



ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

PIZZA NOVA RESTAURANTS LTD is committed to excellence in serving all customers including people with disabilities.

ASSISTIVE DEVICES

We will ensure that Pizza Nova staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are permitted within the areas of our premises that are open to the public.

SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities in our locations, customers with disabilities will not be affected with the exception of the use of the Handicapped Washrooms.

PIZZA NOVA will notify customers promptly should the Handicapped Washrooms not be functioning. This notification will be clearly posted and will include information regarding the reason for the disruption, the anticipated length of time of the disruption, and a description of alternate facilities or services where available.

The notice will be placed on the door of the affected Handicapped Washroom.

TRAINING FOR STAFF

Pizza Nova will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Franchisees
- Managers
- Pizza Makers
- Cashiers
- Contract Delivery Drivers

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TRAINING FOR STAFF CONTINUED

This training will be provided to staff as soon as is possible and in conjunction with in-store training.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the Customer Service Standard.
- Pizza Nova's plan related to the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Pizza Nova's goods and services.
- Staff will also be trained when changes are made to any of the aforementioned plans.

FEEDBACK PROCESS

Customers who wish to provide feedback on the manner in which Pizza Nova provides goods and services to people with disabilities can do so in the following manners:

- **TELEPHONE**
Pizza Nova Customer Care Center
GTA 416.439.0000 or Outside of the GTA (local area code) 310.3300
- **EMAIL**
callcentre@pizzanova.com
- **MAIL**
PIZZA NOVA CUSTOMER SERVICE
2247 Midland Avenue
Toronto, ON
M1P 4R1

All feedback will be directed to the Director of Operations at Pizza Nova

Customers can expect to hear back within 48 hours of receipt of the customer feedback.

Complaints will be addressed according to our organization's regular complaint management procedures.

MODIFICATION TO THIS OR OTHER POLICIES

Any policy of PIZZA NOVA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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