Multi-Year Accessibility Plan (2026–2031)

Commitment

JOEY Restaurant Group is committed to identifying, removing, and preventing barriers to accessibility, meeting the accessibility needs of persons with disabilities in a timely manner, and meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

This Multi-Year Accessibility Plan outlines the ongoing initiatives JOEY Restaurant Group will undertake to improve accessibility for our Guests, Partners, applicants, and members of the public in Ontario. This Plan supports the JOEY Restaurant Group Accessibility Policy, which establishes our accessibility commitments and outlines the policies and practices that guide how we provide accessible customer service, employment practices, information and communications, and training.

This Plan will be reviewed and updated at least once every five years and will be made publicly available. Accessible formats of this Plan will be provided upon request.

Accessibility Policy

JOEY Restaurant Group maintains an Accessibility Policy that reflects our commitment to creating an inclusive and accessible environment for Guests, Partners, applicants, and members of the public. The Policy outlines our approach to meeting accessibility requirements under the AODA and guides the ongoing integration of accessibility into our operations.

Priorities for 2026–2031

Over the next five years, JOEY Restaurant Group will focus on the following priorities to support ongoing implementation of our Accessibility Policy:

- review customer service practices, public-facing communications, and digital content to identify barriers and opportunities for improvement;
- strengthen the consistency of accommodation notifications during recruitment and onboarding;
- review accessibility training and guidance to support Partners in recognizing and responding to accessibility needs; and
- use feedback from Guests, Partners, applicants, and members of the public to inform accessibility improvements and future plan updates.

Accessible Customer Service

JOEY Restaurant Group will continue to provide accessible customer service by:

- communicating with individuals in a manner that considers their disability;
- supporting the use of personal assistive devices;
- welcoming service animals in areas open to the public, where permitted by law;
- welcoming support persons; and
- providing notice of temporary disruptions affecting accessible services or facilities.

These commitments are outlined in greater detail in the JOEY Restaurant Group Accessibility Policy and will continue to be reviewed to support compliance with legislative requirements and evolving accessibility best practices.

Information and Communications

JOEY Restaurant Group is committed to providing information and communications that are accessible to people with disabilities.

We will continue to:

- provide accessible formats and communication supports upon request in a timely manner that takes into account the person's accessibility needs due to disability, in accordance with the AODA;
- maintain an accessible feedback process;
- provide accessible emergency procedures and public safety information upon request; and
- review public-facing communications and digital content to support applicable accessibility requirements.

Employment

JOEY Restaurant Group is committed to fair and accessible employment practices throughout the employment lifecycle.

We will:

- notify applicants that accommodations are available throughout the recruitment and hiring process;
- notify applicants, when individually selected for an assessment or selection process, that accommodations are available upon request for the materials or processes to be used;
- inform successful applicants of our accommodation policies when making an offer of employment, provide new Partners with information about policies supporting

Partners with disabilities as soon as practicable after they begin employment, and inform Partners of changes to these policies;
- provide workplace accommodations where required;
- maintain documented individual accommodation and return-to-work processes;
- provide individualized workplace emergency response information where appropriate; and
- consider accessibility needs and accommodation plans in performance management, career development, and other employment-related processes.

Training

JOEY Restaurant Group will continue to provide accessibility training to Partners and individuals who develop policies or provide services on behalf of the organization.

Training will include the requirements of the AODA, applicable accessibility standards, and the Ontario Human Rights Code as it relates to persons with disabilities. Training will be provided as soon as practicable following hire and whenever accessibility policies or legislative requirements change.

Design of Public Spaces

JOEY Restaurant Group will continue to incorporate accessibility requirements when constructing or making major modifications to public spaces, where applicable.

Where accessible services or facilities are temporarily unavailable due to planned maintenance or unexpected disruptions, notice will be provided to the public whenever practicable.

Monitoring and Review

JOEY Restaurant Group is committed to continuous improvement in accessibility.

This Multi-Year Accessibility Plan will be reviewed and updated at least every five years, or sooner if legislative or organizational changes require. Progress toward the commitments and priorities outlined in this Plan will be monitored on an ongoing basis to support continued compliance with the AODA and to identify opportunities to improve accessibility across our organization.

For More Information

We welcome feedback and input on this Plan and on opportunities to improve accessibility for Guests, Partners, applicants, and members of the public. Feedback can be provided using the contact details below. Accessible formats and communication supports for the feedback process are available upon request.

For more information about this Multi-Year Accessibility Plan, the JOEY Restaurant Group Accessibility Policy, or to request this document in an accessible format, please contact:

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