



The Access
Coalition
Creating More Inclusive
Retail Spaces

The Access Coalition's

Inclusive Spaces Framework Checklist

Creating truly inclusive retail spaces begins with the recognition that accessibility is both a civil rights obligation under the Americans with Disabilities Act (ADA) and a design opportunity. The Inclusive Spaces Framework Checklist (“checklist”) is a practical tool to help retailers, small businesses, and other community spaces move from idea to implementation with actionable steps that teams can evaluate, test, and adopt across functional areas and store formats. Leveraging inclusive design methodology, the checklist helps to create spaces in which every customer and employee, including those with disabilities, can navigate and participate in the full experience.

This tool is grounded in a core truth: the Americans with Disabilities Act (ADA) is the floor—not the ceiling. ADA compliance is a federal civil rights requirement and represents the minimum standard for accessibility in the built environment. Compliance is not optional, and spaces must meet compliance standards prior to using this checklist. The checklist cannot be reasonably used until the entirety of the spaces being assessed meet ADA requirements. Only once compliance is confirmed can teams move confidently into identifying opportunities to exceed the minimum, remove remaining barriers, and improve both customer and employee experiences.

Building from this baseline, the checklist introduces a tiered approach that supports continuous improvement. The Inclusive Spaces Framework defines three tiers: A, AA, and AAA. The following is a brief overview of the tiers. A detailed description of the tiers is included in this document.

A Good, spaces that meet all ADA requirements and exceed them in some areas.

AA Better, spaces exceed ADA in most areas and ensure that essential functions are accessible as built or have a clear alternate mode.

AAA Best, spaces exceed ADA throughout, ensuring that all essential functions are accessible without prior planning and that customers and employees have full choice and independence across the environment.

These tiers recognize progress rather than perfection. They allow teams to start where they are, improve over time, and align investment decisions with organizational priorities. They also acknowledge what the Access Coalition emphasizes: inclusive design is an ongoing practice, not a one-time retrofit. As fixtures change, technology evolves, and customer

expectations shift, accessibility must be revisited, evaluated, and refined. Regular feedback loops, store walk-throughs and roll-throughs, and customer and employee insights ensure the checklist remains a living tool that responds to real-world use and emerging needs.

Because of this commitment to continuous improvement, the checklist is being updated annually by The Access Coalition. This annual iteration cycle ensures the checklist keeps pace with emerging best practices, evolving digital-physical integration, and the lived experiences of disabled customers and employees. It also reinforces that inclusive design is a journey, not a destination, and one we move forward together through shared standards; cross-sector collaboration; and a willingness to test, adapt, and innovate.

We invite you to begin using this year’s edition of the Inclusive Spaces Framework Checklist. Begin with ADA compliance, identify where you can elevate beyond the minimum, and use the tiered framework to guide your path toward more accessible and inclusive spaces. The Access Coalition is committed to continually strengthening this tool and the environments it helps to shape.

The Access Coalition | *Creating More Inclusive Retail Spaces*

Framework Definition | The Inclusive Spaces Framework establishes retail environments as welcoming, inclusive, and accessible to people with disabilities and all people, and strives for better customer and employee experiences.

Tier	A	AA	AAA
	Good	Better	Best
Tier Description	<p>ADA requirements are exceeded in some areas of the space.</p> <p>Additional upgrades, training, or addons may be needed in the future or to meet the needs of all.</p>	<p>ADA guidelines are exceeded in most areas of the space.</p> <p>Essential functions are either accessible as built, or have at least one clear, alternate mode to address key disability categories.</p>	<p>ADA guidelines are exceeded throughout the entire space.</p> <p>Essential functions are accessible as built.</p> <p>Full customer and employee experience is available without prior planning for people with a range of disabilities.</p>

Better Customer & Employee Experience
More Choice & Independence

The Framework is built on Americans with Disabilities Act (ADA) Compliance. The Americans with Disabilities Act (ADA) is a federal civil-rights law that prohibits discrimination on the basis of disability. In the built environment (such as retail), it requires that new construction, alterations, and additions comply with specific accessibility (scoping and technical) standards, and that owners of existing public accommodation or commercial facilities remove architectural barriers when doing so is “readily achievable” (i.e. feasible without undue difficulty or expense).

Checklist Instructions

Review the guidelines on the following pages and mark which ones pertain to your current or future built space. Once you've completed the checklist, verify which tier has the most check-marks to better understand the current status.

Entrance Guidelines

An accessible entrance is often the first stop in an inclusive retail experience and signals that all are welcome.

	Tier A	Tier AA	Tier AAA
Exterior Paths	<input type="radio"/> 1A. For store-maintained exterior path(s) of travel, at least one path leverages ADA guidelines for accessible routes.	<input type="radio"/> 1AA. For store-maintained exterior path(s) of travel, multiple paths leverage ADA guidance.	<input type="radio"/> 1AAA. For store-maintained exterior path(s) of travel, multiple paths leverage ADA guidance with at least one that exceeds ADA.
Exterior Door Signage	<input type="radio"/> 2A. Any doors that are specifically intended for entry and, separately, for exit, are labeled using the ADA signage guidelines.	<input type="radio"/> —	<input type="radio"/> —
Exterior Wayfinding	<input type="radio"/> —	<input type="radio"/> —	<input type="radio"/> 3AAA. A combination of (visual, tactile, and/or audible) cues signal when individuals are approaching the other side of any interior or exterior door.

	Tier A	Tier AA	Tier AAA
Exterior Doors	<ul style="list-style-type: none"> ○ 4A. All customer-facing manual doors in the store leverage ADA guidelines for closing speed, operating force, sight lines, handles, clearance, and thresholds. Exterior doors include a doorbell to request assistance if needed. 	<ul style="list-style-type: none"> ○ 4AA. All exterior doors are either automatic (e.g. via press button) or have a power assist feature, and are labeled according to ADA guidelines. 	<ul style="list-style-type: none"> ○ 4AAA. All exterior doors are fully automatic (e.g. sensor activated), and are labeled according to ADA guidelines.
Interior Doors	<ul style="list-style-type: none"> ○ 5A. All BOH interior doors in the store leverage ADA guidelines for closing speed, operating force, and handles. Maneuvering clearance requirements are met where feasible. 	<ul style="list-style-type: none"> ○ 5AA. All BOH interior doors in the store leverage ADA guidelines for closing speed, operating force, handles, and clearance. 	<ul style="list-style-type: none"> ○ 5AAA. All BOH interior doors are either automatic (e.g. via press button) or have a power assist feature, and are labeled according to ADA guidelines.
Accessibility Features	<ul style="list-style-type: none"> ○ 6A. Signage legibly provides information about amenities inside and outside of the store including accessibility options on-site. 	<ul style="list-style-type: none"> ○ 6AA. Each store's accessibility features are listed online. 	<ul style="list-style-type: none"> ○ 6AAA. Availability status of accessibility features and services is provided in real time online and in app.

Paths of Travel

A continuous, unobstructed pedestrian path around and through a retail space allows people to approach, enter, explore, and exit with ease.

	Tier A	Tier AA	Tier AAA
Line of Sight	○ 7A. An unobstructed line of sight is available from anywhere in the store to all functional areas (e.g. Entry, menu, register, pickup, seating, bathroom).	○ —	○ —
Interior Paths: Customer	○ 8A. The primary, and most direct, interior path of travel—extending from the entry to each functional area in the store (e.g. register, seating, restrooms)—is accessible, leveraging ADA.	○ 8AA. Multiple interior paths of travel extend from the entry to each zone in the store (e.g. POS, handoff area, furniture, restrooms, etc.) that leverages the ADA clearance guidelines.	○ 8AAA. At least one interior path of travel—extending from the entry to each zone in the store (e.g. register, seating, restrooms)—is barrier-free, exceeding ADA guidelines.
Interior Paths: Employee	○ 9A. The primary interior path of travel—connecting the employee entrance to each functional bar and back-of-house space—is optimized for accessibility as feasible.	○ 9AA. At least one interior path of travel—that connects from the employee entrance to each functional area in the back of house—is accessible, leveraging ADA and CBC guidelines.	○ 9AAA. At least one interior path of travel that connects the employee entrance to each functional area in the bar area and back-of-house is barrier-free, exceeding ADA and CBC guidelines where feasible.

	Tier A	Tier AA	Tier AAA
Interior Wayfinding	<input type="radio"/> —	<input type="radio"/> 10AA. Interior wayfinding signage and cues (e.g. overhead or on-floor signage, etc) meets ADA requirements, and exceeds wherever possible.	<input type="radio"/> 10AAA. Interior wayfinding signage and cues are perceptible at varying distances and in two or more formats (visual, audible, tactile).
Exterior Wayfinding: Employee	<input type="radio"/> 11A. Company-maintained exterior path(s) of travel to employee-only entrances have signage indicating the accessibility of the entrance, leveraging ADA and CBC guidelines.	<input type="radio"/> —	<input type="radio"/> 11AAA. Exterior wayfinding signage and cues are perceptible at varying distances and in two or more formats (visual, audible, tactile).
Point of Sale: Wayfinding	<input type="radio"/> —	<input type="radio"/> 12AA. Wayfinding signage is used at the Bar and BOH where line of sight cannot be established. Signage meets or exceeds ADA & CBC standards wherever possible.	<input type="radio"/> —
Waiting Area Paths of Travel	<input type="radio"/> —	<input type="radio"/> —	<input type="radio"/> 13AAA. Waiting areas are distinguished from other store areas through multiple modes (visual, audible, tactile) to provide maximum clear space for people with disabilities and to minimize crowding.

Goods and Services

User-friendly environments provide a variety of options for interacting with products and customer touch points.

	Tier A	Tier AA	Tier AAA
Visual Information	<ul style="list-style-type: none"> ○ 14A. Key visual information in a store (menus, marketing, and other signage not already regulated by the ADA) is easy to both perceive (non-glare, high contrast, font size, lighting, mounting heights, angles) and comprehend (simple language, icons wherever possible). 	<ul style="list-style-type: none"> ○ 14AA. Key visual information in a store (menus, marketing, etc. —whether analog or digital) is available in multiple locations, and can be read at varied heights and distances. 	<ul style="list-style-type: none"> ○ 14AAA. Key information in a store is available in two or more formats (visual, audible, tactile).
Customer Interaction Points	<ul style="list-style-type: none"> ○ 15A. All customer touchpoints that are not explicitly regulated by the ADA follow guidance for heights, reach ranges, and approach. 	<ul style="list-style-type: none"> ○ 15AA. Key customer touchpoints are built leveraging California Building Code guidelines (which are more stringent than ADA), and include multiple height options where possible. 	<ul style="list-style-type: none"> ○ 15AAA. All customer touchpoints exceed ADA guidelines in variability of heights to match user needs (e.g., drive-thru window, POS, counters, hand dryers).
Product Placement	<ul style="list-style-type: none"> ○ 16A. At least one of each product available for sale on the retail floor is located within ADA-specified reach ranges. 	<ul style="list-style-type: none"> ○ — 	<ul style="list-style-type: none"> ○ 16AAA. A reasonable percentage of each product available for sale on the retail floor is located within ADA-specified reach ranges.

	Tier A	Tier AA	Tier AAA
Point of Sale: Stations	<input type="radio"/> 17A. All POS stations leverage ADA guidelines for accessibility.	<input type="radio"/> 17AA. All POS stations meet California Building Code requirements (for heights, approach, location, tactile markers, etc.).	<input type="radio"/> —
Point of Sale: Order/Total Confirmation	<input type="radio"/> 18A. Order and total are confirmed verbally before purchase, and visually upon request.	<input type="radio"/> 18AA. A visual confirmation of the order and total is available to all customers before purchase.	<input type="radio"/> —
Customer Notifications: Delivery	<input type="radio"/> 19A. Customer-facing announcements and notifications are delivered either through clear audible signals (e.g., verbal announcement) or legibly posted via digital screens, leveraging ADA guidelines.	<input type="radio"/> 19AA. Customer-facing announcements and notifications are delivered in two or more formats (visual, audible, tactile).	<input type="radio"/> 19AAA. All customers can receive order status notifications on their personal devices.
Customer Notifications: Format	<input type="radio"/> —	<input type="radio"/> 20AA. Customer-facing announcements and notifications delivered via digital screens can be seen from multiple locations.	<input type="radio"/> —

	Tier A	Tier AA	Tier AAA
Store & Product Visual Information	<input type="radio"/> 21A. Any store-provided visual information on customer-facing products is legible from 1' away, leveraging ADA guidelines.	<input type="radio"/> —	<input type="radio"/> 21AAA. Product information is available in two or more formats (visual, audible, tactile).
Employee-Customer Communication	<input type="radio"/> —	<input type="radio"/> —	<input type="radio"/> 22AAA. Employees have tools to communicate with customers via two or more methods.
Order Labeling	<input type="radio"/> 23A. Add labels to all customer orders for pickup to clearly distinguish items from those of another customer.	<input type="radio"/> 23AA. Multiple methods for labeling are used to distinguish customer orders for pickup from a handoff area.	<input type="radio"/> —
Ordering Options	<input type="radio"/> 24A. Stores provide tools to place orders without speaking, available upon request (writing, typing, app, etc.).	<input type="radio"/> 24AA. Stores automatically provide tools to place orders without speaking (writing, typing, app, etc.).	<input type="radio"/> 24AAA. Customers have at least one option to place orders in stores independently without need to interact with an employee.

	Tier A	Tier AA	Tier AAA
Employee Assistance to Customers	○ 25A. Stores are equipped with steps, footrests, or other assistive devices that customers may request to improve access to seating.	○ 25AA. Employees have preparation and tools to effectively provide assistance to customers with disabilities upon request. Training is provided on clear expectations for restroom use and use of inclusive language when working with customers. This includes etiquette when interacting with customers with disabilities who require restroom access and needs.	○ 25AAA. Employees proactively offer assistance to all customers and have preparation and tools to effectively provide assistance to customers with disabilities.
Point of Sale: Alternatives for Transactions	○ —	○ 26AA. Stores are equipped with at least one POS that accepts non-insertion methods for card payments.	○ 26AAA. Alternatives to cash and credit card payment are available (e.g., biometric authentication, prepaid account, settling a tab, etc.).
Order Delivery Options	○ 27A. Customers have multiple options (speaking, writing, typing, in-app, etc.) to specify their order delivery preferences.	○ 27AA. Customers can specify their order delivery preferences in the app, and have these preferences saved as the default setting for future orders.	○ —

	Tier A	Tier AA	Tier AAA
Carrying Products	○ —	○ —	○ 28AAA. Stores provide multiple means for customers to carry items (e.g., bag, basket, tray).
Accessible Seating	○ —	○ 29AA. Stores provide a variety of accessible seating options that suit a range of customer preferences and social gatherings.	○ 29AAA. Customers can reserve accessible furniture in stores, online, or in app.

Bathroom: Single Use

Functional and easy to use bathrooms for all individuals, families and employees to use is important for an inclusive experience.

	Tier A	Tier AA	Tier AAA
Space for Personal Belongings (Single Use)	<p><input type="radio"/> 30A. Customers have a secure, accessible place to store belongings in the restroom, fitting room, or other single-person occupancy space.</p> <p>If a restroom features a shelf, shelf is a flip-down shelf with an automatic return; and/or, if restroom features a permanent shelf, it is achieved in combination with another, compliant accessory, e.g. a shelf on top of a toilet paper dispenser.</p> <p>All shelves have rounded edges with a raised lip to prevent contact injury and items slipping off.</p>	<p><input type="radio"/> —</p>	<p><input type="radio"/> —</p>

	Tier A	Tier AA	Tier AAA
Fixtures (Single Use)	<input type="radio"/> —	<input type="radio"/> 31AA. Restroom functions (flushing, water/soap/towel dispensing) leverage no-touch technology to activate. Develop and implement maintenance schedules to ensure that touchless controls are properly calibrated and kept in working order.	<input type="radio"/> —
Reach (Single Use)	<input type="radio"/> 32A. All restrooms implement CBC accessory reach ranges (e.g. 40" AFF to accessory outlets and operable parts).	<input type="radio"/> —	<input type="radio"/> —
Changing Tables (Single Use)	<input type="radio"/> —	<input type="radio"/> —	<input type="radio"/> 33AAA. Changing tables in restrooms are powered, height adjustable, and can accommodate an individual up to 300lbs.

	Tier A	Tier AA	Tier AAA
Restroom Occupancy (Single Use)	<input type="radio"/> 34A. Restroom occupancy is clearly indicated in both visual and tactile methods.	<input type="radio"/> 34AA. Restrooms feature an additional method—e.g., an audible or illuminated indicator—to communicate whether the restroom is vacant or occupied.	<input type="radio"/> —
Mirrors (Single Use)	<input type="radio"/> 35A. A mirror is provided that meets ADA requirements for height and clear floor space.	<input type="radio"/> 35AA. At least one or more mirror is provided that exceeds ADA requirements, e.g. a tilted wall or floor length mirror.	<input type="radio"/> —
Doors (Single Use)	<input type="radio"/> 36A. Bathroom door handle can be operated with a closed fist.	<input type="radio"/> —	<input type="radio"/> 36AAA. Door lock mechanisms can be operated in multiple ways, e.g. using a keypad, using a swipe card or fob, or using an (accessible) app.

Bathroom: Multi-Use

Functional and easy to use bathrooms for all individuals, families and employees to use is important for an inclusive experience.

	Tier A	Tier AA	Tier AAA
Space for Personal Belongings (Multi-Use)	<p><input type="radio"/> 30A. Customers have a secure, accessible place to store belongings in the stall.</p> <p>If a restroom features a shelf, shelf is a flip-down shelf with an automatic return; and/or, if restroom features a permanent shelf, it is achieved in combination with another, compliant accessory, e.g. a shelf on top of a toilet paper dispenser).</p> <p>All shelves have rounded edges with a raised lip to prevent contact injury and items slipping off.</p> <p>Shelf (flip-down or permanent) is installed on a permanent wall, or on a well-secured partition.</p>	<p><input type="radio"/> —</p>	<p><input type="radio"/> 30AAA. Secure locker compartments for personal items (that meet requirements for operable parts and reach ranges, and do not reduce widths for accessible path of travel) are available outside of multi-occupancy restroom facilities.</p>

	Tier A	Tier AA	Tier AAA
Fixtures (Multi-Use)	<input type="radio"/> —	<input type="radio"/> 31AA. Restroom functions (flushing, water/soap/towel dispensing) leverage no-touch technology to activate. Develop and implement maintenance schedules to ensure that touchless controls are properly calibrated and kept in working order.	<input type="radio"/> —
Reach (Multi-Use)	<input type="radio"/> 32A. All restrooms implement CBC accessory reach ranges (e.g. 40" AFF to accessory outlets and operable parts).	<input type="radio"/> 32AA. Incorporate built-in features to create a more comfortable reach range experience for bathroom amenities, e.g. a Step 'n Wash.	<input type="radio"/> —
Changing Tables (Multi-Use)	<input type="radio"/> —	<input type="radio"/> 33AA. Include changing tables in all restrooms: adult changing table if possible, baby changing if not.	<input type="radio"/> —

	Tier A	Tier AA	Tier AAA
Restroom Occupancy (Multi-Use)	<input type="radio"/> 34A. Restroom occupancy is clearly indicated in both visual and tactile methods.	<input type="radio"/> 34AA. Multi-occupancy restrooms feature a lighting cue to communicate whether a stall is vacant or occupied.	<input type="radio"/> —
Mirrors (Multi-Use)	<input type="radio"/> 35A. A mirror is provided that meets ADA requirements for height and clear floor space.	<input type="radio"/> 35AA. At least one mirror is provided that exceeds ADA requirements, e.g. a tilted wall or floor length mirror.	<input type="radio"/> —
Doors (Multi-Use)	<input type="radio"/> 36A. Bathroom door handle can be operated with a closed fist. Door lock keypad mechanisms meet the requirements for keypads inside elevators.	<input type="radio"/> —	<input type="radio"/> 36AAA. Where space permits, restrooms have doorless entry that meet requirements for accessible paths of travel.
Trash Cans (Multi-Use)	<input type="radio"/> —	<input type="radio"/> 37AA. A trash can is placed in the accessible stall in all men's restrooms (at minimum), out of the turning radius, does not protrude, and does not restrict access to grab bars or reach.	<input type="radio"/> —

Preparation and Back of House

Accessible work stations, break rooms, communications, and tools for employees can improve morale and efficiency.

	Tier A	Tier AA	Tier AAA
Employee Space For Personal Belongings	<ul style="list-style-type: none"> ○ 38A. Employees have a secure, accessible place to store belongings. If that does not exist in place, then one can be provided readily. 	<ul style="list-style-type: none"> ○ — 	<ul style="list-style-type: none"> ○ —
Workstations: Reach and Height	<ul style="list-style-type: none"> ○ 39A. A reasonable percentage of service items required for order preparation are located within ADA-specified reach ranges. 	<ul style="list-style-type: none"> ○ 39AA. All workstations in order preparation and delivery areas leverage California Building Code requirements for reach ranges, heights, clearance, and approach. 	<ul style="list-style-type: none"> ○ —
Workstations: Force and Dexterity	<ul style="list-style-type: none"> ○ — 	<ul style="list-style-type: none"> ○ 40AA. Equipment and tools used in order preparation and delivery areas leverage California Building Code requirements for force and dexterity. 	<ul style="list-style-type: none"> ○ 40AAA. Equipment and tools used for order preparation and delivery leverage CBC guidance for force and dexterity, and can be operated with one hand either as-built or with available add-ons.

	Tier A	Tier AA	Tier AAA
Workstations: Notifications	<input type="radio"/> —	<input type="radio"/> 41AA. All status and process indicators on food and beverage preparation equipment have one alternate mode of notification available upon request.	<input type="radio"/> 41AAA. All status and process indicators are designed to be available in two or more formats (visual, audible, tactile), and can be selected based on the employee's need.
Product Placement at Point of Sale	<input type="radio"/> 42A. Any store-provided products kept at the Bar and BOH are labeled leveraging ADA signage guidelines and legible from 3 feet away.	<input type="radio"/> —	<input type="radio"/> —
Operational Information	<input type="radio"/> 43A. Operational reference materials are produced according to best practice for print materials to optimize legibility and accessibility.	<input type="radio"/> 43AA. Operational reference materials can be perceived in 2 or more accessible formats.	<input type="radio"/> —
Point of Sale: Ease of Entry	<input type="radio"/> —	<input type="radio"/> —	<input type="radio"/> 44AAA. Verbal customer orders can be input into systems with minimal effort.
Employee to Employee Communication	<input type="radio"/> —	<input type="radio"/> —	<input type="radio"/> 45AAA. Employees have readily available tools to communicate with each other via two or more methods.

	Tier A	Tier AA	Tier AAA
Order Details	<input type="radio"/> 46A. Automated labeling distinguishes customer orders throughout the production process, leverages best practice for print materials.	<input type="radio"/> 46AA. Order details and status are legible throughout the production process.	<input type="radio"/> 46AAA. Order details and status are available in two or more accessible formats throughout the production process.
Point of Sale: Interface	<input type="radio"/> —	<input type="radio"/> 47AA. All POS stations apply ADA and CBC design standards to the employee POS interface.	<input type="radio"/> 47AAA. Workstations for taking and processing orders are built to include adjustable height options where possible.
Multiple Methods for Preparation	<input type="radio"/> —	<input type="radio"/> 48AA. Key components used in order preparation can be easily distinguished by accessible visual, tactile, or audible methods.	<input type="radio"/> 48AAA. Key components used in order preparation can be easily distinguished by accessible visual, tactile, or audible methods.
Employee Supplies Reach Range	<input type="radio"/> —	<input type="radio"/> —	<input type="radio"/> 49AAA. A reasonable percentage of all supplies for tasks such as restocking and cleaning are available within ADA-specified reach ranges.
Employee Auditory and Visual Stimuli	<input type="radio"/> —	<input type="radio"/> 50AA. Auditory or visual stimuli in employee work and rest areas are minimized to reduce cognitive strain.	<input type="radio"/> 50AAA. Auditory and visual stimuli are minimized in employee work and rest areas to reduce cognitive strain.

	Tier A	Tier AA	Tier AAA
Accessibility Add-On Features	○ —	○ 51AA. A catalog of readily available add-on solutions exists that employees can choose from for meeting employee needs.	○ 51AAA. Equipment and tools used for order preparation and delivery can be operated without visual ability either as-built or with available add-ons.
Cleaning and Restocking: Single Hand Operable	○ —	○ —	○ 52AAA. Equipment and tools used for tasks other than order preparation and delivery—such as cleaning and restocking—can be operated with one hand either as-built or with available add-ons.
Cleaning and Restocking: Operated Without Visual	○ —	○ —	○ 53AAA. Equipment and tools used for tasks other than order preparation and delivery—such as cleaning and restocking—can be operated without visual ability either as-built or with available add-ons.
Cleaning and Restocking: Force and Dexterity	○ —	○ —	○ 54AAA. Equipment and tools for tasks other than order preparation and delivery—such as cleaning and restocking—leverage California Building Code requirements for force and dexterity.

	Tier A	Tier AA	Tier AAA
Cleaning and Restocking: Reach & Manuvering	○ —	○ —	○ 55AAA. All workstations and operable parts for tasks other than order preparation and delivery—such as cleaning and restocking—leverage California Building Code requirements for reach ranges, manuvering clearances, and operable parts.
Physical Action Job Duties	○ —	○ —	○ 56AAA. Job duties that require physical actions or manipulations exceeding CBC requirements for force and dexterity of operable parts leverage innovative automation, technology, or assistive devices where feasible.
Employee Support Interactions	○ —	○ —	○ 57AAA. Interactions that require counting, measurement, or memorization, leverage automation or other assistive devices where feasible.

Ambience

A comfortable space for all to enjoy offers lighting, acoustics, and furnishings matched to a variety of sensory preferences.

	Tier A	Tier AA	Tier AAA
Lighting and Acoustics: Customer Needs	<input type="radio"/> 58A. Light and sound are optimized for a broad range of sensory needs through the store.	<input type="radio"/> 58AA. Lighting and acoustics can be adjusted in customer areas upon request to meet the sensory preferences of individual customers.	<input type="radio"/> —
Lighting and Acoustics: Employee Spaces	<input type="radio"/> 59A. Lighting and acoustics in employee areas are optimized for a broad range of sensory preferences.	<input type="radio"/> —	<input type="radio"/> 59AAA. Lighting and acoustics can be adjusted in employee areas upon request to meet the sensory preferences of individual employees.
Accessible Furniture	<input type="radio"/>	<input type="radio"/> —	<input type="radio"/> 60AAA. All furniture is designed to be accessible to customers who use mobility devices, and there are open and companion seating areas.

	Tier A	Tier AA	Tier AAA
Store Temperature	<input type="radio"/> 61A. Store temperature is maintained at a comfortable level, adjustable upon request, and employees are not exposed to severe weather conditions for long periods of time.	<input type="radio"/> —	<input type="radio"/> —

Join us.

Be part of The Access Coalition.

Help us shape the next generation of spaces that welcome everyone in.

[Learn More](#)