Accessibility Policy for Customer Service (AODA)

Last Updated: Oct 2, 2026

Our commitment

Frictionless Retail Associates Inc. is committed to providing goods and services to people with disabilities with the same dignity, independence, integration and equal opportunity as all other customers. This policy sets out how we meet the Customer Service Standard under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11).

We will remove and prevent barriers where we can, and where a barrier remains, we will provide another way for customers to get what they need.

Scope

This policy applies to Frictionless Retail Associates Inc. operations in Ontario. It covers every way we serve the public in Ontario:

- Staffed locations, offices and service counters
- Unattended locations, including micromarkets, smart coolers, vending machines and frictionless (cashierless) stores
- Email, web, app and payment support channels

It applies to employees, contractors, route drivers, and anyone else who provides goods or services on our behalf, including staff at host sites where they assist customers with our locations.

Providing goods and services

Assistive devices. Customers may use their own assistive devices (for example wheelchairs, walkers, reachers, screen readers or hearing aids) to access our goods and services. Where we provide an assistive device, such as a call button or help line, we keep it in working order.

Service animals. Customers may bring a service animal into any area of our premises open to the public, unless the animal is excluded by law. If an animal is excluded, we will offer another way to obtain our goods or services. Where it is not obvious that an animal is a service animal, we may ask for documentation from a regulated health professional as permitted under the regulation.

Support persons. A customer with a disability may be accompanied by a support person and will have access to that person at all times on our premises. We do not charge admission fees at our locations. If that ever changes, we will give advance notice of any fee for a support person.

Unattended and self-serve locations

Many of our locations have no staff on site. At these locations, we provide help in other ways so that no customer is left without a way to get what they need.

Getting help. Every unattended location will displays a customer service sticker, sign, or decal on or nearby the unit with service helpdesk website and/or a QR code. Help is available by text, so customers who are deaf, hard of hearing or non-speaking can reach us. Where a host site has agreed to assist, the sticker also says where to ask on site.

Items out of reach. We place at least one facing of as many products as practical within accessible reach. If a customer cannot reach an item, they can contact us and we will:

1. Arrange for host-site staff to retrieve it, where available, or
2. Set the item aside or deliver it on the next service visit, or
3. Offer a comparable substitute or a credit, at the customer's choice.

Frictionless and camera-based stores. A support person or helper may pick items for a customer. If an item is charged to the wrong person as a result, we will correct the charge on request at no cost.

Self-service kiosks and equipment. When we design, buy or acquire self-service kiosks, smart coolers, vending machines and payment terminals, we consider accessibility, including reach height, ease of operation and non-visual access.

Communication and accessible formats

We communicate with people with disabilities in ways that take their disability into account. On request, we will provide this policy and any related document in an accessible format or with communication supports (such as large print, plain text or a screen-reader-friendly file), in a timely way and at no extra cost. We will consult the person to choose a suitable format.

Notice of temporary disruptions

If a facility or service that people with disabilities rely on is temporarily unavailable, such as an accessible entrance, a reachable kiosk or payment terminal, a cooler door, or the help line, we will post a notice at the location and, where practical, on our website or app. The notice will state the reason, how long the disruption is expected to last, and any alternative available.

Training

Everyone who deals with the public on our behalf, or who helps develop our policies, receives accessible customer service training as soon as practical after starting and whenever this policy changes. This includes route drivers, support and help-line staff, and field technicians. Training covers:

- The purpose of the AODA and the Customer Service Standard
- The *Ontario Human Rights Code* as it relates to people with disabilities
- How to interact and communicate with people with various types of disabilities
- How to help people who use assistive devices, service animals or support persons
- How to handle help requests from unattended locations, including retrieving items, credits and charge corrections
- How to use our help channels and any accessibility features on our equipment
- What to do if someone is having difficulty accessing our goods or services

Feedback

We welcome feedback on how we provide accessible customer service. Feedback can be given online via our support center at https://support.epicretail.ai/.

Feedback can be anonymous. We will acknowledge feedback within two business days and respond to anyone who asks for a reply, in an accessible format if requested, explaining any action taken. Feedback is reviewed and used to improve our locations and processes.

Availability, review and contact

This policy is available to the public on our website and on request, in an accessible format if needed. No policy will be changed in a way that conflicts with our commitment to accessible customer service. We review this policy at least every two years and whenever our operations or the law change.

Questions about this policy can be directed to accessibility-compliance@epicretail.ai.