

Multi-Year Accessibility Plan – Ki Modern Japanese

Effective Period: 2026–2030

Last Updated: April 15th, 2026

Statement of Commitment

Ki Modern Japanese is committed to treating all individuals in a way that allows them to maintain dignity and independence. We believe in integration and equal opportunity for our employees, our suppliers, and our valued guests. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and working to remove barriers to accessibility and meeting accessibility requirements under the AODA and its regulations.

Scope

This accessibility plan outlines the steps we will take to prevent and remove barriers to accessibility for people with disabilities over the next five years. It applies to all employees, management, guests, and third-party vendors.

Past Achievements

- Developed and implemented an Accessible Customer Service Policy.
- Provided AODA customer service training to all staff.
- Established a feedback process for accessibility concerns.

Our Accessibility Policies are available on our website. They will be maintained and updated in accordance with applicable legislation. These policies are available in accessible formats upon request.

Training

Ki Modern Japanese will provide AODA and Human Rights Code training to all employees, including new hires. This training will be specific to the role that each employee holds (e.g., guest interactions vs. kitchen staff). A record of training will be maintained. Training will be provided to all new hires as part of the onboarding process. Updates to training materials represents an ongoing commitment for our multiyear plan.

Information and Communications Standards

Feedback Processes

We will work to ensure feedback processes are accessible by providing options for feedback in-person by speaking with our General Manager; by phone call to speak with a member of our management team; by email by contacting humanresources@thecfwgroup.com

Feedback received will be used to inform decision making as we work to remove barriers to accessibility over the next five years. Our commitment and openness to receiving feedback represents an ongoing process of our multiyear accessibility plan.

Accessible Formats and Communication Supports

In 2025, we introduced audio menus to provide menus in accessible format. In addition, our service staff have been trained in accessible guest service. To further our commitment to providing more accessible options, our multiyear plan includes the addition of large font and multi-language options. In 2027 we intent to introduce large format menus. In 2029 we intend to introduce multi-language menus.

Website Accessibility

Ki Modern Japanese + Bar will ensure its website and web content meet WCAG 2.0 Level AA requirements by 2030. In 2026, we will complete a full audit and review all recommendations.

Employment Opportunities

Recruitment

When conducting interviews, we will notify applicants that accommodations are available upon request. Any such accommodations that may be offered will be made by joint discussions with the applicant and Ki Modern Japanese. Training on accessible recruitment practises will also be provided to our management team. Our commitment to accessible recruitment practises represents an ongoing part of our multiyear accessibility plan.

Employee Supports

A successful candidate that requires accommodations will work with the management team and human resources to develop an individualized plan. Our commitment to providing employee accommodations to the point of undue hardship represents an ongoing part of our multiyear accessibility plan.

Return-to-Work Process for Employees Injured in the Workplace.

Ki Modern Japanese works with employees and their healthcare teams to develop return to work plans in accordance with the AODA and WSIB standards. As part of our multiyear plan, more training will be provided to our management teams to formalize and implement our process. We aim to formalize our process by 2027 and train our management teams through 2028.

Restaurant Environment

An annual accessibility audit of the premises will be completed and documented. The below improvements are the result of our 2026 audit:

- Ensure accessible seating is available to the best of our ability. If a guest arrives that requires accessible seating without notifying the restaurant ahead of time and all accessible seating is occupied, every effort will be made to accommodate the guest. This will be an ongoing process over the next five years.
- Improve signage for our entrances and accessible washrooms. This will be completed by 2027.

Monitoring

We are committed to tracking progress and will document completed actions. The plan is monitored by Human Resources, Operations management, and senior management of Ki Modern Japanese + Bar. Progress will be reviewed annually.

Next Full Review: 2030 or whenever legislation is updated; whichever comes first.

Feedback and Contact Information

Feedback regarding accessibility can be provided by email to humanresources@thecfwgroup.com or in person by speaking with the General Manager.

Accessible audible format of this document is available upon request.