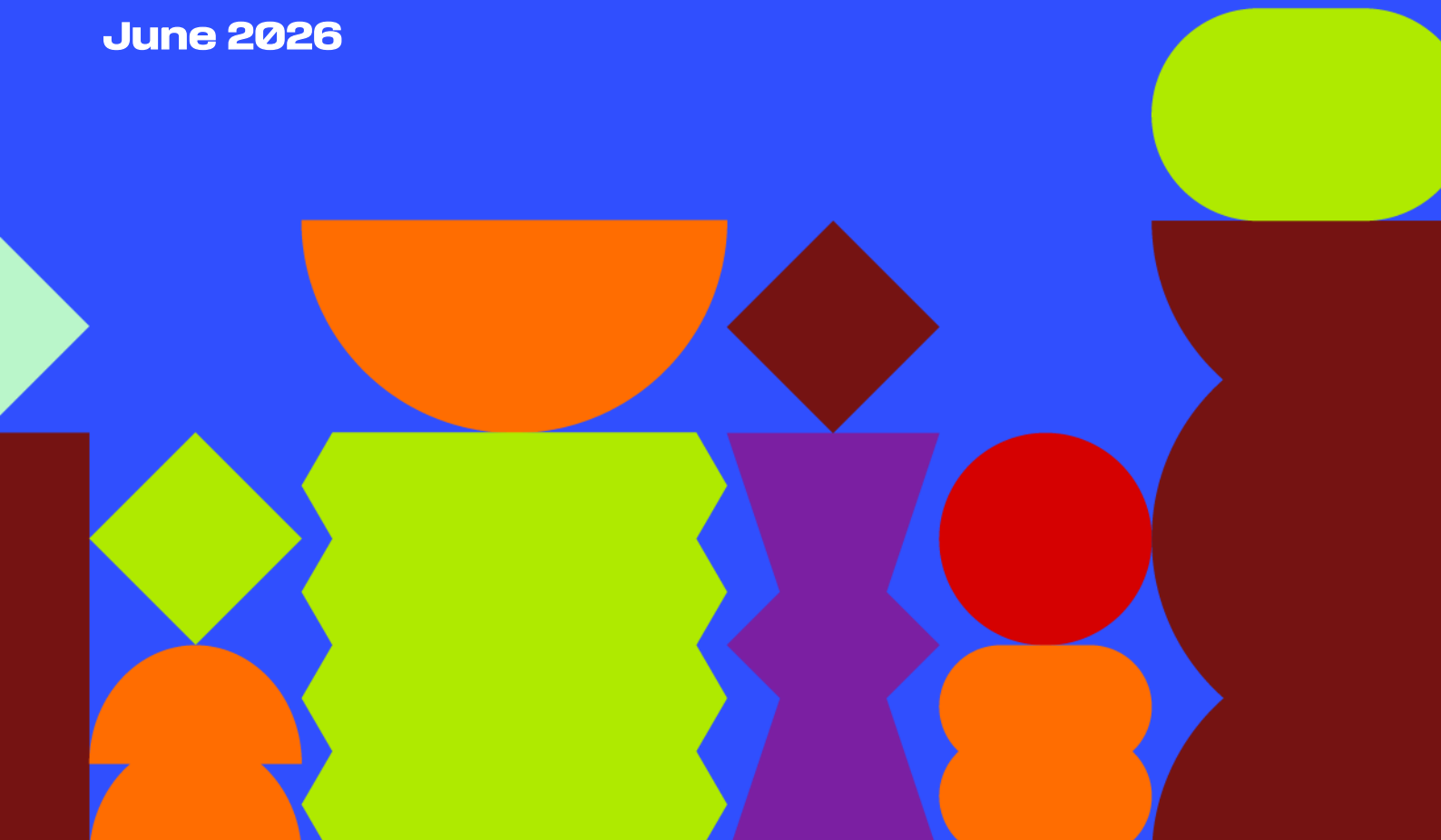




FIFA WORLD CUP 2026 TORONTO

HUMAN RIGHTS ACTION PLAN

June 2026



INTRODUCTION: MESSAGE FROM THE FIFA WORLD CUP 2026™ HUMAN RIGHTS TEAM

The FIFA World Cup 2026™ (FWC26) is the biggest single-sport event in the world. This year FIFA will host the tournament across Canada, Mexico and the United States in 16 Host Cities, with 104 matches scheduled over 39 days. This will be the largest FIFA World Cup™ in history, with 48 qualifying teams, up from 32 teams in prior tournaments.

Hosting the FIFA World Cup represents a historic milestone for the host countries and Host Cities, with social benefits and considerations. It presents opportunities to build legacies that have the potential to span generations. The FIFA World Cup 2026 Host Cities do not have operational jurisdiction over the FIFA World Cup stadium grounds, which are managed by FIFA during the exclusive use period, nor systemic issues that transcend FIFA World Cup 2026.

To mitigate the potential negative impacts and maximize positive ones of hosting, FIFA integrated comprehensive sustainability and human rights requirements, including labour rights, into the bidding process. This is the first edition of the tournament which included such requirements in bidding regulations and hosting agreements from the outset. In line with FIFA's human rights requirements, Canada, Mexico and the United States submitted the United 2026 Proposal for a United Human Rights Strategy, and the candidate cities across North America developed human rights proposals during the 2019-2022 bid phase. These materials were developed in consultation with key human rights stakeholders and laid a strong foundation for the subsequent phases of human rights due diligence for this tournament.

FIFA used the materials and learnings from the bidding process to inform the FIFA World Cup 2026™ Sustainability and Human Rights Strategy, which outlines the key objectives and initiatives that FIFA and Host Cities will respectively pursue, and the FIFA World Cup 2026™ Human Rights Framework. This framework provides guidance developed by FIFA for the 16 Host Cities that were selected in 2022, highlighting 20 salient human rights issues that Host Cities were encouraged to address when developing their localized action plans. The strategy and framework are guided by the United Nations Guiding Principles on Business and Human Rights and are anchored in robust stakeholder engagement. FIFA has led on national and international engagement. Each Host City has developed their own local processes based on their unique local contexts.

The FWC26 Human Rights Advisory offers independent, expert guidance to FIFA26, the FWC26 Host Cities, and other relevant human rights stakeholders. When reviewing draft FWC26 Human Rights Action Plans as assigned, the Advisory provided recommendations that could have been fully adopted, partially incorporated, or not taken forward at all. The Advisory does not have the authority or mandate to endorse, approve or validate any materials, plans or actions developed by FIFA26 or the FWC26 Host Cities. It is also important to note that the measures outlined in the draft or final action plans do not constitute or create legally binding commitments; rather, they represent a public demonstration of good-faith efforts and the exercise of human rights due diligence in connection with the hosting and staging of FIFA's flagship tournament. The Human Rights Action Plans are intended to establish tangible steps aimed at mitigating and, where possible, preventing potential adverse impacts arising within the operational jurisdiction of the FIFA World Cup 2026™ Host Cities.

The Host Cities have devoted significant effort to produce these action plans. FIFA would like to extend its deep gratitude to the three host nations, 16 Host Cities, the FIFA World Cup 2026™



Human Rights Advisory and the human rights stakeholders who have contributed to the human rights framework and the local human rights action plans and who are working to make this edition a beautiful celebration of the beautiful game.

FIFA World Cup 2026™ Human Rights Team

Executive Summary

This Action Plan outlines the City of Toronto's framework of both domestic and internationally recognized human rights and its actions as a FWC26 Host City to mitigate potential negative impacts that could result from delivering the FWC26.

As one of sixteen cities hosting the FWC26, the City of Toronto (the "City") is committed to protecting and upholding domestic and internationally recognized human rights standards. The City worked in partnership with the Government of Ontario (the "Province"), and with the Government of Canada ("Canada"), where applicable.

The City is committed to upholding its human rights obligations throughout the planning and execution of FWC26 including preventing and addressing discrimination and harassment. The City is governed by human rights legislation at the federal and provincial levels, informed by Canada's international human rights commitments. These laws are designed to protect and uphold the fundamental rights of individuals within our jurisdiction. By hosting FWC26, the City commits to ensuring that all activities associated with the event comply with both the City's legal obligations and the principles enshrined in these laws and City policies.

The City planned and is delivering FWC26 in accordance with the Host City Human Rights Framework ('the framework')¹. The framework broadly describes twenty Human Rights Standards, grouped into three distinct areas: Safeguarding and Inclusion, Worker's Rights, and Access to Remedy. This document describes the City's plans to mitigate potential risks in these three areas and includes links to the legislation and policies in place that guide those plans:

1. Municipal: while the City has its own policies, they comply with and are subject to provincial and federal legislation;
2. Provincial legislation, which applies throughout the Province of Ontario; and
3. Federal legislation, which applies throughout Canada.

In addition to addressing the Human Rights Standards described in the framework, a key tenet of FWC26 Toronto's Human Rights Action Plan was to engage with local First Nations in the planning of the FWC26, in accordance with the Truth and Reconciliation Commission's Call to Action 91. To this end, the City has engaged with local First Nations (Mississaugas of the Credit First Nation, Six Nations of the Grand River, and the Urban Indigenous communities) and has established an Indigenous Advisory Body as a more formal means of advancing conversations.

FIFA World Cup 2026™ Toronto Secretariat Governance

The development of this Host City Human Rights Action Plan was led by the City through its FWC26 Toronto Secretariat ("the Secretariat").

Within the City's broader Program Advisory Framework, there are three Program Advisory Bodies that have helped guide the development of this plan:

- Human Rights, Equity, Diversity, Inclusion and Anti-Racism
- Community Benefits and Social Procurement
- Environmental Sustainability

¹ https://digitalhub.fifa.com/m/494d934f7de1bad/original/FWC26-Human-Rights-Framework_Final_EN_24-July-2024.pdf
FWC26 Toronto Human Rights Action Plan – June 2026

The Advisory Bodies are composed of community and sector partners that have been consulted and guided by a number of key principles:

- Emphasis on diverse representation that reflects the city of Toronto, including representation of equity-deserving groups, youth, civil society organizations, labour, migrant and workers' rights organizations, academia, Indigenous rights holders and urban Indigenous communities.
- Focus on community engagement and creating opportunities for lasting community impact and legacy.
- Alignment with FIFA's objectives and the City of Toronto's priorities, ensuring that the planning and implementation of the event both highlight and enhance the City's existing policies, plans, programs, and initiatives.

A Leadership Committee comprised of executive-level staff from the City oversees the Program Advisory Bodies. Implementation of legacy plans relies on dedicated City teams responsible for operationalizing the FWC26, including the Secretariat.

Scope and Purpose

This document focuses primarily on the actions of the City that respond to the FIFA Human Rights Framework Standards. Each of the framework's twenty standards are highlighted, along with the relevant City policies and practices that respond to those standards. These actions may include policy guidance, best practices, and other formal and informal City responses.

The relevant provincial and federal authorities have jurisdiction over different areas. Provincial and federal human rights legislation inform and direct the City's actions. In Canada, human rights and fundamental freedoms are expressly protected through the Canadian Human Rights Act and the Canadian Charter of Rights and Freedoms. In addition, all provinces and territories have human rights legislation which prohibits discrimination, harassment and reprisal in employment and housing, and in providing goods, services, and facilities to the public.

In Ontario, the Human Rights Code (the "Code") is provincial legislation that protects individuals from discrimination, harassment, and reprisal in key areas of public life, including housing, employment, access to goods, services, facilities, as well as in contracts, and membership in trade unions, trade or occupational association or self-governing professions. Discrimination and harassment are prohibited based on personal characteristics known as "protected grounds" under the Code such as: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability and having a record of offences. The Code ensures that everyone in Ontario has the right to be treated with dignity and respect and is free from discrimination, harassment, and unfair treatment in key areas of public life. The Code also ensures protection against reprisal for rejecting a solicitation or advance, claiming or enforcing rights, participating in Code proceedings, and refusing to infringe another person's Code rights. This protection applies to residents of Ontario, as well as visitors. The City's Human Rights and Anti-Discrimination/Harassment policy also includes the additional grounds of literacy, political affiliation, and union membership.

If an individual feels that their human rights under the Code have been violated, they have access to a formal complaint process through the Human Rights Tribunal of Ontario (HRTO). The HRTO has the mandate to resolve disputes related to human rights violations. The Code does not apply to areas regulated by the federal government which fall under the Canadian Human Rights Act. Areas of federal jurisdiction include airports (including Toronto Pearson International Airport), telecommunications, banks, and ports.

Relevant Government Legislation

As noted above, while this document focuses on the City's actions, it is supported by overarching provincial and federal legislation and each has its own unique area of jurisdiction, a summary of key laws, avenues for remedy and support services are listed below:

Key Legislation for Safeguarding, Inclusion, and Workers Rights

Federal laws:

Canadian Charter of Rights and Freedoms²

Criminal Code³

Canadian Human Rights Act⁴

Accessible Canada Act⁵

Canada Labour Code⁶

Employment Equity Act⁷

Pay Equity Act⁸

Provincial Laws:

Human Rights Code⁹

Accessibility for Ontarians with Disabilities Act, 2005 [AODA]¹⁰

Anti-Racism Act, 2017¹¹

Anti-Human Trafficking Strategy Act, 2021

Prevention of and Remedies for Human Trafficking Act, 2017

Occupational Health and Safety Act¹²

Employment Standards Act, 2000¹³

Protecting Child Performers Act, 2015 (PCPA)

Digital Platform Workers' Rights Act, 2022

Employment Protection for Foreign Nationals Act, 2009 (EPFNA)

Labour Relations Act, 1995¹⁴

City of Toronto:

Human Rights and Anti-Harassment/Discrimination Policy¹⁵

Hate Activity Policy¹⁶

Accommodation Policy¹⁷

² <https://www.justice.gc.ca/eng/csj-sjc/rfc-dlc/ccrf-ccd/>

³ <https://www.justice.gc.ca/eng/csj-sjc/cccl/index.html>

⁴ <https://laws-lois.justice.gc.ca/eng/acts/h-6/>

⁵ <https://laws-lois.justice.gc.ca/eng/acts/a-0.6/>

⁶ <https://laws-lois.justice.gc.ca/eng/acts/l-2/>

⁷ <https://laws-lois.justice.gc.ca/eng/acts/E-5.401/FullText.html>

⁸ <https://laws-lois.justice.gc.ca/eng/acts/P-4.2/page-1.html>

⁹ <https://www.ontario.ca/laws/statute/90h19>

¹⁰ <https://www.ontario.ca/laws/statute/05a11>

¹¹ <https://www.ontario.ca/laws/statute/17a15>

¹² <https://www.ontario.ca/laws/statute/90o01>

¹³ <https://www.ontario.ca/laws/statute/00e41>

¹⁴ <https://www.ontario.ca/laws/statute/95l01>

¹⁵ <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/human-rights-and-anti-harassment-discrimination-hrap/>

¹⁶ <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/hate-activity/>

¹⁷ <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>

Toronto Public Service Bylaw¹⁸

Avenues for Remedy

Canadian Human Rights Tribunal¹⁹
Human Rights Tribunal of Ontario²⁰
Online Reporting- Toronto Police Service²¹
Complaints | Inspectorate of Policing²²
Labour trafficking | ontario.ca²³
Ombudsman Ontario²⁴
Ombudsman Toronto²⁵
Human Rights Office, City of Toronto²⁶
Ontario Courts

Support Services

Human Rights Legal Support Centre (for HRTTO related matters)²⁷
Crisis Support Lines²⁸
Victim Services²⁹
Human trafficking \ ontario.ca
211 Central³⁰
Canadian Human Trafficking Hotline³¹

The above lists are not a comprehensive description of all relevant legislation and mechanisms to make a complaint or seek support. However, they describe the primary governing legislation which guides the City's policy framework. In many cases, the City's policies exceed the baseline legislative requirements.

Development Process

This Human Rights Action Plan was developed specifically to respond to the FIFA World Cup 2026™ Host City Human Rights Framework³².

Subject matter experts who participated in the Program Advisory Bodies and the City's Human Rights Office were engaged around areas of human rights impact outlined in the framework. A comprehensive inventory of existing policy emerged from this engagement, highlighting that many aspects of the framework are addressed in the City's current policy environment, be it via

¹⁸ <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/toronto-public-service-by-law/>

¹⁹ <https://www.chrt-tcdp.gc.ca/en>

²⁰ <https://tribunalsontario.ca/hrto/>

²¹ <https://www.tps.ca/services/online-reporting/>

²² <https://www.iopontario.ca/en/complaints>

²³ <https://www.ontario.ca/page/labour-trafficking>

²⁴ <https://ombudsman.on.ca/en>

²⁵ <https://www.ombudsmantoronto.ca/>

²⁶ <https://www.toronto.ca/city-government/accessibility-human-rights/submit-a-human-rights-harassment-or-accommodation-concern/>

²⁷ <https://hrlsc.on.ca/homepage/>

²⁸ [Connect with supports for survivors of violence | ontario.ca](https://connectwithsupportforsurvivorsofviolence.org/)

²⁹ <https://victimsupportdirectory.ca/>

³⁰ <https://211central.ca/>

³¹ <https://canadianhumantraffickinghotline.ca/>

³² https://digitalhub.fifa.com/m/494d934f7de1bad/original/FWC26-Human-Rights-Framework_Final_EN_24-July-2024.pdf

municipal policy or related provincial or federal legislation. Where gaps were discovered, these reflected the need to develop additional actions to complete the Human Rights Action Plan.

A full stakeholder list is presented in Appendix A.

Where there are actions noted in this plan that rely on policy measures, legislation, or actions from agencies outside of the City (ex. Federal and provincial governments, not-for-profit sector), the Secretariat met with those agencies to align on roles and responsibilities as it relates to operationalizing this plan.

Part I: Inclusion and Safeguarding

Inclusion and Non-Discrimination

The City of Toronto is delivering the FWC26 in a manner that promotes inclusion, equity, non-discrimination, and anti-harassment, reflecting Toronto's diversity and commitment to human rights. Guided by the provincial *Human Rights Code*, the *Canadian Human Rights Act*, the *Charter*, the City's *Human Rights and Anti-Harassment/ Discrimination Policy*³³ (HRAP), and the *FIFA World Cup 2026™ Human Rights Framework* the City is taking proactive steps to prevent discrimination and harassment, remove barriers to participation, and create an environment where everyone feels welcome and respected.

The *Ontario Human Rights Code* prohibits discrimination and harassment in areas such as employment, housing and services, on various protected grounds such as race, sex, disability, sexual orientation, and age. Complaints are addressed through applications to the *Human Rights Tribunal of Ontario*, with free legal information provided for applicants from the *Human Rights Legal Support Centre (HRLSC)*. The *Ontario Human Rights Commission (OHRC)* works to protect, promote and advance human rights in the province through education, policy development, public inquiries and litigation.

Related legislation includes the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005 which sets standards for accessible services and facilities, and the *Anti-Racism Act*, which guides the province's work to identify and address systemic racism. Ontario's *Anti-Racism Directorate* informs policy approaches to systemic racism. At the federal level, the *Canadian Charter of Rights and Freedoms* guarantees equality before and under the law and prohibits discrimination and harassment by all levels of government.

At the municipal level, the City applies policies and procedures that promote inclusion and prevent discrimination and harassment, and hate. The HRAP and the *Hate Activity Policy and Procedures* establish expectations for a hate-free environment across all City divisions, agencies, corporations, elected offices, volunteers, contractors, permit holders, service recipients, and visitors. City facilities and public spaces cannot be used by individuals or groups promoting discrimination and harassment or hate.

The City's Human Rights Office (HRO) provides confidential advice and guidance to employees, service recipients, and facility users regarding their rights under the HRAP, the Accommodation Policy, and the Hate Activity Policy (HAP). The HRO also supports the Toronto Public Service by providing advice and education on their obligations to prevent, address, and resolve incidents of harassment and discrimination in accordance with City policies.

Toronto Shelter & Support Services (TSSS) are supporting the delivery of the FWC26 in a manner that respects human rights, advances equity, and reflects Toronto's commitment to inclusion for the dignity, safety, and rights of people experiencing homelessness or housing insecurity. For people experiencing homelessness in the City of Toronto, TSSS is working in collaboration with City divisions and community partners in accordance with the City Council approved Interdivisional Protocol and Encampment Strategy³⁴ to support continued access to shelter, housing supports, outreach, and essential services, and is taking steps to mitigate displacement of these individuals during event operations.

³³ <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/human-rights-and-anti-harassment-discrimination-hrap/>

³⁴ <https://secure.toronto.ca/council/agenda-item.do?item=2024.EC13.8>

Targeted Actions

- Promote respectful and inclusive environments at all FWC26 venues and events, supported by volunteer training and awareness initiatives that uphold the *Human Rights Code* and HRAP
- Maintain equitable access to all City services and facilities, regardless of immigration status in alignment with the City's AccessTO Policy.
- Engage Indigenous communities and Code protected equity-deserving groups including: Black, racialized, 2SLGBTQQIA++, those with disabilities, and newcomer communities; through the FWC26 Program Advisory Bodies for legacy planning, event design, policy development, and community engagement.
- Celebrate Toronto's diversity through FWC26 programming, including the Fan Festival and community events, incorporating opportunities for Indigenous cultural expression and representation of Toronto's global identity.

Safeguarding

The City of Toronto is delivering all FWC26 activities in a manner that strives to protect the safety, dignity, and well-being of all individuals, with particular attention to those who may face higher risks of harm.

Child Safeguarding

Safeguarding children has been a priority identified by the *Program Advisory Body for Human Rights*. The City is ensuring child-protection protocols at all FWC26 venues, with guidance from the *Centre for Sport and Human Rights*, to strengthen existing practices and establish effective approaches to child safeguarding at major sporting events.

Child protection services in Ontario are delivered by *Children's Aid Societies* and governed by the *Child, Youth and Family Services Act, 2017 (CYFSA)*. Under the *Ontario Indigenous Children and Youth Strategy (OICYS)*, Ontario works with Indigenous partners to design and implement community-based child and family service models, including those governed under Indigenous laws. Where child protection concerns involve possible criminal conduct, the *Criminal Code* sets out offences and governs investigations by law enforcement agencies, including the *Royal Canadian Mounted Police* and *Toronto Police Service*. In emergencies or cases of immediate danger, local police must be contacted via 911.

Human Trafficking Prevention

Human trafficking is a criminal offence under both the *Criminal Code* and the *Immigration and Refugee Protection Act*. The City will leverage existing supports for victims of human trafficking, including the *Canadian Human Trafficking Hotline*, and is coordinating with provincial and federal partners to support prevention, early intervention, and survivor support.

Ontario's renewed *Anti-Human Trafficking Strategy (2025-2030)* provides a coordinated provincial framework focused on prevention, protection, intervention, and accountability. The *Prevention of and Remedies for Human Trafficking Act, 2017*, and the *Anti-Human Trafficking Strategy Act, 2021* establish legislative requirements for maintaining and reviewing Ontario's long-term, cross-sectoral response to trafficking. The strategy emphasizes survivor-centered and human-rights-based approaches supported through community partnerships and specialized services.

The City also has information available regarding its work related to human trafficking under End Trafficking TO³⁵.

The *Canadian Human Trafficking Hotline* (1-833-900-1010) operates 24/7 as a confidential, multilingual service connecting victims and survivors to local supports, emergency services, and law enforcement, while also accepting public tips and referrals to ensure coordinated response.

Toronto Police Services' (TPS) procedures address gender-based violence and intimate partner violence. Any intimate partner violence event gets assigned the highest priority for police response. There is a mandatory charge requirement when reasonable grounds exist that a criminal offence occurred in an intimate partner violence situation. There are also procedures for locating an offender wanted for intimate partner violence charges that require officers to pass off any investigation to the next shift to prevent any investigation from stalling. Further to this, TPS partners with Victim Services Toronto to provide community resources as required for victims of intimate partner violence. Victim Services Toronto has prepared extensively to support FWC26-related responses in a coordinated and trauma informed way. They are available 24/7.

Targeted Actions

- Coordinate with the TPS and provincial agencies (governmental and nongovernmental) to prevent and respond to incidents of abuse, harassment, or exploitation, with clear referral pathways for victims and survivors.
- Implement safeguarding and child-protection protocols across all FWC26 venues with clear reporting procedures.
- Victim Services Toronto has expanded the *Ask for Angela* program as a legacy safeguarding initiative for the FWC26. The program provides a discreet way for individuals experiencing harassment, abuse, or unsafe situations to seek help in public venues and event spaces. Tournament and volunteer staff receive training to guide individuals on where to find resources.
- TPS participation in awareness campaigns with Victim Services Toronto and the Ask for Angela campaign, which addresses both human trafficking and gender-based violence.
- All TPS officers have received additional training on spotting and investigating human trafficking occurrences.
- Launch of an awareness campaign called “Your Body Your Choice” by TPS Sex Crimes Unit. Awareness materials to be posted in strategic spots with community partners.
- Toronto Crimestoppers have launched a human trafficking prevention campaign called “The Red Card campaign”, which alerts the public to the dangers and warning signs of human trafficking.
- TPS has worked with Ally Global Foundation (“Ally”), a Canadian charity dedicated to preventing sex trafficking and exploitation and providing long-term care for survivors. Ally are launching an awareness campaign in Toronto and Vancouver about human trafficking.
- The City participated in and coordinated the 2025 Strong Cities Summit session “*Safeguarding Human Rights in the Context of Mega-Sporting Events: Lessons for and from Host Cities Ahead of the FIFA World Cup 2026™*”, highlighting locally led anti-trafficking and human rights safeguarding measures as part of FIFA’s broader Sustainability and Human Rights Strategy.

³⁵ <https://www.toronto.ca/city-government/accountability-operations-customer-service/long-term-vision-plans-and-strategies/end-trafficking-to/>

Public Safety

The City, in collaboration with the Governments of Ontario and Canada, is supporting public safety measures for the FWC26 to uphold human dignity and respect the rights of all individuals. The City is implementing security protocols developed by the Integrated Safety and Security Unit (ISSU) in coordination with law enforcement and emergency services. All safety operations incorporate policies and procedures for de-escalation, crowd management, and use of force. ISSU have procedures in place to address privacy concerns in relation to the deployment of security surveillance systems such as CCTV cameras and Remote Piloted Aircraft System. These procedures utilize federal, provincial and municipal governing authorities to ensure the lawful collection, use, disclosure, retention and destruction of images obtained from Service CCTV, while maintaining the privacy rights of the public.

Targeted Actions

- The ISSU have developed event-specific plans for the responsible use of surveillance and personal data, that support privacy protection and compliance with federal and municipal privacy laws.
- Accessibility across languages and formats, including for persons with disabilities and limited mobility, are incorporated into emergency communications, evacuation plans, and public safety campaigns.
- Align public safety measures with federal (*Public Safety Canada*), provincial (*Ministry of the Solicitor General*), and municipal (*Toronto Police Service* and *Office of Emergency Management*) frameworks to enable coordinated and integrated responses to incidents.

Freedom of Assembly, Opinion, Expression, and the Press

The City continues to uphold the rights to peaceful assembly, opinion, expression, and press freedom in accordance with the *Canadian Charter of Rights and Freedoms* and the *Toronto Municipal Code (By-Law 488-2025)*. The City works collaboratively with TPS, Government of Ontario, Government of Canada, and media and municipal partners to support the safe exercise of these rights by residents, visitors, journalists, and human rights defenders.

Targeted Actions

- Provide and communicate clear reporting protocols for threats or harassment affecting residents, visitors, journalists, and human rights defenders.
- Designate and manage public assembly areas that enable people to protest and demonstrate peacefully while maintaining safety and accessibility.
- Train security staff on rights-respecting crowd management and protections for freedom of expression.
- Maintain open communication with local and international media to support fair and safe access to public spaces and information.

Accessibility for Persons with Disabilities and/or Limited Mobility

The City has incorporated principles of universal design, inclusion, and reasonable accommodation to create a tournament environment that is accessible to all. Activities align with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, the *Accessible Canada Act*, and FIFA's accessibility requirements for official sites.

Mobility Plan

The FIFA World Cup 2026™ Mobility Plan³⁶ (“Mobility Plan”) includes strategies for moving constituent groups, including transport modes that are recommended, service levels that will be provided and mobility strategies that are being employed to plan and deliver all mobility requirements to successfully meet or exceed the FIFA expectations and Host City contractual obligations for the FWC26.

Highlights of the accessibility plans include:

- **Accessible Spectator parking:** Pre-booked accessible parking for FWC26 ticket holders is being provided by FIFA in lot CP 851 within Exhibition Place on match days. The accessible parking lot also accommodates specialized Wheel-Trans service offered by the TTC.
- **Wheel-Trans:** On demand Wheel-Trans service is available throughout the tournament. Trips can be prebooked up to seven days in advance. Visitors to Toronto with access to a specialized transit service in their home province, territory or country can access the TTC Wheel-Trans Service³⁷ for up to 30 days without having to apply to Wheel-Trans.
- **Streetcar stop alterations:** Passengers requiring ramp deployment on the 511 and 509 streetcars receive priority alighting at Exhibition Loop. Exhibition Loop remains open for only these passengers who require assistance.

Toronto Stadium

FIFA Canada has released their accessibility plan separately for Toronto Stadium. It includes information regarding the following:

- Accessible parking
- Accessible pick-up/drop off areas for WheelTrans
- General Help (customer contact within Stadium)
- Mobility Assistance Points (within Stadium Fan Experience Area)
- Ticketing (accessible relocation)
- Sensory Services (Sensory Trailer & Sensory Kits)
- Audio Descriptive Commentary
- Adult Changing Room
- Sign Language Commentary
- Family/Accessible Restrooms
- Service Animal Relief Area
- Elevators

³⁶ <https://www.toronto.ca/legdocs/mmis/2026/fwc/bgrd/backgroundfile-285594.pdf>

³⁷ <https://mywheel-trans.ttc.ca/>

FIFA Fan Festival™ Toronto

FIFA Fan Festival™ is located at the Fort York National Historic Site and The Bentway. The City is committed to providing access for spectators to as many areas of the site as possible.

- Spectator, VIP and media entrances are accessible.
- Live on-stage programming includes closed-captioning and sign language interpretation.
- There are accessible spaces to view on-stage programming.
- There are additional accessible washrooms.
- In the food and beverage area, there are accessible bar counter heights.

Fort York National Historic Site is committed to providing access for visitors to as many areas of the site as possible. As a historic site, there are some limitations to providing accessibility.

Areas that are accessible are:

- All walkways within the seven-acre walled site are asphalt surfaced and are accessible for visitors using mobility aids.
- Portable ramps are provided for any edges that need to be negotiated through doorways and assistance is available for visitors with ramp placement.
- Seating can be found in several exhibits, outside many of the structures, and in the picnic table area.
- All permanent washrooms are accessible.
- Public access washrooms are in the Visitor Centre, South Soldiers' Barracks, and on the lower floor of the Blue Barracks. The Blue Barracks washroom is accessible via elevator.

Targeted Actions

- Conduct AODA compliance review for venues and transport routes, engaging the *Toronto Accessibility Advisory Committee*.
- Provide accessible information in plain language, large print, audio, captioned, sign-language, and screen-reader-friendly digital formats.
- Implement accessible wayfinding and mobility supports such as tactile surfaces, ramps, and accessible seating and viewing areas.
- Train event and security staff on the City's *Accessible Customer Service Standards*.

The Welfare and Well-Being of Unsheltered Populations

The City's approach to encampment response is grounded in a people-first, human rights-based framework that supports individuals living in encampments, with the goal of helping them access indoor accommodation, such as shelter and housing. The City is committed to ensuring public spaces remain safe, accessible, and welcoming for all residents, including those experiencing homelessness.

Ongoing efforts supporting people living in encampments continue across the city.

The City continues to work proactively with individuals in encampments to address public safety, health and well-being concerns by using available tools and options, including supports and services that address their identified needs.

Encampments located in areas with high pedestrian activity can present health and safety risks for both individuals in encampments and the public. Given the significant/elevated risks associated by staying in high-traffic areas, the City is continuing to prioritize outreach and rapid access to shelter spaces and supports to help reduce exposure to these risks.

The City has identified additional shelter spaces and supports to help prevent and mitigate the displacement of people living in encampments near high-traffic areas associated with FIFA World Cup 2026™ Toronto.

During the tournament, City outreach staff and community partners will operate 24/7 to build trust, respond to immediate needs and connect individuals living in encampments with shelter, services and supports. The City remains committed to following the Interdivisional Protocol for Encampments in Toronto³⁸ and will continue to exhaust reasonable tools and options, including offering access to indoor spaces, transportation assistance and storage supports.

Targeted Actions

- Prevent and Mitigate displacement of unsheltered individuals during event preparations and operations through coordinated planning between relevant City divisions, such as *Toronto Shelter & Support Services*, and community partners.
- Enhance outreach and engagement with individuals experiencing homelessness to support access to Toronto's Shelter System for those living outdoors during the tournament period.
- Optimize referrals to daytime drop-in services that provide meals, hygiene supports, health and social service referrals, and connections to shelter and outreach, ensuring continuity of care and access to essential supports.
- Train staff to engage respectfully and compassionately with unsheltered individuals and refer them to appropriate services as needed.

Preventing and Mitigating Adverse Environmental Impacts

The City of Toronto is committed to delivering a FIFA World Cup 2026 that reflects the city's environmental and climate leadership while creating lasting benefits for residents, communities, and setting a positive precedent for future major events. Guided by the TransformTO Net Zero Strategy³⁹ and other City environmental and sustainability strategies, Toronto is integrating environmental considerations into FIFA World Cup 2026 planning and operations across key areas: energy and emissions, waste reduction and circularity, sustainable transportation, climate resilience, and community engagement. These efforts are intended to reduce the environmental footprint of the tournament, while also advancing the long-term transition to a low carbon, climate resilient future.

In collaboration with FIFA, City Divisions, Agencies, Corporations, venue operators and community partners, the City is advancing a range of initiatives in support of sustainable event delivery. The development of this work has been informed and guided through collaboration with an interdivisional staff advisory group, as well as the Program Advisory Body.

The City is also implementing a monitoring and evaluation framework to measure environmental outcomes, identify lessons learned to inform future large-scale events and sustainability planning. Through this work, Toronto aims to leverage the tournament as an opportunity to demonstrate municipal environmental leadership and collaboration across sectors, aimed at creating a positive environmental legacy that extends well beyond the tournament itself.

³⁸ <https://secure.toronto.ca/council/agenda-item.do?item=2024.EC13.8>

³⁹ <https://www.toronto.ca/services-payments/water-environment/environmentally-friendly-city-initiatives/transformto/>

Targeted actions:

- Toronto Stadium has achieved LEED Existing Buildings: Operations and Maintenance Gold certification, reflecting a high standard of environmental performance in areas such as energy efficiency, water conservation, waste reduction and operations.
- The Centennial Park training facility has been constructed to the highest tier of the Toronto Green Standard as a highly energy-efficient, net-zero emissions building.
- The City is implementing a standardized three-stream (landfill, recycling and organics) waste collection system across event sites to support waste separation, improve diversion outcomes, and generate operational data to inform future City events.
- Reusable cups and food service ware are being introduced in select areas of the FIFA Fan Festival to reduce reliance on single-use materials, minimize waste generation, and pilot circular waste reduction practices in a high-volume, multi-day event environment.
- Food rescue and redistribution services are being delivered at event sites to support a consistent approach to planning, vendor standards, redistribution tools, and on-site operational support, while prioritizing the diversion of surplus edible food to community organizations.
- A transit-first mobility approach is being implemented to support low-carbon travel, reduce congestion, and minimize transportation-related emissions. Initiatives include accelerated RapidTO transit priority measures on Bathurst Street and Dufferin Street, designated rideshare facilities, bike valet services, and Bike Share Toronto superstations to enhance public transit, cycling and shared mobility, and last-mile connectivity for spectators, workforce and residents.
- Deployment of multiple ten-tap portable water trailers within the event footprint to provide free drinking water and water bottle refilling at high-traffic locations. This initiative supports spectator hydration and heat relief and help reduce reliance on single-use bottled water.
- The City has committed to planting 57,000 trees and shrubs at Centennial Park as part of the tournament's legacy planning around the training site. Additional tree planting events are planned for Grandravine Park and Biidaasige Park.

Part 2: Workers' Rights

The City of Toronto is committed to promoting fair and inclusive employment and procurement activities connected to the FWC26 that are consistent with human rights and labour standards. Guided by the *Human Rights Code*, *Employment Standards Act, 2000*, *Occupational Health and Safety Act*, and the *City's Fair Wage Policy*, the City promotes fair working conditions, equitable access to employment, and responsible contracting.

The City is working with the Ontario Ministry of Labour, Immigration, training and Skills Development (MLITSD) to support proactive compliance, inspections, education, and enforcement related to workplace health and safety and employment standards.

Fair Employment and Inclusive Hiring

The City is advancing efforts that promote equitable access to jobs, training, and business opportunities. Workforce development related to the FWC26 prioritizes Indigenous, Black, 2SLGBTQQA+, racialized, newcomer, and equity-deserving communities.

The *FWC26 Toronto Community Benefits Plan (CBP)*⁴⁰ ensures that workforce and procurement opportunities generated by hosting the FWC26 are inclusive, accessible and result in measurable positive community impacts. The CBP aligns with the City's *Social Procurement Policy*, *Community Benefits Framework*, *Reconciliation Action Plan*, *Action Plan to Confront Anti-Black Racism*, and *Poverty Reduction Strategy*. Together, these policies strengthen Toronto's approach to equitable economic participation and long-term community impact. Initial engagement on the plan began in 2024 with partners such as the *Toronto Community Benefits Network*, *Buy Social Canada*, and the *City's Community Benefits Advisory Group*. A dedicated *FWC26 Community Benefits & Social Procurement Program Advisory Body* provides ongoing guidance, monitoring, and accountability.

Targeted Actions

- Include workforce development targets in competitive procurements valued over \$5 million, requiring bidders to propose measurable hiring and training goals.
- Enhance recruitment from equity-deserving communities with dedicated staff and initiatives for major FWC26 projects, including stadium upgrades, tournament operations, and the FIFA Fan Festival.
- Collaborate with FIFA, tournament partners and City suppliers to establish voluntary hiring targets, mentorship, and training opportunities.
- Coordinate employment readiness programs through the *Community Benefits Unit* to connect youth job seekers with job training, and workforce development opportunities
- Apply the City's *Workforce Intermediary Model* to connect employers with employment service providers.
- Collect and analyze disaggregated data to track workforce diversity, supplier inclusion, and training outcomes.
- Ensure transparency through regular public reporting and data sharing, with oversight from the *Community Benefits & Social Procurement Program Advisory Body*, convened by the FWC26 Secretariat.
- Host a Youth Career Summit focused on careers in sports and events, featuring a variety of panels, breakout sessions and information booths from City divisions and external organizations.

⁴⁰ <https://www.toronto.ca/legdocs/mmis/2024/ex/bgrd/backgroundfile-247473.pdf>

Responsible Contracting and Supply Chain Diversity

The City is ensuring that contracting and procurement processes related to the FWC26 are transparent, equitable, and open to diverse suppliers.

Targeted Actions

- For procurements under \$130,000, apply invitational solicitation processes under the *Social Procurement Policy*, inviting at least three certified diverse or local suppliers whenever feasible.
- For larger contracts, strengthen subcontracting and supplier diversity requirements to expand participation by Indigenous, Black, and equity-deserving vendors.
- Where feasible, divide large procurements into smaller components to enable participation by smaller local suppliers.
- Collaborate with FIFA to promote procurement opportunities to Toronto-based and diverse suppliers through the *Local Impact Supplier Program*, the *City's Social Procurement Program*, and related outreach activities.
- The City's *Fair Wage Policy*⁴¹ prohibits the City from doing business with contractors and suppliers who discriminate against their workers

Skills Training and Workforce Readiness

The City is supporting training and employment readiness initiatives to ensure that both paid and volunteer roles related to the FWC26 lead to meaningful, long-term employment outcomes. The City is working in collaboration with the Ontario Ministry of Labour, Immigration, Training and Skills Development (MLITSD) to support awareness, proactive compliance, and enforcement of employment standards and occupational health and safety obligations related to FWC26. This includes supporting access to complaint mechanisms, promoting worker rights education, and coordinating, where appropriate, with provincial inspection and enforcement activities in high-risk sectors.

Targeted Actions

- Design role- and venue-specific training programs for staff and Host City volunteers that build transferable, job-ready skills, and provide the opportunity to earn micro-credentials through additional optional training.
- Partner with employment service providers, educational institutions, and community organizations to ensure that Indigenous, Black, and equity-deserving residents can access available training and job opportunities.

Prohibiting and Addressing Harassment and Abuse at Work

Provincial legislation and City policy address harassment and abuse in workplaces. The *Occupational Health and Safety Act (OHSA)* and the *Code* prohibit workplace harassment, sexual harassment and violence carried out in person or virtually. Workplace harassment is defined in the OHSA as “engaging in a course of vexatious comment or conduct against a worker in a workplace, including virtually through the use of information and communications technology, that is known or ought reasonably to be known to be unwelcome” and includes workplace sexual harassment. A workplace is defined in the OHSA as “Any land, premises, location or thing at, upon, in or near which a worker works.”

⁴¹ <https://www.toronto.ca/business-economy/doing-business-with-the-city/understanding-the-procurement-process/fair-wage-office-policy/fair-wage-policy/>

Under the OHSA, employers must:

- Have written workplace harassment and workplace violence policies
- Develop and maintain harassment and violence programs
- Provide training and information to workers
- Investigate every complaint appropriately and in a timely manner
- Protect workers from reprisal for reporting harassment

The *Human Rights Code (OHRC)* prohibits harassment and discrimination in employment based on various protected grounds. Individuals who believe they have faced harassment or discrimination contrary to the Code may file an application with the Human Rights Tribunal of Ontario.

City of Toronto employees, and City-run facilities and services are subject to the HRAP. City Agencies, Boards and Corporations as per the Toronto Public Service By-Law, Agencies and Corporations are to have internal human rights policies and complaint procedures that meet provincial legislation. This HRAP articulates the City's commitment to prevent and address harassment and discrimination under the *Human Rights Code* and the *Occupational Health and Safety Act*.

All employees of the Toronto Public Service are responsible for respecting the dignity and rights of their co-workers and the public they serve. The City's HRAP Complaint Procedures⁴² provide a range of dispute resolution options for employees and service recipients who believe they may have experienced discrimination and/or harassment. All complaints shall be treated confidentially and without fear of reprisal.

Part 3: Access to Remedy

The City of Toronto is committed to having available effective and accessible mechanisms to address human rights concerns that may arise during the planning and delivery of the FWC26.

The City's approach to remedy emphasizes coordination across municipal, provincial, and federal agencies, and aims to ensure that concerns are addressed by the most appropriate and best-placed mechanism.

Existing mechanisms across jurisdictions provide multiple entry points for raising and resolving human rights-related issues, including through the City of Toronto Human Rights Office, the Human Rights Tribunal of Ontario (HRTTO), the Canadian Human Rights Tribunal, the Criminal Justice Process, and other independent oversight bodies such as the Toronto and Ontario Ombudsmen. Section 45.1 of the Human Rights Code states that the HRTTO may dismiss all or part of an application if another proceeding as appropriately dealt with the substance of the application. The purpose of this provision is to avoid duplicate proceedings concerning the same issues.

To file a workplace health and safety complaint in Ontario, individuals can contact the Ministry of Labour's Health and Safety Contact Centre at 1-877-202-0008 (TTY: 1-855-653-9260) or submit a workplace health and safety complaint form online⁴³.

⁴² <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/human-rights-and-anti-harassment-discrimination-hrap/complaint-procedures/>

⁴³ <https://www.ontario.ca/page/filing-workplace-health-and-safety-complaint>

Individuals can file an employment standards claim with the Ministry of Labour, Immigration, Training and Skills Development using the claim form⁴⁴ on the ministry's website.

The City continues to coordinate with these partners to strengthen reporting pathways, awareness, and accountability measures related to the FWC26.

Effective Grievance Mechanisms and Remediation Processes

Grievance and remediation processes established to support FWC26 requirements in Toronto are coordinated across City divisions, City agencies and corporations, provincial agencies, and federal departments.

Targeted Actions

- Map and coordinate existing City, provincial, and federal complaint mechanisms to identify clear pathways for reporting and escalation.
- Support City mechanisms to provide accessible, trauma-informed, and culturally inclusive complaint resolution services.
- Establish an internal coordination framework for triaging complaints to the appropriate body (e.g., *311*, *Human Rights Office*, *HRLSC*, *Toronto Police Service*, *Bylaw Enforcement* or *FIFA's reporting portal*).
- Provide information and resources on available reporting options through accessible channels, including City websites, volunteer training, public communications and FIFA's reporting portal.
- Reaffirm the HRAP's commitment to non-reprisal and confidentiality. Individuals with complaints regarding City employees, City run services or facilities may file a confidential complaint through the secure online reporting form⁴⁵.
- Work with *FIFA*, *ISSU* and *FWC26 Program Advisory Body for Human Rights, EDI and Anti-Racism* to ensure that security protocols for the tournament respect the rights of the press, protestors, and advocacy groups.

Coordinated Mechanisms and Processes

When a human rights concern or complaint is raised, the City will work collaboratively with the relevant authority.

Targeted Actions

- Develop procedures for monitoring complaints related to the FWC26, in collaboration with provincial and federal partners.
- Assist the individual in cases involving alleged criminal or human rights violations in contacting the appropriate law enforcement/resolution body.

Monitoring, Evaluation, and Reporting of the FWC26 Host City Human Rights Action Plan

The Secretariat will monitor implementation through existing City data systems and partner reporting. Indicators will cover access, participation, workforce practices, incidents and grievances, accessibility benchmarks, and environmental metrics. The City will prepare a post-

⁴⁴ <https://www.ontario.ca/document/your-guide-employment-standards-act-0/filing-claim>

⁴⁵ <https://www.toronto.ca/city-government/accessibility-human-rights/submit-a-human-rights-harassment-or-accommodation-concern/>

event report capturing key findings and lessons learned to inform City-wide policies and practices.

Appendix A: Stakeholder Engagement

City of Toronto staff and subject matter experts

- Director, Community Resources (Social Development)
- Manager, Social Policy
- Policy Development Officer (Social Policy)
- Director, Homelessness Initiatives & Prevention
- Manager, Community Benefits
- Director, Human Rights Office
- Manager, Human Rights
- Senior Human Rights Consultant
- Accessibility Consultant EDHR
- Manager, Poverty Reduction Office
- Director, Social Policy Analysis & Research
- Executive Director, Environment, Climate & Forestry
- Manager, FWC26 Toronto Secretariat

Additional Contributors

- Government of Canada
 - Women and Gender Equality Canada
 - Indigenous Services Canada
 - Royal Canadian Mounted Police (RCMP) – National Counter Human Trafficking Section.
- Province of Ontario:
 - Ministry of Sport
 - Ministry of Children, Community and Social Services (MCCSS)
 - Human Rights Tribunal of Ontario / Tribunals Ontario (HRTO)
 - Ontario Human Rights Commission (OHRC)
 - Ministry of Seniors and Accessibility (MSAA)
 - Ministry of the Environment, Conservation and Parks (MECP)
 - Ministry of the Solicitor General (SOLGEN), including Ontario Provincial Police (OPP)
 - Ministry of Citizenship and Multiculturalism (MCM)
 - Ministry of Labour, Immigration, Training and Skills Development (MLITSD)
- 519 Community Centre
- ACCES Employment
- Afro Canadian Contractors Association (ACCA)
- Amnesty International Canada
- Aura Freedom International
- Black Opportunity Fund
- Buy Social Canada
- Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC)
- Canadian Aboriginal and Minority Supplier Council (CAMSC)
- Canadian Coalition for the Rights of Children
- Canadian Council for Indigenous Business (CCIB)
- CEE Centre for Young Black Professionals
- Centre for Addition and Mental Health (CAMH)
- Centre for Sport and Human Rights
- COSTI Immigrant Services

- Cycle Toronto
- David Suzuki Foundation
- Environmental Defence
- Evergreen
- FCJ Refugee Centre (Toronto Counter Human Trafficking Network)
- Hospitality Workers Training Centre
- Inclusive Workplace & Supply Council of Canada (IWSCC)
- Maggie's Toronto
- Miziwe Biik Aboriginal Employment and Training
- Ontario Human Rights Commission
- Ontario Tourism Education Corporation
- Play for Dignity / Maytree Foundation Fellow
- Pride Toronto
- Second Harvest
- The Canadian Centre to End Human Trafficking
- Transit Accelerator
- Toronto Community Benefits Network
- Toronto Climate Action Network
- Toronto Environmental Alliance
- Toronto Shelter Network
- Toronto & York Region Labour Council
- Toronto Youth Cabinet
- TTCriders
- UNICEF Canada
- United Way Greater Toronto
- University of Toronto
- Victim Services Toronto
- WCG Services
- York University