

# Guest Service Policy

## Accessibility for Ontarians with Disabilities Act - Guest Service Standard

We have always been committed to doing the right thing for our guests and associates. Our mission is to deliver exceptional Asian dining experiences by building an organization where people are inspired to better their lives. Our values are the foundation upon which Panda Restaurant Group operates to foster our relationships with our guests and associates. To succeed in achieving and promoting our mission and values, we strive to provide a workplace where respect for others and win-win solutions are valued. The *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) is an Ontario law that was created to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities. The integration of the AODA Guest Service Standard into our restaurants and workplaces will bolster our continued

commitment to showing respect, understanding, and tolerance towards our guests and associates.

## **1. Application and Scope**

This Policy applies to all of our Ontario associates, agents and contractors who engage with the public on our behalf.

## **2. Providing Goods and Services to Ontarians with Disabilities**

We are committed to using reasonable efforts to:

- Provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- Provide goods and services in a manner that enables a person with a disability to obtain, use or benefit from our goods and services; and
- Provide persons with disabilities with an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

## **3. Communications**

When communicating with a person with a disability, we are committed to doing so in a manner that takes into account the person's disability. We want everyone to feel comfortable serving guests with disabilities. Any questions or concerns about how to

interact with persons with disabilities must be discussed with a General Manager or the designated Person-In-Charge.

#### **4. Assistive Devices**

In our restaurants and workplaces, we welcome the use of assistive devices by persons with disabilities in order to obtain, use or benefit from our goods and services. Some examples of assistive devices are walkers, wheelchairs, and oxygen tanks.

#### **5. Service Animals**

We welcome people with disabilities and their service animals.

- An animal is a “Service Animal” if it is readily apparent that the animal is used by the person for reasons relating to disability, or if the person has a letter from a healthcare provider verifying that the animal is required for reasons relating to disability. Examples of a Service Animal are guide dogs, autism service dogs, mobility animals, and seizure alert animals.
- People with disabilities are allowed to use their Service Animals in the parts of our restaurants that are open to the public or to third parties, unless the animal is otherwise excluded by law from the restaurants.

- If a Service Animal is excluded by law from our restaurants, then we will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods and services.
- If it is not obvious that the animal is a Service Animal, the General Manager or designated Person-In-Charge may ask if the person has a letter from a healthcare provider verifying that the animal is required for reasons relating to disability.
- Service Animals must be in the care and control of the individual at all times.
- Any questions or concerns concerning a Service Animal must be discussed with a General Manager or designated Person-In-Charge.

## **6. Support Persons**

We welcome people with disabilities and their support persons.

- A “Support Person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods or services.
- Any person with a disability who is accompanied by a support person is permitted to access our restaurants in the same way as any other guest.

## **7. Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for guests with disabilities, the General Manager or designated Person-In-Charge will notify guests promptly with a clearly posted notice. The notice will include information about the reason for the disruption, its anticipated duration and a description of available alternative facilities or services, if any.

## **8. Accessibility Training**

Any person who interacts with the public or who participates in developing policies, practices and procedures will receive training on an ongoing basis, including information on how to serve persons with disabilities.

Training topics will include:

- Review of the purposes of the AODA and requirements of the Guest Service Standard;
- Instruction on how to interact and communicate with people with disabilities;
- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a Service Animal or a Support Person;
- Instruction on how to use equipment or devices available at the premise or that is provided

otherwise, that may help people with disabilities access our goods and services, such as TTY telephones, elevators, or lifts; and

- Instruction on what to do if a person with a disability is having difficulty accessing our goods and services.

## **9. Feedback Process**

We are committed to fostering relationships with all of our guests and we strive to meet their expectations. Comments on our goods and services can be addressed through the following methods:

1. Speaking with a General Manager or designated Person-In-Charge
2. Submitting a comment through our [Contact Us Form](http://www.pandaexpress.ca/contactus#/new) at [www.pandaexpress.ca/contactus#/new](http://www.pandaexpress.ca/contactus#/new) .

## **10. Availability of AODA Documents**

We will provide AODA-related documents upon request. In the event that we are required by law to provide a copy of an AODA-related document to a person with a disability, then we will do so in a format that takes into account the person's disability.

# Integrated Accessibility Policy & Multi-Year Accessibility Plan Accessibility for Ontarians with Disabilities Act - Integrated Accessibility Standard

## **1. Integrated Accessibility Standard Plan and Policy**

This accessibility plan outlines the policy and actions that we will put in place to improve opportunities for people with disabilities.

## **2. Purpose**

The Integrated Accessibility Standards (Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005* ("Regulation"), came into force on July 1, 2011. The Regulation establishes standards to address barriers that persons with disabilities face in the following areas:

- Information and communication;

- Employment;
- Built environment; and
- Transportation.

The purpose of this Policy is to ensure that we comply with the Government of Ontario's Integrated Accessibility Standards. The requirements under these standards are not a replacement or substitute for the requirements of the *Ontario Human Rights Code*.

### **3. Policy Statement and Our Commitment**

We support the principles of the AODA. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and treating all people with respect. We are committed to an inclusive culture across the organization by preventing and removing barriers for persons with disabilities. Where it is not possible to remove barriers, we will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner.

### **4. Multi-Year Accessibility Plan**

Our Multi-Year Accessibility Plan is designed to be read together with our Integrated Accessibility Standards Policy (above) and outlines our

commitment to prevent and remove barriers to accessibility.

## **5. Plan Availability**

This plan is available on [pandaexpress.ca](http://pandaexpress.ca) and, upon request, will be made available in various accessible formats. If you would like to receive a copy of the Plan in an alternate accessible format, please contact the [AODA Manager](mailto:AODAManager@pandarg.com) at [AODAManager@pandarg.com](mailto:AODAManager@pandarg.com).

## **6. Guest Service Standard**

We strive to provide all guests with the same service experience, regardless of disability. Please refer to our [Guest Service Policy](#) for more information. We will continue to:

- Provide new Ontario associates with training on providing accessible guest service to people with disabilities as soon as it is practicable to do so after commencing their duties;
- Provide updated training to Ontario associates when there are changes to the accessibility policies, when business needs require such training and/or when legislative requirements change;
- Provide training for associates on the requirements of the Regulation, as well as *Human Rights Code* related obligations;

- Be mindful to ensure training is appropriate to the job duties performed; and
- Keep a written record, including dates and number of participants, of the training provided and to provide annual updates to government in respect of same.

Timeframe: Ongoing

## **7. Accessible Emergency Information**

We are committed to providing our guests with accessible publicly available emergency information upon request. We will also provide associates with disabilities with individualized emergency response information when necessary.

Timeframe: Ongoing

## **8. Training**

We will provide training to associates and contractors, to the extent applicable, on Ontario's accessibility laws and on the *Human Rights Code* (the "*Code*") as it relates to people with disabilities.

Training will be provided in a way that best suits the duties of associates and contractors.

- We will take the following steps to ensure associates are provided with the training needed to meet Ontario's accessibility laws:

We will provide training to all current associates on the requirements of the accessibility standards referred to in this Regulation and on the requirements of the *Code* as it pertains to persons with disabilities (as required by Section 7 of the Integrated Accessibility Standards, O. Reg 119/11); and

- Guest Service Training for all associates who deal with members of the public and/or other third parties (as required by Section 6 of the Guest Service Standard, O. Reg 429/07).

## **9. Kiosks**

We will consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

## **10. Feedback**

We will ensure that we have a process for receiving and responding to feedback for persons with disabilities. We will receive feedback via our [Contact Us Form](#) at [www.pandaexpress.ca/contactus#/new](http://www.pandaexpress.ca/contactus#/new).

Associates may contact their immediate supervisor and/or the Human Resources Department.

## **11. Information and Communications**

We are committed to meeting the communication needs of people with disabilities. We may consult with

people with disabilities to determine their information and communication needs. We will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A:

- We will ensure that all new websites and content on sites conform with WCAG 2.0, Level A
- Current website will be assessed for future compliance requirements

To the extent possible, all public AODA-related information will be made available in an accessible format upon request.

We will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**:

- AODA compliance will be included as one of the main criteria when selecting technology vendors for new website development
- We will ensure that visitors to our public website will have access to downloadable tools to enhance navigation of the website if the guests have reading or dexterity challenges related to a variety of disabilities by **January 1, 2021**
- We will ensure that our website is compatible with rich media formats to assist those who are blind or partially-sighted by **January 1, 2021**

## **12. Employment**

We have always been committed to doing the right thing for our associates. Our values and behaviours are the foundation for the relationships we foster with our associates. We continue to believe in and reaffirm our long-standing policy of providing fair and equal opportunities for all associates and prospective associates. We will take the following steps to notify our associates and the public about the availability of accommodations for applicants with disabilities as follows:

- During the recruitment process, we shall notify job applicants, when they are selected to participate in a selection process, that accommodations are available upon request in relation to the materials or processes used
- During the recruitment process, if a prospective applicant requests an accommodation, we shall 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 needs due to disability

We will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for associates that have been absent due to a disability:

We will develop a written process for individual accommodation plans, including the following:

- How the associate can participate;
- How the associate will be assessed;
- How the reasons for denied requests will be communicated; and
- How the plan will be provided to the associate

The accessibility needs of associates with disabilities will be taken into account if using performance management, career development, and/or redeployment processes. We will inform associates of the policies available to support associates with disabilities.

We will have a process in place to assess, review, and alter (if required) policies and procedures on a frequent basis to ensure compliance with the AODA.

### **13. Design of Public Spaces**

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to our public spaces. We will establish procedures to prevent service disruptions to accessible parts of our public spaces and we will notify the public of the disruption and alternatives available.

### **14. Policy Review**

We will review and update this policy at least once every five (5) years.

### **For More Information**

For more information on this Integrated Accessibility Policy & Multi-Year Plan, please contact the [AODA Manager](mailto:AODAManager@pandarg.com) at [AODAManager@pandarg.com](mailto:AODAManager@pandarg.com).

Accessible formats of this document are available upon request from the [AODA Manager](mailto:AODAManager@pandarg.com) at [AODAManager@pandarg.com](mailto:AODAManager@pandarg.com).