, Career Development and Advancement & Redeployment - Big Blue Bubble will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when redeploying employees.

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