

ACCESSIBILITY

Statement of Commitment

The Company is committed to meeting the accessibility needs of people with disabilities in a timely manner. In that regard, the Company has established an accessibility policy and a multi-year accessibility plan to meet its obligations under Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Company vision for accessibility is that people with disabilities, visible or invisible, are given the same opportunity as others to obtain and benefit from services offered by the Company. The Company’s goal is to make reasonable efforts to provide services in such a way that the key principles of independence, dignity, integration and equality of opportunity for persons with disabilities are respected.

Application

This policy applies to all employees, volunteers and agents of the Company who interact with the Company’s current and prospective employees, volunteers, agents, customers, clients, suppliers, and any other users of the Company’s services.

Multi-Year Accessibility Plan

This Accessibility Policy and Multi-Year Accessibility Plan (the “**Plan**”) outlines a strategy to prevent and remove barriers and comply with current and future requirements of the AODA and/or the Regulation. The Company has posted the plan on its website and will provide it in an accessible format upon request. The plan will be reviewed and updated at least once every five years.

Training

The Company will ensure that training is provided to all employees, volunteers, and all persons who participate in developing the Company’s policies on the requirements of the accessibility standards referred to in the Regulation and on the Ontario *Human Rights Code* as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes are made to this policy or the requirements, training will be provided to include those changes. The Company shall maintain a record of the dates when training was provided and the number of individuals to whom it was provided. The Company shall ensure that others that provide goods, services or facilities on behalf of the organization have had training.

Information and Communications Standards

Feedback Processes

The Company will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and with communication supports upon request. The Company will notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports

The Company will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities as follows:

- In a timely manner that takes into account the person’s accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons;
- Consult with the person making the request and determine suitability of an accessible format or communication support; and
- Notify the public about the availability of accessible formats and communication supports.

Unconvertible Information or Communications

- If the Company determines that information or communications are unconvertible, the Company will provide the person requesting the information or communication with an explanation as to

why the information or communications are unconvertible and a summary of the unconvertible information or communications. Information or communications are unconvertible if (i) it is not technically feasible to convert the information or communications; or (ii) the technology to convert the information or communications is not readily available.

Emergency Information

If the Company prepares emergency procedures, plans or public safety information and makes the information available to the public, the Company shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Website Accessibility

Where practicable, the Company will make any new internet website and web content on those sites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. All internet website and web content backdated to 2012 conforms with WCAG 2.0 Level AA.

Employment Standards

The Company will comply with the employment standards requirements prescribed in the Regulation. Such requirements apply in respect of employees, and not volunteers or other non-paid individuals.

Recruitment

The Company will notify employees and the public about the availability of accommodations for applicants and employees, as the case may be, with disabilities as follows:

- In its recruitment processes;
- During the recruitment process, when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, the Company 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; or
- When making offers of employment to a successful applicant.

Employee Notification

The Company shall inform its employees of its policies used to support its 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 a disability. Such information will be provided as follows:

- To new employees as soon as practicable after they begin their employment; and
- To existing employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Accessible Formats and Communication Supports

Upon request by an employee with a disability, the Company will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for (i) information that is needed in order to perform the employee's job; and (ii) information that is generally available to employees in the workplace.

The Company will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Individual Accommodation Plan (IAP)

The Company will develop and have in place a written process for developing a documented individual accommodation plan for employees with a disability. The process will include the following

elements:

- i. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- ii. The means by which the employee is assessed on an individual basis;
- iii. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
- iv. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan;
- v. The steps taken to protect the privacy of the employee's personal information;
- vi. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- vii. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee; and
- viii. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Return to Work

The Company will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes shall be documented and will outline the steps that the Company will take to facilitate the return to work and include an individual accommodation plan.

Performance Management, Career Development and Advancement

The Company will take into account the accommodation needs and/or individual accommodation plans of employees when:

- using performance management processes; or
- providing career development and advancement information; or
- redeploying employees in lieu of a layoff.

Workplace Emergency Response Information

The Company shall provide individualized workplace emergency response information to employees who have a disability in accordance with the following elements:

- If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, shall provide the workplace emergency information to the person designated to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability; and
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the Company reviews its general emergency response policies.

Customer Service Standard

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or 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 goods, services or facilities.

The Company will ensure that employees are trained and familiar with various assistive devices the Company has on site or that are provided that may be used by customers with disabilities while accessing the Company's goods, services or facilities.

Communication

The Company will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Providing pen and paper;
- Using hand signals or gestures; or
- Reading the menu aloud.

The Company will work with the person with a disability to determine what method of communication works for them.

Service Animals

The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When the Company cannot easily identify that an animal is a service animal, the Company's staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, the Company will do the following to ensure people with disabilities can access our goods, services or facilities:

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

Service Animals are prohibited from (i) food preparation areas; and (ii) behind counters.

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. Other than food and beverage items consumed, there is no additional fee/fare charged for support persons.

We will notify customers of this by posting a notice on the Company's website. In certain cases, the Company might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

Before making a decision, the Company will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence; and
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available on the Company's website.

Feedback Process

The Company welcomes feedback on how it provides accessible customer service. Customer feedback will help the Company identify barriers and respond to concerns.

Customers who wish to provide feedback on the way the Company provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Via email to HRCComments@ldry.com
- Online at www.landrysinc.com
- Via phone at 1-800-552-6379

All feedback, including complaints, will be forwarded to the Director of Human Resources for evaluation and action, as appropriate. Customers can expect to hear back in 7 days. The Company will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, on request.

Notice of Availability of Documents

The Company will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- On the Company's website; and
- Upon request from the General Manager of the restaurant.

The Company will provide this document in an accessible format or with communication support, on request. The Company will consult with the person making the request to determine the suitability of the format or communication support. The Company will provide the accessible format in a timely manner and at no additional cost.

Modifications to this or other policies

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

Questions

If anyone has questions about the Company accessibility policy and/or accessibility plan, or requires this information in an accessible format, please contact the Customer Relations Department at 1-800-552-6379.