



ACCESSIBILITY for ONTARIANS WITH DISABILITIES ACT (AODA)

Integrated Accessibility Standards Policy

1. PURPOSE & SCOPE

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. Mandarin Restaurant Franchise Corporation (“Mandarin”) is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* and all of the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

2. POLICY STATEMENT

Mandarin is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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.

3. ACCESSIBILITY PLAN

Mandarin will establish, implement, maintain and document a Multi-Year Accessibility Plan outlining Mandarin's strategy to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with the AODA. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. Upon request, Mandarin will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

4. TRAINING

Mandarin is committed to ensuring that all employees, volunteers, and all other persons who provide goods, services and facilities on Mandarin's behalf, and persons participating in the development and approval of Mandarin's policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable. Mandarin will keep a record of the training it provides, including the dates on which the training is provided and the number of individuals to whom it is provided.

5. INFORMATION AND COMMUNICATION STANDARDS

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

5.1 Accessible Websites and Web Content

In accordance with the IASR, Mandarin will ensure that our public websites and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content) by January 1, 2014, to Level AA for all content by January 1, 2021.

5.2 Feedback

Mandarin is committed to ensuring a positive customer experience and that the 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.

Feedback can be provided in the following ways:

- Feedback form (comment card) that can be provided by the restaurant on site

- In person or by phone to the Managing Partner of the restaurant
- Telephone: 905-451-4100
- Fax: 905-456-3411
- Email: info@mandarinrestaurant.com
- Website:
<https://mandarinrestaurant.com/contact-us/>
- By mail:
Mandarin Restaurant Franchise Corporation
8 Clipper Court
Brampton, ON
L6W 4T9

5.3 Accessible Formats and Communication Supports

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.

5.4 Emergency Procedure, Plans or Public Safety 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.

Emergency procedures, plans and public safety information that are prepared by Mandarin and made available to the public, will be made available in an accessible format or with appropriate communication supports, upon request.

6. EMPLOYMENT STANDARDS

Mandarin is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

6.1 Recruitment, Assessment or Selection Process

Mandarin will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Mandarin will consult with the applicant and provide,

or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

6.2 Notice to Successful Applicants

When making offers of employment, Mandarin will notify the successful applicant of its policies for accommodating Employees with disabilities.

6.3 Informing Employee of Supports

Mandarin will inform its employees of its policies (and any changes to those policies) used to support Employees with disabilities, including but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

6.4 Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Mandarin will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Mandarin will consult with the employee making the request.

6.5 Documented Individual Accommodation Plans

Mandarin will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

6.6 Return to Work Process

Mandarin will develop and have in place a documented return to work process for its Employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process will outline the steps Mandarin will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

6.7 Performance Management, Career Development and Advancement & Redeployment

Mandarin 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.

6.8 Workplace Emergency Response Information

Mandarin will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Mandarin is aware of the need for accommodation due to the employee's disability. Mandarin will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, Mandarin will, with the consent of the employee, provide the workplace emergency response information to the person designated by Mandarin to provide assistance to the employee.

Mandarin will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs

or plans are reviewed and when Mandarin reviews its general emergency response practices.

7. QUESTIONS ABOUT THIS POLICY

The Mandarin AODA Integrated Accessibility Standards Policy will be reviewed and updated on an annual basis. If you have any questions on this accessibility plan or would like to obtain this document in an alternate format, please feel free to contact Head Office by mail, phone, or email.

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