



CUSTOMER SERVICE STANDARD **(MOBILITY AIDS)**

Mandarin is committed to providing goods and services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities, including customers using mobility aids, i.e., wheelchair, walker, canes, crutch, etc.,

This standard establishes procedures to support accessible customer service at the Take-Out Counter and Buffet Area in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Where a service counter or buffet area may create an accessibility barrier due to its height or insufficient knee and toe clearance for individuals using mobility aids, staff should:

A) Take-Out Counter & Payment Assistance

- ask before providing physical assistance and respect the customer's preferred method of interaction
- step out from behind the counter when appropriate to communicate directly with the customer at a comfortable level
- lower or reposition the handheld payment terminal to support privacy and ease of use when entering PINs, or handle cash transactions at an accessible height whenever possible

Script:

“How can I best assist you with your order today?”

“Hello! I can bring the payment terminal closer for you.”

B) Buffet Area (including the Grill)

- verbally inform about menu items upon request or when assistance appears necessary
- ensure food is transferred safely and respectfully
- avoid passing hot items/sauces over a customer's wheelchair, lap, or personal space whenever possible
- offer assistance carrying food to their seat when appropriate

Script:

“Would you like me to tell you about the menu items?”

“Can I help carry food to your seat?”

“Please let me know if there is anything I can do to assist you.”

Notes:

1. Everyone is expected to communicate respectfully and ask customers how they may best assist them;
2. A continuous clear pathway should be maintained in customer service areas where feasible;
3. Buffet area should remain free from unnecessary obstructions, including boxes, signage, highchairs, or cleaning equipment;
4. Grease, water, or other spills near customer pathways must be cleaned promptly to reduce slip and mobility hazards;
5. Do no touch, move, lean on, or handle a customer's wheelchair or mobility aids without the customer's permission;

6. Everyone should proactively ask whether assistance or accommodation is required and provide appropriate support to customers with disabilities (if needed)
7. Everyone who interacts with customers shall receive accessibility and customer service training in accordance with AODA and IASR.

Mandarin is committed to ensuring that any newly constructed or redeveloped service counters will be designed and built in accordance with the applicable accessibility standards outlined under Section 80.41.

This standard will be reviewed and updated on an annual basis. If you have any questions or concerns about this policy, please feel free to talk to your Manager and/or Regional Manager. If you choose to contact Head Office Human Resources, please email at hr@mandarinrestaurant.com

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