



Multi-Year Accessibility Plan

Message from the Leadership team

At KINKA FAMILY, our mission is rooted in "Serving People Happiness"—a belief that drives everything we do. This guiding principle inspires us to create dining experiences that are not only exceptional but also inclusive and accessible to everyone. As a company, we are committed to ensuring that our philosophy extends to all individuals, regardless of ability, because true happiness can only be served when it is accessible to all.

Accessibility is more than a legal obligation or operational consideration—it reflects our core values: empathy, respect, integrity, and collaboration. It is about creating spaces, services, and experiences that invite everyone to feel welcome, valued, and included. Whether you're a guest enjoying a meal with loved ones, a staff member striving to grow within our company, or a partner contributing to our success, accessibility is essential to our shared journey toward happiness.

Looking ahead, we are proud to introduce KINKA FAMILY's **Multi-Year Accessibility Plan**. This initiative reflects our continued dedication to creating a culture of inclusivity and removing barriers for individuals of all abilities. The plan is anchored by our values of innovation, growth, and accountability, and will include clear goals, measurable outcomes, and a commitment to continuous improvement.

Together, we can ensure that KINKA FAMILY remains a place where everyone feels a sense of belonging, respect, and happiness. Thank you for joining us on this important journey.

Warm regards,

The Kinka Family Leadership team.

KINKA FAMILY, is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

KINKA FAMILY is committed to providing accessible customer service to all stakeholders, including guests with disabilities. We comply with the Accessibility for Ontarians with Disabilities Act (AODA) standards, ensuring that feedback can be submitted through various accessible means (e.g., in person, by phone, email, or social media). Feedback forms and alternative communication methods are available upon request. In cases of service disruptions, KINKA FAMILY provides timely updates through accessible channels, including our website and notices at accessible entrances. Emergency information, maps, and evacuation details are also provided in accessible formats upon request.

Information and Communications

KINKA FAMILY ensures that communication with employees and stakeholders with disabilities is accessible. We provide or arrange for accessible formats and communication supports upon request, consulting with the individual to determine the most effective support method. This includes accessible digital formats, plain language options, and communication aids.

Employment

KINKA FAMILY is dedicated to inclusive employment practices, offering accommodations throughout the recruitment and employment life cycle. Candidates are informed about accommodations during the hiring process, and we make reasonable efforts to meet their needs. Accommodations extend to accessible training materials, performance management, career development, and return-to-work processes, ensuring individuals with disabilities can fully participate in their roles. Individualized emergency response plans are created for employees requiring support during emergencies.

Procurement

As of now, KINKA FAMILY's procurement practices are not directly impacted by accessibility requirements. However, we continuously evaluate our suppliers and partners to ensure they align with our commitment to accessibility and inclusivity.

Self-Service Kiosks

KINKA FAMILY operates self-service kiosks for customer convenience on selected locations. To ensure accessibility, we provide an option for customers who may require assistance with the kiosks. A dedicated staff member is available at the front counter to provide support and assist with accommodations as needed.

Training

We provide accessibility training for all employees, particularly those in guest-facing roles. Training includes best practices for serving guests with disabilities and understanding the AODA requirements. Training materials are available in accessible formats to accommodate employees' needs.

Design of Public Spaces

KINKA FAMILY is committed to ensuring that our physical locations are accessible to all guests. We have implemented step-free entrances, clear signage, and sensory-friendly spaces in our flagship restaurant. These accessibility features are reviewed annually to ensure compliance and effectiveness in creating a welcoming environment for individuals of all abilities.

Section 2. Strategies and Actions

Customer Service

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

Initiatives:

1. Annual Accessibility Training for Staff

- Provide mandatory accessibility training for all new employees upon hire, covering customer service practices for guests with disabilities, including methods of communication and support options.
- *Timeframe:* Ongoing, with a review and refresh every year to update content as necessary.

2. Accessible Feedback Mechanisms

- Ensure feedback can be provided in accessible formats (e.g., online, in-person, email, phone) to accommodate guests with different needs.
- *Timeframe:* Ongoing, with annual reviews to ensure all feedback channels remain accessible and effective.

3. Enhanced Customer Service Practices

- Implement protocols for notifying guests in advance about service disruptions, providing updates on the website and at accessible entrances, with alternative arrangements if necessary.
 - *Timeframe:* Ongoing, updated annually to refine communication methods.
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Information and Communications

KINKA FAMILY is committed to making our information and communications accessible to people with disabilities.

Initiatives:

1. Accessible Formats and Communication Supports

- Provide accessible formats of all digital and printed materials upon request, including large print, braille, audio, and electronic formats.
- *Timeframe:* Ongoing, with response to requests as quickly as possible and a review of available formats each year.

2. Clear Communication Policy

- Train staff on using plain language and inclusive communication techniques when interacting with individuals with disabilities.
 - *Timeframe:* Ongoing, with refresher training annually and updates as required by staff needs.
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Employment

KINKA FAMILY is committed to fair and accessible employment practices.

Initiatives:

1. Inclusive Recruitment and Selection Process

- Provide accommodations during recruitment, including accessible interview locations, application formats, and alternative assessment methods upon request.
- *Timeframe:* Ongoing, with annual reviews of the recruitment process to enhance inclusivity.

2. Individual Accommodation Plans

- Develop individualized accommodation plans for employees with disabilities, detailing support and adjustments to facilitate their full participation in the workplace.
- *Timeframe:* Ongoing, with review and update of each plan annually or as needed.

3. Return-to-Work Program

- Implement a supportive return-to-work program for employees with disabilities returning from leave, ensuring a smooth transition and necessary accommodations.
 - *Timeframe:* Ongoing, reviewed annually to improve processes and support.
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Procurement

KINKA FAMILY is committed to fair and accessible procurement practices.

Initiatives:

1. Supplier Accessibility Review

- Ensure that all new suppliers meet accessibility standards and, where possible, choose suppliers who align with our accessibility values.
- *Timeframe:* Ongoing, with annual reviews of supplier accessibility practices.

2. Accessible Procurement Policy

- Develop and implement a policy that prioritizes accessibility when evaluating new products and services.
 - *Timeframe:* Policy implementation by [specific date, e.g., end of year], with annual updates as needed.
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Training

KINKA FAMILY is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as they apply to people with disabilities.

Initiatives:

1. Mandatory Accessibility Training for All Employees

- Provide initial training for all staff on AODA requirements and the Ontario Human Rights Code, with specific emphasis on interacting with individuals with disabilities.
- *Timeframe:* Provided upon hire and refreshed annually to ensure ongoing compliance and awareness.

2. Role-Specific Accessibility Training

- Develop tailored training for roles that have direct customer interaction or specific responsibilities related to accessibility (e.g., managers, HR staff).
 - *Timeframe:* Training modules to be developed by [specific date, e.g., end of year], with annual updates.
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Design of Public Spaces

KINKA FAMILY will meet accessibility laws when building or making major changes to public spaces.

Initiatives:

1. Accessible Design for New Locations

- Ensure all new restaurant locations are designed in compliance with AODA standards, including accessible entrances, restrooms, and seating.
- *Timeframe:* Ongoing for all new constructions and major renovations.

2. Annual Review of Public Space Accessibility

- Conduct an annual review of existing locations to identify and address any accessibility barriers, making necessary improvements as needed.
 - *Timeframe:* Annually, with improvements implemented as identified.
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Service Disruptions

KINKA FAMILY will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Initiatives:

1. **Service Disruption Communication Plan**

- Develop and implement a communication plan to notify guests of any service disruptions, especially those affecting accessible features, through various channels, including signage and online updates.
- *Timeframe:* Ongoing, with updates made immediately when disruptions occur.

2. **Alternative Accessibility Arrangements During Disruptions**

- Arrange alternative accommodations for guests in the event of a service disruption, such as nearby accessible locations or additional support staff.
- *Timeframe:* To be implemented as needed during service disruptions.

For More Information

For more information on this accessibility plan, please contact at

- **Esly Flores**
- **647-348-8788 ext. 306**
- **hr@kinkafamily.com**

Our accessibility plan is publicly posted at

- **Website and/or Social Media Addresses**

Standard and accessible formats of this document are free on request from

- **Esly Flores**
- **647-348-8788 ext. 306**
- **hr@kinkafamily.com**