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|  <p><b>Policy Title:</b></p> | <p><b>Accessibility for Ontarians with Disabilities Act Policy &amp; Multi-Year Plan</b></p>                 |
| <p><b>Last Revised:</b></p>   | <p>August 2025</p>   |
| <p><b>Policy Owner:</b></p>   | <p>People Experience</p>   |
| <p><b>Scope:</b></p>  | <p>Applies to all Ontario employees, visitors, and guests at Chipotle's Ontario restaurants and offices.</p> |

## Purpose and Scope

The purpose of this Accessibility for Ontarians with Disabilities Act (“AODA”) Policy and Multi-Year Plan (the “Plan”) is to outline the commitment of Chipotle Mexican Grill to improving accessibility for our visitors, guests, and employees, and our strategy to identify, prevent, and remove barriers to accessibility for persons with disabilities.

This Plan has been developed in accordance with the Accessibility Standard for Customer Service, Ontario Regulation 429/07 (the “Customer Service Standards”) and the Integrated Accessibility Standards, Ontario Regulation 191/11 (the “IASR”) made pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and other comparable legislation.

## Statement of Commitment

Chipotle Mexican Grill is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the accessibility needs of people with disabilities in a timely manner, and will do so by identifying, preventing, and removing barriers to accessibility, and by meeting the accessibility requirements under the AODA.

## General Requirements

### 1) Establishment of Accessibility Policies and Plans

Chipotle Mexican Grill will update this Plan at least every five (5) years to reflect progress and will consult with customers, employees, and other stakeholders in the development and implementation of this Plan.

Chipotle Mexican Grill has also established a Customer Service Accessibility Standard as part of

this Plan, and an Employee Accommodation and Return to Work Policy. All policies will be available to persons to whom they apply upon request in an accessible format.

## **2) Training**

Chipotle Mexican Grill will provide accessibility training on an ongoing basis to all new hires, employees, and stakeholders who participate in developing the Plan, practices and procedures. Training will include the following:

- An overview of Ontario's accessibility laws, including the AODA, the Customer Service Standards, the IASR and the Ontario *Human Rights Code* as it pertains to individuals with disabilities;
- 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 support person;
- What to do if a person with a disability is having difficulty in accessing Chipotle Mexican Grill's goods and services, including what to do if a person is having difficulty accessing our service counters
- How to use equipment on business premises or otherwise that may help with the provision of goods or services to people with disabilities.
- The Company's policies, practices, and procedures relating to the AODA and its Regulations.

Training will be provided in a way that best suits the needs of employees and other staff.

Chipotle Mexican Grill will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Assess duties and specific training needs of Ontario employees;
- Deliver training modules for all Ontario employees in accordance with the AODA's customer service standard (the "Customer Service Training");
- Deliver training modules on the accessibility requirements under the AODA, IASR and the Ontario Human Rights Code (the "IASR Training") to appropriate employees;
- Conduct the Customer Service Training and IASR Training with new hires and employees and when changes are made to Chipotle's accessibility policies, practices and procedures; and
- Determine an appropriate mechanism for managing and tracking completion of training by

Ontario employees.

## **Customer Service Standard**

### **1) Purpose**

In accordance with this Plan, reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunities to obtain, use and benefit from Chipotle Mexican Grill's goods and services;
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit. The alternative measure may be temporary or permanent;
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account; and
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Chipotle Mexican Grill's goods and services, unless superseded by other legislation.

### **2) Providing Goods and Services to People with Disabilities**

**Assistive Devices:** Chipotle Mexican Grill permits assistive devices on our premises that may be required by persons with disabilities while accessing our goods and services. We will ensure that our staff are trained and familiar with common assistive devices that may be used by individuals with disabilities while accessing our goods, services, or facilities.

**Service Animals:** Chipotle Mexican Grill welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless excluded by law from the restaurants.

**Accessible Formats and Communication Supports:** Chipotle Mexican Grill is committed to meeting the communication needs of people with disabilities. When requested, Chipotle Mexican Grill will provide our accessibility policies and other information and communications materials in accessible formats or with communication supports in a timely manner and at no additional cost to the individual. This includes publicly available information about our goods, services, and facilities, as well as publicly available emergency information. Chipotle Mexican Grill will consult with people with disabilities to determine their information and communication needs.

**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:** Chipotle Mexican Grill will give notice of temporary disruptions to any of its services or facilities that may be used by persons with disabilities, including the reason(s) for the disruption and expected duration. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be clearly placed at the main entrances of our facilities, as well as in the location where the disruption is taking place. In the event of an unexpected disruption to services or facilities for customers with disabilities, Chipotle Mexican Grill will notify customers promptly.

**Preventative and Emergency Maintenance:** Chipotle will conduct all necessary and preventative emergency maintenance to the accessible elements in public spaces as needed, to ensure compliance with applicable legal standards.

## **Information and Communications Standard**

### **1) Feedback Process**

Individuals who wish to provide feedback on the way Chipotle Mexican Grill provides goods and services to people with disabilities may do so in person, or by email as follows:

Email: [Adaaccommodations@chipotle.com](mailto:Adaaccommodations@chipotle.com)

Feedback forms will be made available in accessible formats upon request. As needed, Chipotle Mexican Grill will consult with the person making the request or providing the feedback regarding the suitability of feedback mechanisms available and will provide alternative formats or communication supports for customers to provide feedback.

Chipotle will endeavor to respond to all feedback provided by guests.

Employees may speak to their immediate manager or the Respectful Workplace Hotline team (RWH).

### **2) Accessible Formats and Communication Supports**

Chipotle Mexican Grill is committed to meeting the communication needs of people with disabilities. When requested, Chipotle Mexican Grill will provide publicly available information and communications materials in accessible formats or with communication supports in a timely

manner and at no additional cost to the individual. This includes publicly available information about our goods, services, and facilities, as well as publicly available emergency information.

Chipotle Mexican Grill will consult with people with disabilities to determine their information and communication needs.

Chipotle Mexican Grill will take the following steps to make sure all publicly available information is made accessible upon request, as necessary:

- Review accessible formats and communication supports currently available at Chipotle Mexican Grill;
- Review the current process in place for requesting accessible formats and communication supports;
- As needed and where practical, update the current process for requesting accessible formats and communication supports;
- Develop a process for responding to, approving, or declining a request; and
- Where practical, incorporate language in marketing materials and on Chipotle's external website to advise that, in accordance with AODA, accessible formats or communication supports may be made available on request.

### **Accessible Websites and Web Content**

Chipotle Mexican Grill strives to ensure that our online content is easily accessible for all customers and employees.

Where practicable, Chipotle Mexican Grill will ensure that any new websites and content on any new websites conform with level A and level AA of the Web Content Accessibility Guidelines (WCAG) version 2.0 as recommended by the World Wide Web Consortium (W3C), in accordance with the AODA.

Chipotle will take the following steps to make all websites and content conform with WCAG 2.0, Level AA, as required by the AODA:

- Ensure IT and Marketing are aware of the IASR requirements with respect to accessible websites and web content;
- Ensure IT and Marketing conduct an assessment of current web functionality and take the necessary steps to ensure compliance and adequate accessibility features are in place.

## **Employment**

Chipotle Mexican Grill is committed to fair and equitable employment practices. In accordance with this commitment, Chipotle Mexican Grill will take steps to identify existing barriers to accessibility and solicit employee feedback on how to minimize and eliminate those barriers.

### **1) Recruitment, Assessment and Selection Process**

Chipotle Mexican Grill will follow steps to notify its employees, the public and job applicants that Chipotle Mexican Grill will accommodate individuals with disabilities during the recruitment, assessment, and selection process.

### **2) Informing Employees of Accessible Formats and Communication Supports**

Chipotle Mexican Grill will follow steps to notify successful applicants and employees of our policies for accommodating employees with disabilities:

- Notify employee of its workplace supports and accommodation policies by posting a notice on its internal intranet website for Ontario.

### **3) Performance Management, Career Development and Advancement**

Chipotle Mexican Grill will take steps to ensure the accessibility needs of employees with disabilities are taken into account if Chipotle Mexican Grill is using performance management, career development and/or redeployment processes:

- Assess current performance review, career development and/or redeployment processes to ensure accessibility features are incorporated and accessibility needs are considered;
- Review any individualized accommodation plans when performing assessments of performance, managing career development or redeploying employees;
- Ensure promotion criteria, practices, and processes take into account individualized accommodation plans; and
- Ensure equal opportunities for employees with disabilities to undertake professional development, such as attending courses or seminars.

### **4) Individual Accommodation and Return to Work Processes**

Chipotle Mexican Grill has developed a process for developing individual accommodation plans for employees with disabilities. This process is documented in the Employee Accommodation and

Return to Work Policy. The process for developing individualized accommodation plans has been developed in accordance with the requirements of the AODA and applicable human rights legislation.

Chipotle Mexican Grill has developed a return to work process for its employees who have been absent from work due to a disability. This process is documented in the Chipotle Reasonable Accommodation Policy. The process has been developed in accordance with the requirements of the AODA and applicable human rights legislation.

## **5) Workplace Emergency Response Information**

Chipotle Mexican Grill will provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. If you would like to request an accommodation, please contact your immediate manager or the Respectful Workplace Hotline team (RWH).

Chipotle Mexican Grill will take the following steps to ensure individualized workplace emergency response plans are in place:

- Communicate to all employees regarding the availability of individualized emergency response information;
- Develop and implement a process for consulting with employees to determine accommodation needs;
- Where accommodation needs are identified, work with employees requiring accommodation to develop an individualized workplace emergency response plan;
- Ensure consent is obtained from the employee to share information with those designated to provide assistance to the employee in the event of an emergency;
- Review the individualized workplace emergency response plan and information when the employee moves to a different location in Chipotle Mexican Grill, when the employee's accommodation needs or plans are reviewed, and when Chipotle Mexican Grill reviews its general emergency response policies.

## **Design of Public Spaces**

Chipotle Mexican Grill will meet the Accessibility Standards for the Design of Public Spaces when building new public spaces or making major modifications to current public spaces, where applicable. If a person with disabilities has difficulty accessing our public spaces, Chipotle Mexican Grill is committed to working with the impacted person in accordance with the Customer Service Standard to ensure the person nonetheless has equal opportunity to obtain, use, and benefit from Chipotle Mexican Grill's goods and services.

### **Modification to This or Other Policies**

Chipotle Mexican Grill is committed to developing accessibility policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this Accessibility Policy before considering the impact on persons with disabilities.

Any policy of Chipotle Mexican Grill that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

For more information about Chipotle Mexican Grill's Accessibility Policy and Plan, please contact: [Adaaccommodations@chipotle.com](mailto:Adaaccommodations@chipotle.com)

Chipotle Mexican Grill posts this Accessibility Policy and Plan on its website.