



## Customer Service Accessibility Policy

### Introduction

This policy formalizes the commitment of Dollarama L.P. (“Dollarama”) to make our premises accessible for everyone, and outlines the steps that Dollarama will take to address barriers and improve opportunities for people with disabilities through compliance with the Accessibility Standard for Customer Service Regulation.

Dollarama’s policies and practices reflect the principles of dignity and independence, equal opportunity, and respect.

### Dollarama’s Principles

- Associates must communicate with customers in ways that take the persons disabilities into account.
- Customers are permitted to use their own assistive devices to obtain, use or benefit from Dollarama’s goods and/or services. It is the responsibility of the person to ensure that their assistive device is operated in a safe and controlled manner at all times.
- Welcome people with service animals.
- Where a person is accompanied by a support person, Dollarama associates must work with both the person with a disability and the support person to ensure equal access to goods and services.
- Maintain accessibility features to ensure barrier-free access to our premises.
- Dollarama must provide notice to the public of any disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities that are available.
- Invite customers to provide feedback.
- Provide appropriate training to the staff members to address any barriers for customers to obtain equal opportunity.

### Education and Awareness

#### 1. Communication

Dollarama employees must facilitate communication with all customers. To meet the communication needs of our customers, we offer to communicate in different ways, such as writing things down, reading things out loud, speak precisely and respectfully.

## **2. Assistive Devices**

Dollarama makes efforts to accommodate, to the extent possible, the use of assistive devices when customers are accessing our goods, services or facilities. Persons with disabilities may use their own assistive device when accessing services and goods provided by Dollarama. Employees are trained to provide the best accommodation possible while avoiding the following:

- We do not touch or handle a customer's assistive device without permission
- We do not move an assistive device out of a customer's reach
- We do not lean over a customer using an assistive device

## **3. Service Animals**

Dollarama welcomes service animals on its premises. We ensure employees understand that:

- A service animal is a working animal used to assist people with disabilities
- Service animals are always permitted in our in Dollarama stores, and at no time should they be refused
- If unsure whether an animal is a pet or a service animal, we may enquire about the presence of the animal
- We do not enquire about the disability

## **4. Support Persons**

We welcome support persons, and we understand that they assist a person with a disability with communicating, mobility, personal care, or medical needs. Support persons are always welcome at Dollarama, when assisting a customer with a support person, we address the customer directly, unless instructed otherwise.

## **5. Maintain Accessibility Features**

Dollarama will ensure that any accessibility features including automatic doors or elevators are working properly and aisles are easily accessible and free of debris.

## **6. Notice of Disruption in Services**

Dollarama will provide notice, as soon as possible, regarding any planned or unplanned disruption in the facilities or services usually used by people with disabilities. The notice of disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Notice of disruptions in service will be posted in writing in all entrances and at the point of disruption.

## **Feedback Process**

Dollarama welcomes feedback about how it provides goods or services to a person with disabilities.

Members of the public may provide feedback in the manner deemed most convenient to them, including in writing or by email or another electronic format.

Dollarama must acknowledge all feedback received and advise the person providing the feedback of any actions taken by the Company in response to the feedback.

**For More Information:**

For more information on this customer service policy, please contact the Customer Service Department.

Accessible formats of this policy are available free upon request.

Mail: Customer Service  
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Montreal, QC H4P 0A1

Email: [client@dollarama.com](mailto:client@dollarama.com)

Telephone: 1-888 365-4266.