



MULTI-YEAR ACCESSIBILITY PLAN

The Chase Restaurant Group aims to foster inclusivity and accessibility through the implementation of our multi-year accessibility plan. The plan outlines the strategies and initiatives our team will undertake to enhance opportunity and ensure equality for individuals with disabilities. We will continue to refine and adapt this plan based on the valuable feedback from our guests and employees as well as in response to evolving accessibility standards.

Through removing barriers and enhancing accessibility across all facets of our operations, we plan to reflect our commitment to providing equal opportunity and creating a positive impact on our employee and guest experience.

The Chase ("**The Chase**" or the "**Restaurant**") strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations (collectively the "**AODA**"). This accessibility plan outlines the steps The Chase is taking to meet those requirements and to improve opportunities for people with disabilities.

We will continue to develop, maintain and review our policies and strategies to ensure our restaurant and services are accessible to all individuals.

MEETING THE ACCESSIBILITY NEEDS OF OUR GUESTS AND EMPLOYEES

This document includes a summary of the accessibility initiatives The Chase has completed.

General Accessibility

The Chase has:

- Established accessibility policies governing how the Restaurant will meet its obligations under the AODA.
- Established this multi-year accessibility plan and posted the plan on its website. The Chase is committed to reviewing and updating the plan at least once every five years to ensure it remains applicable.
- Provided training to its employees, volunteers, others that provide goods or services on the Restaurant's behalf and all those who are involved in the development of the Restaurant's policies, practices and procedures on the requirements of the accessibility standards and the *Human Rights Code* as it relates to persons with disabilities.

Customer Service

The Chase is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

The Chase is committed to ensuring that persons with disabilities are able to access its goods and services. As such, the Restaurant has done the following:

- Developed, implemented and maintained policies governing the provision of the Restaurant's goods and services to persons with disabilities.
- Provided training to its employees, volunteers, others that provide goods or services on the Restaurant's behalf and all those who are involved in the development of the Restaurant's policies, practices and procedures on accessible customer service.
- Implemented a proactive monitoring system for all guest concerns via email. info@chaserg.com is posted on The Chase Website. This initiative aims to promptly address any concerns raised by guests within 3 business days.

The Chase will continue providing its goods and services in an accessible manner to persons with disabilities. The Chase remains open to feedback about how it can make its goods and services more accessible.

Information and Communications

The Chase is committed to making our information and communications accessible to people with disabilities. The Chase has done the following to ensure accessibility with respect to information and communication supports:

- The Chase ensures that its feedback processes are accessible to persons with disabilities by providing and arranging for accessible formats and communication supports, upon request.
- The Chase provides and arranges for the provision of accessible formats and communication supports for persons with disabilities, in consultation with the individual, in a timely manner that takes into account the person's disability, and at a cost that is not more than the regular cost charged to other persons.
- The Chase notifies the public about the availability of accessible formats and communication support.
- Upon request, The Chase will provide any publicly available emergency response information in an accessible format.

The Chase will continue to provide information in an accessible format and with appropriate communication supports.

Employment

The Chase is committed to fair and accessible employment practices. The Chase will continue to notify individuals about its accessibility measures at all stages of the application, recruitment and hiring process, and during employment.

The Chase has done the following to ensure accessibility with respect to its employment practices:

- The Chase notifies employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- The Chase notifies job applicants that accommodations are available upon request when they are individually selected to participate in an assessment or selection process.
- The Chase notifies successful job applicants of its policies for accommodating employees with disabilities.
- The Chase informs employees of its policies used to support employees with disabilities.
- The Chase provides individualized workplace emergency response information to employees who have a disability.
- The Chase has developed and implemented a written process for documenting individual accommodation plans for employees with disabilities.
- The Chase has developed and implemented a return to work process employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- The Chase takes into account the accessibility needs of employees with disabilities during the performance management, career development and advancement, and redeployment processes.

Training

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

The Chase will continue to ensure that all newly hired employees (or other representatives) are trained as soon as practicable after beginning their employment or engagement with the Restaurant.

If the Restaurant makes any changes to its existing accessibility policies, The Chase will ensure that training is provided again.

Design of Public Spaces

The Chase will meet accessibility laws when building or making major changes to public spaces.

Although the Restaurant does not currently own or manage any outdoor paths of travel (i.e. sidewalks, ramps stairs, curb ramps, rest areas, etc.), or parking spaces, The Chase is committed to

ensuring such public spaces are accessible in the event the Restaurant owns or manages such public spaces in the future.

For More Information

For more information on this accessibility plan, please contact **Kanka Chaki** at kanka@lfggrowth.com The Multi-Year Accessibility Plan is available in an accessible format, upon request.