

POLICY

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

A standard for customer service has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

Reitmans (Canada) Ltd. is committed to providing a barrier-free environment for our customers. The objective of this policy is to not only ensure that we meet the requirements of the Customer Service Standards as defined in the Act and promote its underlying core principles as described below, but to also provide a shopping environment that reflects our Company values of Respect, Integrity, Growth and Commitment.

SCOPE

The Policy applies to all persons who, on behalf of Reitmans (Canada) Ltd., deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

DEFINITIONS

- i. **Accessibility Report** – A report required to be filed pursuant to section 14 of the Act.
- ii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iii. **Disability** – A disability includes:

– Vision disabilities	– Learning disabilities
– Hearing disabilities	– Health disabilities
– Deaf-blind disabilities	– Speech or language disabilities
– Physical disabilities	

- iv. **Service Animal** - An animal is a service animal for a person with a disability,
 - (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- v. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

CORE PRINCIPLES OF THE POLICY

Reitmans (Canada) Ltd. wants to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. ***Dignity*** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- ii. ***Equality of Opportunity*** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. ***Integration*** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. ***Independence*** – Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

IMPLEMENTATION

Reitmans (Canada) Ltd. has created an Accessibility Committee responsible for:

- i. Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
- ii. Developing and implementing an accessibility training program as required under the Act.
- iii. Developing a feedback procedure as required under the Act.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

I. Communication

A. Accessible Mediums of Communication

Reitmans (Canada) Ltd. strives to communicate with members of the public in a manner that is accessible. Mediums of accessible communication we currently employ include:

- Print, Radio, Telephone, Email, Internet and Fax
- Pad of paper and pen always available at the cash desk and in the fitting room area.

B. Communicating with Persons with a Disability

Reitmans (Canada) Ltd. strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

II. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

III. Accessibility at Our Premises

We offer the following facilities and services at each Reitmans (Canada) Ltd. location to which the Policy applies to enable persons with a disability to obtain, use or benefit from our goods and services:

- Automatic door openers are installed on the exterior and interior doors of all stores that are located outside of shopping centre malls.
- Where public washrooms are available, an adapted washroom is also made available.
- All of our stores are equipped with at least one adapted fitting room.
- Assistance of trained sales staff.

IV. Service Animals

Persons with a disability may enter premises owned and/or operated by Reitmans (Canada) Ltd. accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If it is not readily apparent that the animal is a Service Animal, Reitmans (Canada) Ltd. may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

Staff will receive training on how to interact with persons with a disability accompanied by a Service Animal.

V. Support Persons

A person with a disability may enter premises owned and/or operated by Reitmans (Canada) Ltd. with a Support Person and have access to the Support Person while on the premises. This includes in the fitting rooms and fitting room area.

Reitmans (Canada) Ltd. may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

VI. Notice of Temporary Disruptions

Reitmans (Canada) Ltd. will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the website of each of the banners of Reitmans (Canada) Ltd should there be an extended disruption.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

TRAINING AND RECORDS

Reitmans (Canada) Ltd. will provide training, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

A. Content of Training

Training will include:

- i. A review of the policy which includes the purpose of the Act and requirements of the Standard
- ii. How to interact and communicate with persons with various types of disabilities.
- iii. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- iv. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- v. What to do if a person with a disability is having difficulty accessing our premises and/or services.
- vi. Training on the various Assistive Devices that may be used by persons with a disability while accessing our goods and services.
- vii. How to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as is reasonable after he or she is assigned the applicable duties, generally within thirty (30) days of original hire date. Supervisors are responsible for ensuring compliance with training deadlines for their direct reports.

C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Act.

Employees are required to sign Form # HR 012-E 1/12, “*How May I help You? Serving Customers With Disabilities Workshop*”. The signed form is to be kept in the employee’s personnel file. A sample appears at the end of this Policy.

Replenishment of this form can be obtained via the Online Supply Requisition.

FEEDBACK PROCEDURE

A. Receiving Feedback

Reitmans (Canada) Ltd. welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. **In person** at any of our store locations.
- ii. **By telephone** at 1-866-REITMANS (734-8626)
- iii. **In writing to:**
Reitmans (Canada) Ltd.
Att: Customer Services Department-Shared Services
250 Sauvé Street West
Montreal, QC H3L 1Z2
- iv. Link to a copy of the policy will be available on www.Reitmans.ca.

B. Responding to Feedback

Reitmans (Canada) Ltd. has a feedback protocol to enable it to receive and respond to comments, including complaints. Reitmans (Canada) Ltd. feedback protocol is available upon request.

DOCUMENTATION TO BE MADE AVAILABLE

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of same shall be posted on Reitmans (Canada) Ltd. website.

FORMAT OF DOCUMENTS

Reitmans (Canada) Ltd. will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.