



Real Fruit®
bubble tea



ACCESSIBILITY POLICY UPDATED: MARCH 2026

RFBT Accessibility Policy

1. Purpose

Real Fruit Bubble Tea Inc. (“RFBT”) is committed to identifying, removing, and preventing barriers for persons with disabilities and to meeting the requirements of the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and its applicable standards including the **Integrated Accessibility Standards Regulation (IASR)** and the **Web Content Accessibility Guidelines (WCAG) 2.0 Level AA** as well as any other accessibility-related obligations under the Ontario Human Rights Code.

RFBT is committed to providing its goods, services, facilities, workplace, and employment practices in a way that respects the dignity and independence of persons with disabilities.

While this policy is developed in accordance with Ontario’s accessibility legislation and standards, it represents RFBT’s overarching commitment to accessibility across all of its operations. This policy serves as the Company’s official accessibility policy and is intended to guide accessibility practices and principles throughout the organization, both within and beyond Ontario.

2. Scope

This policy applies to all RFBT employees, applicants for employment, customers, visitors, contractors and other individuals who interact with RFBT in Ontario.

3. Statement of Commitment

RFBT is committed to providing an accessible and inclusive environment for persons with disabilities in a timely manner. RFBT will work toward meeting accessibility needs in a manner that respects dignity, independence, integration and equal opportunity.

RFBT is also committed to:

- Preventing and removing barriers to accessibility;
- Providing accessible formats and communication supports upon request, where required;
- Supporting accessible employment practices;
- Providing accessibility training as required by law; and making this policy available to employees and the public.

DEFINITIONS

Accessibility: means giving persons with disabilities equal access to RFBT’s goods, services, facilities, workplace and employment opportunities in a way that respects dignity, independence, integration and equal opportunity.

Disability: means a broad range and degree of conditions. For the purposes of this policy, it includes any degree of physical, development, learning, mental health, sensory, visible, non-visible, and episodic

disabilities. As well as any injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Barrier: A barrier is anything that makes it harder for a person with a disability to fully access goods, services, information, communication, employment or facilities. Barriers may be physical, architectural, technological, attitudinal, communication-related, or procedural.

Accommodation: Accommodation means reasonable steps taken to meet the accessibility-related needs of a person with a disability so they can fully participate in services, employment or workplace processes.

Service Animal: A service animal is used by a person with a disability for reasons related to their disability. Service animals are permitted in areas open to the public unless otherwise excluded by law.

Support Persons: A support person is an individual who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Guest Services Accessibility Policy

4. Accessible Customer Service

RFBT is committed to serving all customers, including persons with disabilities, in a manner that respects their dignity and independence. RFBT will make reasonable efforts to ensure that persons with disabilities have an equal opportunity to obtain, use, and benefit from the goods and services provided by the Company.

RFBT will provide accessible customer service by:

- Communicating with persons with disabilities in ways that take their disability into account;
- Allowing persons with disabilities to use their own assistive devices, where appropriate;
- Welcoming service animals in areas open to the public
- Welcoming support persons who accompany persons with disabilities;
- providing notice of temporary disruptions to facilities or services used by persons with disabilities, where applicable; and
- receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities.

5. Service Animals and Support Persons

RFBT welcomes persons with disabilities who are accompanied by a service animal or a support person. RFBT is committed to ensuring that individuals with disabilities are permitted to access its premises, goods and services with the assistance they require, in a manner that respects their dignity, independence and equal opportunity.

Service animals are permitted in areas of the premises that are open to the public, unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

RFBT welcomes persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be permitted to enter the premises with their support person and will not be prevented from having access to that support person while on the premises.

Where confidentiality, health or safety issues arise, RFBT will work with the individual and support person to determine an appropriate approach.

- RFBT permits individuals with disabilities to be accompanied by their service animal or support person in areas open to the public, unless otherwise excluded by law and except where food is being prepared or where the animal may be at risk.
 - Other types of service animals are not permitted in food service areas in accordance with the Health Protection and Promotion Act, Ontario Regulation 562, Section 60.
- Where a guide dog, service animal, or service dog is excluded by law, RFBT will make reasonable efforts to provide alternative methods to ensure the individual with a disability can access its services. This may include:
 - securing the animal in a safe location
 - offering assistance from an employee and/or providing alternative service methods when standard service counters or kiosks are not accessible
 - Assisting with ordering, payment or product pickup upon request.

Staff will not interact with a service animal without the permission of the owner or handler, unless required for safety or emergency purposes.

Managers are trained to address and resolve potential conflicts of rights (e.g., where an employee has allergies to animals or a related phobia) by working toward a reasonable and respectful solution for all parties involved.

6. Service Counters and Alternative Accessible Service Measures

RFBT recognizes that some existing service counters may not fully accommodate all customers who use wheelchairs, scooters, walker, or other mobility aids. Where an existing service counter does not meet the accessible design requirements, RFBT will provide alternative service measures so that customers with disabilities can still access goods and services in a manner that respects dignity, independence, integration and equal opportunity. This section is intended to support accessible customer service while physical improvements are accessed and implemented.

Customers with disabilities who experience difficulty using an existing service counter will be offered reasonable alternative methods of service, which may include:

- Assistance with placing an order at the front counter, self-service kiosk, or by mobile ordering;
- Assistance from an employee to complete an order where reaching, viewing, speaking, tapping or entering payment information at the counter is difficult;
- Repositioning of the debit or credit terminal, including the use of a payment terminal extender where available, so the customer can more easily access the machine;
- Allowing a wheelchair or other mobility aid to approach from the side where this provides a better access to the terminal or point of service;
- Verbal assistance with menu options, order confirmation, pricing payment steps and pickup instructions
- Assistance with product pickup where needed, including bring the completed order to an agreed accessible location in the store;
- Another reasonable method of service where the usual counter setup creates a barrier

RFBT will provide these alternative service measures promptly and respectfully, and respectfully, and only the extent requested or accepted by the customer.

Effective **August 2026**, Real Fruit Bubble Tea (RFBT) is committed to ensuring that all customer service counters at its locations comply with the accessibility requirements set out under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and all other applicable legislation and regulations.

7. Notice of Temporary Disruptions

If there is a planned or unexpected disruption to services, facilities or areas commonly used by persons with disabilities, RFBT will provide notice of the disruption as soon as reasonably possible.

8. Feedback Process

RFBT welcomes feedback on accessibility and the manner in which it provides goods, services, and employment-related support to persons with disabilities. Individuals who wish to report an accessibility issue, provide feedback, request assistance, or request accessible formats or communication supports may contact the Company using the contact information provided on the website.

Accessibility-related inquiries may be directed to Real Fruit Bubble Tea Inc. Customer Support through the following channels:

Phone: (888) 896 1829

Email: Accessibility@realfruitbubbletea.com

Address: 80 Bentley St. Markham, ON L3R 3L2, Canada

RFBT will make reasonable efforts to respond to accessibility-related feedback and requests in a timely manner and in a way that takes the individual's accessibility needs into account.

9. Accessible Formats and Communication Supports

Upon request, RFBT will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and in a way that takes into account the person's accessibility needs due to disability.

RFBT will consult with the person making the request to determine the suitability of an accessible format or communication support.

RFBT will also notify employees, applicants, and the public, as applicable, that accessible formats and communication supports are available upon request.

Employee Accessibility Policy

10. Employment Accessibility

RFBT is committed to fair, inclusive and accessible employment practices. Accommodation is available for applicants with disabilities throughout the recruitment, assessment, and selection process.

If an applicant requests accommodation, the Company will work with the applicant to provide or arrange for suitable accommodation that takes the applicant's accessibility needs into account.

Informing Employees of Supports

RFBT will inform employees of its policies used to support employees with disabilities, including policies on the provision of workplace accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after they begin employment, and will be provided to all employees whenever there is a material change to such policies.

11. Training

RFBT will provide accessibility training as required by law to employees, managers, leaders, the Human Resources team, and any other persons who provide services on behalf of the Company, as applicable. Accessibility-related information, policies and training materials will be made available to employees through the Company's internal resources. RFBT may maintain records of training completion, including dates and confirmations of completion, in accordance with its internal compliance and record-keeping practices.

12. Workplace Emergency Response Information

Where RFBT is aware that an employee has a disability and individualized workplace emergency response information is required, RFBT will provide such information to the employee as soon as practicable.

With the employee's consent, RFBT may provide this information to a person designated to assist the employee in the event of an emergency.

RFBT will review individualized workplace emergency response information when the employee moves to a different location, when the employee's accommodation needs are reviewed, and when RFBT reviews its general emergency response policies.

13. Service Counters

Employee Responsibilities

When a customer appears to have difficulty accessing the service counter or requests assistance, employees will:

- Respond promptly and respectfully;
- Ask the customer what type of assistance would be most helpful rather than making assumptions;
- Advise the customer of available accessible service options, including kiosk ordering, mobile ordering, payment assistance or employee-assisted ordering;
- Repositioning the payment terminal or use a debit or credit machine extender where available;
- Permit alternative positioning, including side access to the terminal or service area, where safe and operationally feasible;
- Assist with reading menu items, taking the order, entering the order, explaining options and confirming the total when requested;
- Assist with payment and product pickup when requested;
- Communicate clearly and directly with the customer, including when a support person is present;
- Respect the customer's dignity, privacy, independence and pace throughout the interaction;
- Refer the matter to a manager if the barrier cannot be resolved immediately or if additional support is required

Manager Responsibilities:

Managers will:

- Ensure employees are trained on accessible customer service and on the alternative service measures available at the location;
- Ensure that payment terminals, extenders, kiosks and mobile order processes are used in a way that supports accessibility where possible;
- Address recurring barriers or complaints related to service counters
- Support customers and employees in finding a reasonable and respectful solution when accessibility concerns arise.

RFBT will review accessibility concerns related to service counters as part of its ongoing accessibility planning and barrier-removal efforts. Where service counters are newly constructed or replaced, RFBT will seek to meet the applicable requirements of Section 80.41 of the Integrated Accessibility Standards Regulation under Ontario Regulation 191/11.

General Accessibility

Multi-Year Accessibility Plan

When required by law, RFBT will establish, maintain and review a multi-year accessibility plan outlining its strategy to prevent and remove barriers and to meet its requirements under the AODA.

Where applicable, the plan will be reviewed and updated at least once every five years and will be made available in an accessible format upon request.

Availability of Policy

This policy will be made available to employees and, where applicable, to the public through the Company's designated policy or registration page.

Accessible formats of this policy will be made available upon request.

14. Questions or Requests

Requests for accommodation, accessible formats, communication supports, or accessibility-related feedback may be directed to:

Accessibility@Realfruitbubbletea.com
80 Bentley St. Markham, ON L3R 3L2