

Dana Hospitality's Commitment to Promoting Equality in our Workplaces

INTRODUCTION

Dana Hospitality LP. ("Dana"), and any related or partner companies, is committed to providing products, services, and employment in an accessible manner that respects the dignity and independence of individuals with disabilities. Steps taken are in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Dana welcomes all feedback in relation our goals to promote equality in the workplace. Feedback, or additional questions or requests, can be directed to hriquiries@danahospitality.ca, by telephone at 905-829-2898, or by mail at 2898 South Sheridan Way, Suite 200, Oakville, ON L6J 7L5

STATEMENT OF COMMITMENT

Dana's brand belief, "To transform the food service experience, every day", extends to not only the food we serve, but also to our interactions with our guests, clients, contractors, employees, and other individuals who may come into contact with our services or offerings. We aim to not only create great meals, but to have an experience that is highlighted and driven by respect, accommodation, and attentiveness.

Dana takes pride in striving for equality in the workplace. Equality can be described as providing equal opportunity to every individual, while recognizing that historically certain groups or individuals have experienced a form of discrimination. The *Accessibility for Ontarians with Disabilities Act (2005)* ("AODA") provides a frame work for the steps needed to meet the needs of individuals with disabilities. We are committed to meeting the needs of all individuals who have a relationship, or interaction, with Dana, and taking steps to continually improve our services and interactions, not only in Ontario, but also across Canada where we operate.

Disability

A disability is defined under the AODA as:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

Training and Guidance Provided to Dana Hospitality Staff

Upon being hired, each employee is provided with our Access for Ontarians with Disabilities Act policy, and our training guidelines. These documents outline the expectations of our staff when working with individuals who may have a disability. Some key tenants of the training include:

- Examples for how to communicate with guests and other stake holders that takes into account their disability. This can include:
 - Providing a pen and paper for ease of communication
 - Adjusting speaking style to better communicate our services
 - Ensuring we are addressing the individual clearly, directly, and asking questions if unsure how to provide the best service possible
- Where an individual is accompanied by a support person, both individuals will receive equal service and employees will address the guest with the disability directly, even if the support person provides answers on their behalf
- Service animals are permitted to enter areas of our cafes that are open to the public, except in those areas in which the animal is excluded by law
- Individuals with disabilities are permitted to use their assistive devices to obtain service. Where applicable, employees may ask individuals if they would like further assistance.

As we are a third-party food service provider, we also adhere to our clients’ requirements and work alongside them to ensure accessibility for all individuals.

Employment

Accessibility is integrated into Dana’s employment-related practices.

Recruitment

- All job postings notify applicants that accommodations are available throughout the recruitment process, as well as during employment.
- If an applicant requests accommodation, the hiring manager is to consult with the Human Resource department to find suitable accommodations that take into account the individual and their described disability.
- Offer of employments presented to applicants notify the prospective employee that further accommodations are available to accommodate disabilities during their employment tenure.

- Recruitment training workshops are held with hiring managers to ensure an understanding of the recruitment process and their role within.

Workplace

- Orientation processes are reviewed to ensure compliance with AODA, as well as to provide proper, thorough training to all new hires when it comes to their responsibilities and contributions to an inclusive work environment.
- Changes to policies, procedures, or projects are communicated to staff, with management being readily available to further answer questions pertaining to accommodations.
- Encourage 360 degrees feedback from staff to understand gaps in our processes and understand additional steps or best practices that can be undertaken at our cafes and office locations.
- Where necessary, develop individual accommodation plans that respect the independence of our employees, while providing the required support to safely perform their assigned duties.

Return to work from disability-related leaves

- Engage with employees on leave from work to understand any accommodations required upon their return. Employees and their physicians are provided with a Functional Abilities Form (FAF) to help management understand their capabilities, as well as any applicable timelines.
- Encourage staff to work with management to develop a return-to-work plan, understanding that a safe return to work and active duties support a healthy healing process.
- Provides support to managers and other employees responsible for the return-to-work process for employees who require accommodation in order to return to active duties.

Performance management, career development and redeployment

- Review policies and processes related to performance management, including career development, coaching, and training, to ensure accessibility needs and accommodations are taken into consideration.
- Provides support to managers and other employees responsible for supporting or impacting performance management, coaching, career development and advancement, and transfer processes.

EMERGENCY PROCEDURES, PUBLIC EMERGENCY SAFETY INFORMATION

Dana, as a third-party food service provider, works on-site at or client's location. Working alongside our clients, we adhere to their emergency protocols for safely exiting the building in case of an emergency. Each employee is provided with a Dana orientation upon being hired, as well as a tour of the facilities and an understanding of unit specific health and safety measures.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Dana will implement a tailored emergency response plan for any staff member with a disability. The emergency response plan will identify the additional steps needed to support the employee, as well as the individual responsible for taking the required steps. Depending on the disability, the type of client, and emergency, steps that can be taken include:

- Signalling to staff the activation of an alarm, such as a fire alarm, and which steps are required to be taken
- Providing communication in the preferred communication method
- Guidance to designated walking or waiting areas

Dana Hospitality Physical Premises

As a third-party food service provider that operates out of our client locations, we are required to work within our clients' physical locations. This prevents Dana from making changes to the physical building, entrances and exits, or common areas of the location.

While Dana is unable to impact many of the physical locations we work in, we are committed to taking additional accommodation steps where possible. These can include:

- Providing point of sale systems that are easy to access and use for our guests and staff members
- Displaying menus and item choices in a variety of ways, such as physical item displays, digital menu boards, printed menu and item lists, and knowledgeable staff trained in effective communication strategies
- Where possible, providing cutlery, food and drinks, and other items at an easily reachable height
- Offering mobile ordering options

Accessible websites and web content:

Dana controlled website(s), and all website content within its direct control, conforms to at least minimum AODA requirements. To the extent possible and within Dana's direct control, future website development and maintenance shall take into consideration and conform with at least WCAG 2.1 Level AA requirements or greater as per AODA recommendation.

Interruption of Services

If there is a temporary interruption of any special services that assist customers with disabilities, we will provide notice of said interruption, and the anticipated wait time till these services are resumed.

Feedback, accessible formats and communication supports:

Dana encourages feedback. If you have any comments or questions, please provide your feedback to hquiries@Danahospitality.ca or at 905-829-2898. Upon request, steps will be taken by Dana to provide additional accessible formats and communication support options, if not currently in place. Additional accessibility formats will be provided in a timely manner, at no extra cost to the individual.