



## Multi-Year Accessibility Plan

### Statement of Commitment

Pioneer Food Services Limited, Quicker Foods Inc, and STIS Investments Ltd. (hereafter known as the Company) 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 believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Company is committed to improving access and opportunity for individuals with disabilities by identifying, removing, and preventing barriers that may interfere with their ability to make full use of our restaurants.

### Purpose

The following accessibility plan outlines how The Company will meet the commitment identified above in our organization and restaurants.

### Customer Service

The Company uses every reasonable effort to ensure that its customer service policies, practices, and procedures are consistent with the following principles:

- Services are provided in a way that is respectful and allows a person with a disability to maintain their dignity and independence;
- Services are provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary.
- Services are provided in a way where everyone has an equal opportunity to access;
- When dealing with a person with a disability, employees will communicate with customers in a manner that takes into account a person's disability

Please refer to our *Accessible Customer Service Policy* for more information.

**Timeline:** Ongoing

## **Information and Communications**

The Company is committed to making our information and communications accessible to people with disabilities. We may consult with people with disabilities to determine information and communication needs.

All public AODA-related information will be made available in an accessible format upon request.

We will take the following steps to make our website and content on the site conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA following 1st January, 2021:

- Ensure that all content developed internally or externally for the website meets the Information and Communication Standard;
- Work with individuals to make the content available to them in an alternate format upon request

**Timeline:** Ongoing

## **Recruitment and Employment**

The Company is committed to promoting fair and accessible employment practices.

The Company has and will continue to:

- Inform employees of accessibility policies and support
- Notify prospective employees and job applicants that accommodations are available upon request in relation to the materials or processes used during the recruitment process
- Provide or arrange for a suitable accommodation in a manner that takes into account the applicant's needs due to disability if requested during the recruitment process
- Offer accessible formats and communication supports for employees
- Provide individualized accessible workplace emergency response information to employees who require it
- Offer the The Company Return to Work program for employees who have been absent from work due to a disability
- Consider the needs of employees with disabilities in performance management and career development processes

**Timeline:** Ongoing

## **Training**

The Company is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

The Company has and will continue to:

- Provide new employees with training on providing accessible customer service to people with disabilities as soon as it is possible to do so after commencing their employment;
- Provide training to employees when there are changes to the accessibility policies, when business needs require such training and/or when legislative requirements change;
- Provide training for employees on the requirements of AODA, as well as Human Rights Code related obligations;
- Be mindful to ensure training is appropriate to the job duties performed; and
- Keep a record, including dates and number of participants, of the training provided and to provide updates to government in respect of same

**Timeline:** Ongoing

## **Self-Service Kiosks**

The Company is committed to incorporating accessibility features/considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

**Timeline:** Ongoing

## **Design of Public Spaces**

The Company will meet accessibility laws when building or making major modifications to public spaces. The Company shall incorporate accessibility into public spaces on its premises that are newly constructed or redeveloped on and after January 1, 2017 as follows:

- Follow existing requirements outlined under the Design of Public Spaces Standard
- Provide maintenance and restoration of public spaces by ensuring procedures are in place for preventative and emergency maintenance of accessible parts in public spaces and we will notify the public of the disruption and alternatives available

**Timeline:** Ongoing

## **Request for Accessible Formats**

Standard and accessible formats of this plan are available upon request. This plan will be reviewed and updated at least once every five (5) years.

For more information about this accessibility plan, please contact:

Human Resources @ Pioneer Food Services Limited, Quicker Foods Inc, STIS Investments Ltd.

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