Multi-Year Accessibility Plan

Gateway Casinos & Entertainment Limited's ("Gateway") Multi-Year Accessibility Plan ("Plan") is our strategic roadmap outlining procedures, policies and actions that Gateway will put in place to improve opportunities and prevent and remove barriers for people with disabilities.

Commitment to persons with disabilities

Gateway is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in and strive for integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA").

Gateway Accessibility Strategic Roadmap

In 2005, Ontario enacted the AODA, with the goal that Ontario be an accessible province by 2025. The Integrated Accessibility Standards Regulation (the "IASR") under the AODA requires Gateway to establish, implement, maintain and document a multi-year accessibility plan outlining the organization's strategy to prevent and remove barriers to accessibility and meet its requirements under the IASR. The AODA and IASR provide for accessibility standards in a variety of areas, including:

1. Customer Service Standards
2. Information and Communications Standards
3. Employment Standards
4. Design of Public Spaces Standards

Here is how Gateway applies the IASR standards:

1. **Customer Service Standards –** Gateway is committed to providing goods and services in ways that respect the dignity and independence of people with disabilities.

    - **Kiosks:** Gateway considers accessibility features when procuring or acquiring kiosks and makes appropriate decisions to improve accessibility.
    - **Services Counters:** When constructing new service counters, which includes replacing existing service counters, we will include one counter that accommodates mobility aids. This will be incorporated in our Design of Public Spaces plan.
    - **Digital Displays:** Interactive PlaySmart responsible gambling digital displays are installed. These displays include accessible features such as: touch screens, adjustable volume controls, screen magnification and time-out reminders.
    - **Assisted Devices:** Gateway permits customers with disabilities to use their own personal assistive devices provided the device does not jeopardize or interfere with the integrity of gaming and assets of the organization.
    - **Service Animals:** Gateway welcomes persons with disabilities who are accompanied by a guide dog or service animal in areas that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, other measures to provide services to the person with a disability may be offered.
    - **Disruption in Services:** Gateway makes every reasonable effort to provide notice to customers if services are unavailable. When a disruption occurs suddenly, notice shall conspicuously be posted as soon as possible.
    - **Gateway Assistance Provided:** Gateway may offer a person with a disability other reasonable measures to assist the person in obtaining, using or benefiting from Gateway goods and services. Where Gateway has such measures available, they are documented in policies, practices and procedures.

2. **Information and Communications Standards -** Gateway is committed to making information and communication accessible to persons with disabilities.

    - **Accessible Format and Communication Supports:** Gateway facilities are accessible to customers with disabilities. Wheelchairs, accessible formats and communication supports are available upon request.
    - **Accessible Emergency Information:** Gateway is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.
    - **Feedback:** Gateway ensures processes for receiving feedback are accessible to persons with disabilities by providing accessible formats or communication supports upon request. Customer feedback processes allow for multiple types of communication, such as in person, email, telephone and regular mail.
    - **Accessible Websites and Content:** Gateway has met the Web Content Accessibility Guidelines of WCAG 2.0, Level AA.

3. **Employment Standards –** Gateway is committed to providing an inclusive and barrier free candidate experience and work environment.

    - **Recruitment Processes:** Job postings include a statement that disability-related accommodations are available upon request. Where accommodations are required, we consult with the applicant to provide suitable accommodation.
    - **Training:** Gateway provides training to all Ontario employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. All newly hired employees are required to complete the AODA training within the first 60 days of employment. Gateway's Human Resources Department maintains records of the individuals trained and the dates on which the training was completed. All training materials and resources pertaining to both the Customer Service and IASR are available to all employees on Gateway's Learning Management System. Training is provided on an on-going basis, as deemed necessary, or in connection with changes to Gateway's policies or AODA requirements.
    - **Accommodations:** Gateway has developed an internal process for individual accommodation requests and return-to-work process for employees that have been absent from work. This supports employees with disabilities by implementing processes which allow for individualized plans for each person's accommodation needs. The accessibility needs of employees with disabilities, and individual accommodation plans, are considered when assessing an employee's performance, when providing career development and advancement and when redeploying an employee. When extending offers of employment, offer letters outline the accommodation process and who to contact if specific needs are required.
    - **Information:** All Gateway Ontario employees follow Gateway AODA Accessible Format Document Requests policies and procedures. Gateway provides individualized workplace emergency response information to employees who require such information as a result of a disability, and, with the employee's consent, to the person designated by Gateway to assist the employee. Any individualized workplace emergency response information will be reviewed when: (1) an employee moves to another location; (2) the employee's overall accommodation needs or plans have changed; (3) when the company reviews its general emergency response policies to ensure continued compliance.

4. **Design of Public Spaces Standards** - Gateway ensures all new construction or redevelopment of areas, facilities or structures meet the requirements set out in the IASR, including technical requirements relating to service counters, washrooms, queuing guides and waiting areas. Gateway has procedures in place for dealing with preventative and emergency maintenance of accessible elements in public spaces and when dealing with temporary disruptions when accessible elements are not in working order. To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a

conspicuous place on Gateway's premises, website and/or such other method as is reasonable under the circumstances.

For more information

For more information on this Multi-Year Accessibility Plan, please contact Gateway Customer Support Line:

- Phone: 1-604-412-0166
- Webpage: www.gatewaycasinos.com, Contact Us>Policies>Accessibility section
- Email: info@gatewaycasinos.ca

Alternative accessible formats of this document can be made available upon request to Gateway Casinos & Entertainment Limited Casinos' Guest Services department.