



## MULTI-YEAR ACCESSIBILITY PLAN

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Mandarin strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Mandarin is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Multi-Year Accessibility Plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the Policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

This Multi-Year Accessibility Plan applies to Mandarin Head Office and all Mandarin's locations.

## **A) Customer Service Accessibility Standard**

Mandarin has been in compliance with the Accessible Customer Service Regulation under the AODA, and will continue to comply with that regulation. Mandarin is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. Persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

Management will ensure that all employees are properly trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

The following measures have been implemented by Mandarin with respect to the Customer Service Regulation:

1. The Accessibility Customer Service Policy is published on the Company website;

2. Notice will be provided on the website, email, or over the phone where applicable when a service disruption occurs and will be done quickly as possible if the disruption is unexpected;
3. Training on AODA Customer Service has been provided to all employees; completion of training of all employees is tracked and recorded;
4. AODA Training, including Customer Service, is also part of mandatory onboarding for all new hires in Mandarin;
5. Comments relating to our services with regard to customer service are welcome and appreciated. A process has been established to encourage feedback regarding the way that Mandarin provides goods and services to people with disabilities. The feedback process is posted on the website and comments can also be made verbally, by email or in writing; all feedback will be directed to Mandarin Management by email or phone;
6. All feedback collected from customers, or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.

## **B) Integrated Accessibility Standards Regulation (IASR)**

Mandarin is committed to complying with the provisions of the AODA in respect of IASR requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

#### a) Accessible Emergency Information

Mandarin is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances. Mandarin will provide public emergency procedures, plans and public safety information to the public upon request, in an accessible format with appropriate communication support.

Mandarin has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically. During the onboarding process for new hires, Mandarin informs new hires of the availability of individual emergency response plans that takes into account their disability.

#### b) Training

Mandarin provides training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees. Training records will be maintained.

All Mandarin employees have taken the training that outlines the requirements of the accessibility standards, including customer service and the applicable Human Rights Code as it pertains to persons with disabilities. The training is rolled out to new employees as part of the new hire curriculum.

### c) Information and Communications

Mandarin is committed to meeting the communication needs of people with disabilities. We will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats used by persons with disabilities.

The following steps have been taken to ensure compliance in meeting information and communication needs:

#### ➤ Accessible Websites and Web Content

In accordance with the IASR, Mandarin has complied with the IASR requirements and made its website and content compliant to conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

➤ Feedback

Mandarin will ensure that Mandarin's process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. Mandarin will notify the public about the availability of accessible formats and communication supports.

➤ Accessible Formats and Communication Support

Upon request, Mandarin will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities. Mandarin will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

Mandarin will consult with the person making the request in determining the suitability of an accessible

format or communication support. Mandarin will also notify the public about the availability of accessible formats and communication supports.

#### d) Employment Standards

Mandarin is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. This includes providing accessibility in each phase of the employment process for both internal and external applicants.

The following steps have been taken to ensure compliance in employment practices:

##### ➤ Recruitment

1. Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments;
2. Notify successful applicants of policies for accommodating employees with disabilities when making offers of employment;
3. State that accommodations will be available on request for persons with disabilities on all Mandarin job postings;

4. Inform employees of policies supporting employees with disabilities. This information will be provided to new employees as soon as is practicable after hiring;
5. Provide updated information on accommodation policies to employees when they occur;
6. Consult with employee to determine suitability of format of support;

➤ Return to Work

Mandarin has developed and maintained a return to work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

➤ Performance Management, Career Development and Redeployment

Mandarin has reviewed and updated all relevant accommodation policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when using performance management processes, or providing career development and advancement opportunities, or redeploying employees with disabilities.



## e) Design of public spaces

Mandarin will meet the Accessibility Standards for the Design of Public Spaces and Ontario's Building Code when building or making major modifications to public spaces.

In the event of a service disruption, Mandarin will notify the public of the service disruption as soon as possible and alternatives will be available.

## f) For more information

For more information on this Accessibility Plan, or for a copy of this plan in an accessible format, please contact Human Resources at [hr@mandarinrestaurant.com](mailto:hr@mandarinrestaurant.com).

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