

Boston Pizza International Inc. **Multi-Year Accessibility Plan**

Introduction

Boston Pizza International Inc. (“**BPI**”) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

BPI is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”). This Multi-Year Accessibility Plan (this “**Plan**”) outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

This Plan applies to the employees, facilities and business of BPI. Boston Pizza restaurants operate under a franchised business model. Accordingly, all Boston Pizza restaurants located in Ontario are owned and operated by independent franchisees of Boston Pizza Canada Limited Partnership (of which BPI is a general partner). Accordingly, neither this Plan nor BPI’s Accessibility Policy apply to franchisees of Boston Pizza Canada Limited Partnership, their employees, customers or facilities.

This Plan was last updated on **September 1, 2024** and is reviewed and updated at least once every five years.

Customer Service

BPI is committed to providing accessible customer service to people with disabilities as outlined in the BPI’s Accessibility Policy. This means that we will provide access to our office facilities to people with disabilities with the same high quality and timeliness as others.

Year 1: Review and Update Existing Employee Policies

- Conduct a comprehensive review of the current requirements of AODA.
- Review and revise as necessary BPI’s Accessibility Policy and this Plan to reflect legislation and industry best practices.
- Communicate BPI’s Accessibility Policy and this Plan to all employees and key stakeholders, where applicable.

Year 1-2: Employee Training Programs

- Enhance accessibility feedback mechanisms, such as online form and hotline for employees and customers.
- Analyze feedback and use it to inform continuous improvements as it relates to this Plan.
- Provide mandatory accessibility training for all employees regarding our policies and procedures related to BPI’s Accessibility Policy and this Plan.

Year 2-5: Continuous Improvement

- Regularly, and as needed, update employee training materials to reflect new insights and legislative changes.
- Provide refresher information and resources for all employees to maintain awareness and understanding of BPI's Accessibility Policy and this Plan every two years or as needed.

Information and Communications

BPI is committed to making our information and communications accessible to people with disabilities.

Year 1-2: Website and Digital Content

- Review all digital contents to ensure that the content meets WCAG 2.0 Level AA standards in accordance with AODA.
- Ensure all new content is reviewed for accessibility before publication.

Year 2-3: Accessible Formats

- Enhance processes to provide information in accessible formats upon request from customers.
- If BPI is not able to accommodate, provide a process to communicate the rationale to customers, indicating the reasons and explanations.
- Continue to make improvements to digital content in compliance with AODA.

Year 3-5: Ongoing Accessibility Checks

- Implement as needed audits of digital content to ensure continued compliance.
- Identify and allocate resources and budget required for each year's initiatives, including hiring consultants if necessary.

Employment

BPI is committed to fair and accessible employment practices. BPI will consult with employees and possible candidates when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. BPI will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

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

Year 1: Recruitment Processes

- Review and enhance recruitment and hiring processes to ensure they are fully accessible, including enhancing processes to:
 - a) notify employees, job applicants and the public that accommodations can be made during hiring;
 - b) notify job applicants when they are individually selected to participate in a pre-screen assessment or selection process that accommodations are available upon request;

- c) provide suitable accommodation when requested by applicants and identify key stakeholders that will play a role; and
- d) notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

Year 2: Workplace Accommodations

- Enhance BPI's workplace accommodations policy.
- Review and update, where required, the existing workplace emergency responses information.

Year 3-5: Employee Support Programs

- Identify and implement support programs for employees with disabilities where needed.
- Provide ongoing training for managers and leaders across the organization.

Training

BPI is committed to providing training in the requirements of AODA. BPI will provide new employees such training as soon as practicable after they are hired. BPI will also provide ongoing training to employees in respect of any changes to BPI's obligations under AODA.

Year 1: Training And Awareness

- a) Identify all managers who supervise employees in Ontario and require training.
- b) Identify all persons who participate in developing BPI's policies.
- c) Train employees on accessibility as it relates to their specific roles.
- d) Training to include the following:
 - Provide the purpose of AODA and the requirements of the Customer Service Standards.
 - Train employees on how to interact and communicate with people with various types of disabilities.
 - Train employees to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - Provide instructions on 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
 - Define what to do if a person with a disability is having difficulty in accessing our organization's facilities.

Year 2-5: Ongoing Training

- Provide ongoing training programs for all employees, with a focus on practical applications of accessibility principles when needed.
- Host workshops and seminars on accessibility topics as needed.



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For More Information

For more information on this accessibility plan, please contact BPI at HR@Bostonpizza.com.

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