



## **Accessibility Plan Pursuant To The Accessibility For Ontarians With Disabilities Act, 2005**

This Accessibility Plan for Instacart outlines the policies, practices and action that Instacart will implement in its Ontario operations over a multi-year period (the “Plan”) to improve accessibility for individuals with disabilities. The Plan also incorporates and references Instacart’s existing accessibility policies and practices in an effort to streamline the Company’s efforts in achieving its accessibility goals, and to comply with all applicable laws.

### **1. Statement of Commitment**

Instacart is committed to ensuring that we provide services to our clients and client representatives with disabilities in an accessible manner and in a way that respects the dignity and independence of those individuals. The Company’s commitment to ensuring accessible service is part of our overall objectives of providing excellent client service and promoting diversity. We are committed to meeting the needs of all individuals with disabilities in a timely manner and will identify and remove barriers to accessibility in the Company’s operations and services. We believe in integration and equal opportunity. We are committed to ensuring compliance with the accessibility requirements contained in the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations (“AODA”).

The Human Resources team at Instacart will be responsible for ensuring that the Company implements the obligations contained in this Plan in accordance with this Statement of Commitment.

### **2. Customer Service**

Instacart’s operations in Ontario are limited such that it only employs individuals in support of the Instacart Corporate business. No customer service functions are performed in Ontario.

However, Instacart remains committed to promoting accessibility within our organization and our customer service operations.

### **3. Accessible Emergency Information**

Instacart is committed to providing employees with disabilities with individualized emergency response information where necessary, in accordance with AODA. Instacart takes steps to determine whether employees require individualized emergency response information as part of our on-boarding process for new employees and our continuing occupational health and safety planning.

### **4. Training**

Instacart provides the training required by the Accessibility Standards for Customer Service under AODA and will continue to provide updated training to new staff as required.



Instacart will ensure that training is provided to employees, volunteers and other staff (including all persons who participate in the development of our policies regarding AODA and the Ontario *Human Rights Code* as it pertains to individuals with disabilities as required by AODA. This training has been offered through an on-demand, online learning format that will allow us to track completion of the training program.

#### **5. Self-service kiosks**

Upon review of our operations, Instacart does not maintain kiosks. However, to the extent that kiosks are operated in the future, Instacart will consider accessibility issues at that time.

#### **6. Information and communications**

Instacart is committed to meeting the communication needs of individuals with disabilities. Instacart will, in consultation with individuals, provide information and communication in an accessible format in a timely manner. Such information and communications will be provided at no cost or a cost that is no more than any regular cost. Instacart will continue to develop practices to ensure it can make information available to individuals with disabilities upon request.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

#### **7. Employment**

Instacart is committed to accessible employment practice and to removing barriers that prevent or hinder the recruitment, retention and career development of individuals with disabilities. We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We take the following steps to ensure compliance with AODA:

- Notify our employees, potential candidates and the public (including via our careers website) that Instacart accommodates people with disabilities as required by law, at all times during the recruitment and selection process and during the course of employment including making information available in accessible formats;
- Our People team and leadership teams at Instacart will be trained with respect to accommodations for persons with disabilities to ensure the needs of employees with disabilities are considered in performance management and career development processes and strategies;
- Instacart is committed to partnering in the development of individual accommodation and return-to-work plans when appropriate.

#### **8. Design of Public Spaces**



Instacart does not own or control the Toronto location where it runs its Ontario operations. However, to the extent applicable, Instacart will meet AODA accessibility obligations in respect of the design of public spaces such as reception and waiting areas.

### **9. Changes to the Plan**

Instacart is committed to reviewing and updating the plan at least every five years. At time of revision, information regarding any new accessibility policies and practices will be adopted in accordance with the Plan or otherwise included in the revised Plan.

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For any additional information regarding the Plan, please contact [HR@instacart.com](mailto:HR@instacart.com).