
Accessibility Policy – Accessible Customer Service and Integrated Accessibility Standards 2402477 Ontario Inc. o/a DaiLo Effective Date: December 4, 2025 Last Reviewed/Updated: December 4, 2025

Statement of Commitment 2402477 Ontario Inc. o/a DaiLo is committed to meeting the accessibility needs of persons with disabilities in a timely manner, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR).

Scope This policy applies to all employees, volunteers, contractors, and any third parties who interact with the public or other third parties on behalf of DaiLo in Ontario.

Providing Goods, Services or Facilities to Persons with Disabilities We are committed to excellence in serving all customers including people with disabilities. We will carry out our functions and responsibilities in the following areas:

1. **Communication** We will communicate with people with disabilities in ways that take into account their disability (e.g., large print, extra time, plain language).
2. **Assistive Devices** We permit customers to use their own assistive devices when accessing our goods, services or facilities.
3. **Service Animals & Support Persons** Persons with disabilities accompanied by a service animal or support person are welcome on our premises that are open to the public. No fees will be charged for support persons.
4. **Notice of Temporary Disruptions** In the event of a planned or unexpected disruption (e.g., elevator maintenance, power outage), we will notify customers promptly via signage at the restaurant entrance, our website, and social media channels.
5. **Accessible Formats and Communication Supports** Upon request, we will provide or arrange for accessible formats and communication supports in a timely manner and at no extra cost.
6. **Training** All staff and others who deal with the public or develop policies receive training on the AODA Customer Service Standard, the Integrated Accessibility Standards, and the Ontario Human Rights Code as it pertains to persons with disabilities. Training records are maintained.
7. **Employment** We notify employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes and throughout employment.
8. **Information and Communications** We make reasonable efforts to ensure our website and web content published after January 1, 2012 conform as much as practicable to WCAG 2.0 Level AA.
9. **Feedback Process** Feedback about the way DaiLo provides goods and services to people with disabilities is welcomed and appreciated. Feedback may be given in person, by telephone, in writing, or electronically to: Accessibility Coordinator Phone: 647-341-8882 Email: office@dailoto.com Mail: 503 College Street, Toronto, ON M6G 1A5 All feedback will be responded to within 10 business days.
10. **Multi-Year Accessibility Plan** Our current Multi-Year Accessibility Plan is posted on our website at: www.dailoto.com/accessibility-plan

Documents and Requests Copies of this policy, the Multi-Year Accessibility Plan, and related documents are available upon request in accessible formats at no charge.

Questions For questions about this policy or to request accessible formats and communication supports, please contact: Trevor Chen, General Manager Phone: 647-341-8882 Email: office@dailoto.com

Policy Review This policy will be reviewed at least every three years or whenever there are changes to the AODA/IASR.

Approved by: Trevor Chen, General Manager Date: December 4, 2025