

## **Boston Pizza International Inc.**

### **Accessibility Policy**

#### **Statement of Organizational Commitment**

Boston Pizza International Inc. (“BPI”, “we” or “our”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, (2005)* (“AODA”) and Ontario’s accessibility laws. This policy applies to the two facilities operated by BPI in Ontario, namely our Prologis office and Food and Beverage Innovation Centre.

BPI understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. BPI is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

BPI is committed to excellence in our office facilities to all employees and customers, including people with disabilities.

#### **Training**

We are dedicated to training all employees in Ontario in accessible customer service, other Ontario accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities. Training will take place as soon as practicable after an employee is hired.

We will 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.

In addition, we will train:

- a) all managers who supervise employees in Ontario; and
- b) all persons who participate in developing the organization’s policies

Training of our employees on accessibility relates to their specific roles.

Training includes:

- Purpose of AODA and the requirements of the Integrated Standards Regulation;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities; and
- What to do if a person with a disability is having difficulty in accessing BPI’s facilities.

## Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facilities. We ensure that our employees are trained and familiar with various assistive devices we have on site that may be used by customers with disabilities while accessing our facilities.

## Communication

We communicate with people with disabilities in ways that consider their disability. We will work with the person with disabilities to determine what method of communication works for them.

## Service Animals

We welcome people with disabilities and their service animals. When we cannot easily identify that an animal is a service animal, our employee may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our facilities:

- explain why the animal is excluded; and
- discuss with the customer another way of providing facilities.

## Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## Feedback Process

BPI welcomes feedback on how we provide accessible customer service and access to our facilities. Feedback will help us identify barriers and respond to concerns. Please direct all feedback to our Human Resources team at [hr@bostonpizza.com](mailto:hr@bostonpizza.com).

BPI will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## Notice of Availability of Documents

Any documents related to accessible access to our facilities can be provided upon request. Requests can be sent to our Human Resources team at [hr@bostonpizza.com](mailto:hr@bostonpizza.com). BPI will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner, at no additional cost.

## Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, considering the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

## Employment

Our organization is committed to fair and accessible employment practices.

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is aiding with that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location at either BPI office location or at the Food and Beverage Innovation Centre;

- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the Joint Health & Safety Committee reviews its general emergency response policies.

When required, we will develop an individual accommodation plan for employees.

When required, our performance management, career development and redeployment processes will consider the accessibility needs of employees.

### **Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.