

PUSATERI'S ACCESSIBILITY POLICY

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. This policy outlines the commitment of Pusateri's Limited, Pusateri's (Bayview Village) Limited, Pusateri's Kitchen Limited and Pusateri's Yorkville Limited ("Pusateri's") commitment to improve opportunities for people with disabilities.

Commitment

Pusateri's is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (the "AODA").

GENERAL PROVISIONS

Accessibility Plan

Pusateri's will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, Pusateri's will provide a copy of the Accessibility Plan in an accessible format.

Training

Pusateri's will ensure that training is provided on the requirements of the AODA and the Human Rights Code as it relates to persons with disabilities. Training will be provided in a way that best suits the duties and responsibilities of employees and other staff members. In particular, Pusateri's will provide training to the following individuals:

- all its employees;
- all persons who participate in developing Pusateri's accessibility policies; and
- all other persons who provide goods, services or facilities on behalf of the company.

Employees will also be trained when changes are made to the accessibility policies.

INFORMATION AND COMMUNICATIONS

Pusateri's is committed to meeting the communication needs of people with disabilities. Where appropriate, the company will consult with people with disabilities to determine their information and communication needs.

Accessible Emergency Information

Pusateri's is committed to providing customers and clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Accessible Formats and Communication Supports

Upon request, Pusateri's will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Pusateri's will consult with the person making the request in determining the suitability of an accessible format or communication support.

Pusateri's will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Pusateri's will ensure that all internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

Feedback

Pusateri's will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

EMPLOYMENT

Pusateri's is committed to fair and accessible employment practices. This section outlines requirements for the accommodation of persons with disabilities during the recruitment process and throughout the course of employment with the company.

Recruitment

Pusateri's will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment and assessment processes and when people are hired. This will be indicated in the job postings.

Pusateri's will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Pusateri's 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.

When making offers of employment, Pusateri's will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Pusateri's will inform its employees of its policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

This information will be provided to new employees as soon as practicable after commencing employment and shall be updated for all employees whenever there is a change to existing policies.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Pusateri's will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

Workplace Emergency Response Information

Pusateri's will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Pusateri's is aware of the need for accommodation due to the employee's disability. Pusateri's will provide this information as soon as practicable after becoming aware of the need for accommodation.

If an employee who received individualized workplace emergency response information requires assistance, Pusateri's will, with the consent of the employee, provide the workplace emergency response information to the person designated by Pusateri's to provide assistance to the employee.

Pusateri's will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the company reviews its general emergency response policies.

Documented Individual Accommodation Plans

Pusateri's will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Pusateri's maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The process shall outline the steps Pusateri's will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management, Career Development and Advancement & Redeployment

Pusateri's will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and

advancement opportunities, or when redeploying employees.

Any questions about the policy should be directed to the Director of Human Resources.

[View Pusateri's Multi-Year Accessibility Plan](#)