

# **Multi-Year Accessibility Plan (2026–2030)**

## **Real Fruit Bubble Tea Inc. (RFBT)**

This Multi-Year Accessibility Plan sets out a phased approach to identifying, preventing, and removing barriers, while addressing both current and future requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Real Fruit Bubble Tea Inc. (RFBT) will provide annual updates on the progress and implementation of this plan, make this information available on our website, and offer it in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

## **1. Statement of Commitment**

Real Fruit Bubble Tea Inc. (“RFBT”) is committed to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner.

RFBT will identify, remove, and prevent barriers to accessibility and meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated standards.

## **2. Purpose of This Plan**

This Multi-Year Accessibility Plan outlines RFBT’s strategy to prevent and remove barriers and to meet current and future requirements under the AODA.

The plan will be:

- Reviewed and updated at least once every five (5) years
- Posted on our website
- Available in accessible formats upon request
- Supported by annual progress updates

## **3. Past Achievements**

RFBT has taken the following steps to improve accessibility:

- Developed and implemented an Accessibility Policy
- Provided AODA and customer service training to employees
- Established an accessibility feedback process
- Allowed service animals in customer areas where permitted by law
- Provided accommodations for employees with disabilities upon request

## **4. Accessibility Standards & Action Plan**

### **4.1 Customer Service**

RFBT will continue to:

- Provide accessible customer service to all individuals
- Ensure staff are trained on accessibility standards and human rights
- Permit support persons and service animals where permitted
- Maintain a feedback process for accessibility concerns

### **4.2 Information and Communications**

**Goal:** Ensure information is accessible to all customers and employees.

**Actions:**

- Provide accessible formats and communication supports upon request
- Notify the public about availability of accessible formats
- Ensure feedback processes are accessible

### **4.3 Accessible Websites and Digital Content**

**Goal:** Have all digital content and website available to everyone equally.

**Actions:**

- Ensure new website content meets accessibility standards
- Continuously review and update digital content for compliance
- Work toward aligning with newer WCAG guidelines where feasible

### **4.4 Employment**

**Goal:** Provide equitable and accessible employment practices.

**Actions:**

- Notify employees and applicants of accommodation availability
- Provide accommodations during recruitment and hiring processes
- Develop individualized accommodation plans
- Provide return-to-work processes for employees with disabilities

### **4.5 Training**

**Goal:** Ensure all staff understand accessibility obligations.

**Actions:**

- Provide AODA training to all employees, including new hires
- Maintain training records
- Provide updated training as policies or laws change

**4.6 Design of Public Spaces**

**Goal:** Meet accessibility requirements when building or modifying spaces.

**Actions:**

- Ensure new or redeveloped locations comply with accessibility standards
- Maintain accessible elements (e.g., entrances, service counters, seating areas where applicable)

**5. Feedback Process and Information**

RFBT welcomes feedback on accessibility. Feedback can be provided through:

1. **Email:** [Accessibility@realfruitbubbletea.com](mailto:Accessibility@realfruitbubbletea.com)
2. **Phone:** (888) 896 1829
3. **Website:** Via the website email feedback form available at [Realfruitbubbletea.com](http://Realfruitbubbletea.com) under the “Contact Us” section located at the bottom
4. **In person:** At all individual locations
5. **Mail:** To the Real Fruit Bubble Tea Inc. Head Office through the address listed above

All feedback will be reviewed and responded to in a timely manner. Accessible formats are available upon request.

| Policies & Procedures                                                                          | Status   |
|------------------------------------------------------------------------------------------------|----------|
| Available to the Public                                                                        | Complete |
| Available in Alternative Formats - upon request                                                | Complete |
| Develop policies that include a clear statement and demonstrate the organization’s commitment. | Complete |

| Accessibility Plan - Multi-Year      | Status   |
|--------------------------------------|----------|
| Development of Accessibility Plan    | Complete |
| Accessibility Plan Posted on Website | Complete |

|                                            |                 |
|--------------------------------------------|-----------------|
| Review progress and update every 5 years   | <b>Ongoing</b>  |
| Provide alternative formats - upon request | <b>Complete</b> |

| <b>Training</b>                                                           | <b>Status</b>   |
|---------------------------------------------------------------------------|-----------------|
| Providing accessibility training for all current staff and new hires      | <b>Ongoing</b>  |
| Maintaining all training records                                          | <b>Ongoing</b>  |
| Update training manuals and policies to reflect accessibility obligations | <b>Complete</b> |

| <b>Feedback Process and Information</b>                               | <b>Status</b>  |
|-----------------------------------------------------------------------|----------------|
| Ensure entire feedback process is accessible through customer service | <b>Ongoing</b> |
| Accessible formats and communications available upon request          | <b>Ongoing</b> |
| Internet website and web content WCAG 2.1 Level A/AA                  | <b>Ongoing</b> |

| <b>Employment</b>                                                                     | <b>Status</b>  |
|---------------------------------------------------------------------------------------|----------------|
| Notify employees and applicants of accommodation availability upon request            | <b>Ongoing</b> |
| Notify applicants of available accommodations during recruitment and hiring processes | <b>Ongoing</b> |
| Develop, document, and provide Individualized Accommodation Plans (IAP) when required | <b>Ongoing</b> |
| Provide individual Workplace Emergency Response Information when required             | <b>Ongoing</b> |
| Provide accessible formats and communication supports available to perform job duties | <b>Ongoing</b> |
| Provide return-to-work processes for employees with disabilities when required        | <b>Ongoing</b> |
| Performance Management and Training & Development accounts for accessibility needs    | <b>Ongoing</b> |

| <b>Design of Public Spaces</b>                                                                   | <b>Status</b>  |
|--------------------------------------------------------------------------------------------------|----------------|
| Incorporate Design of Public Spaces on any newly developed or redeveloped spaces when applicable | <b>Ongoing</b> |