

# ACCESSIBILITY FOR PEOPLE WITH DISABILITIES STANDARDS FOR CUSTOMER SERVICE (FOR ONT & MB ONLY)

**P.P. 7100**

**Issued:**

**June 2021**

**Replaces: June 2019**

## **POLICY AND STATEMENT OF COMMITMENT**

The goal of Policy 7100 – *Accessibility for People With Disabilities Standards For Customer Service (for Ontario & Manitoba only)* is to create a more accessible environment, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

Standards for Customer Service, Information and Communications and Employment have been established under provincial legislation to ensure goods and services, information and employment opportunities are, where at all possible, equally accessible to every member of the public and employees.

Reitmans (Canada) Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements.

## **SCOPE**

The Policy and Multi-Year Plan Accessibility Plan 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. ***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.
- ii. ***Disability*** – A disability includes:

<ul style="list-style-type: none"> <li>– Vision disabilities</li> <li>– Hearing disabilities</li> <li>– Deaf-blind disabilities</li> <li>– Physical disabilities</li> <li>– Learning disabilities</li> </ul>	<ul style="list-style-type: none"> <li>– Health disabilities</li> <li>– Speech or language disorders</li> <li>– An injury or disability covered under the <i>Workplace Safety and Insurance Act</i></li> </ul>
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- iii. ***Service Animal*** - A service animal is an 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.

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- iv. **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.
- v. **Accessible Formats** – alternatives to standard print that are accessible to people with disabilities. Examples include large print, Braille, USB, DVDs, CDs, HTML and MS Word.
- vi. **Communication Supports** – methods to assist communication that persons with disabilities may need. Examples include plain language formats, sign language, reading aloud, or using written notes to communicate.

## I. INFORMATION AND COMMUNICATION STANDARDS

### A. Accessible Formats of Communication

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

- Print, Audio, Telephone, Email, Electronic, Internet and Fax
- Pad of paper and pen is always available in our stores.

Upon request, the Company will provide for accessible formats and communication supports that take into account the person’s accessibility needs. When an accessible format is requested, the company will consult with the requesting person to determine the suitability of an accessible format or communication support and will try to provide this in a timely manner.

The company will notify the public about the availability of accessible formats and communication supports on our website and in our stores.

### B. Customer Feedback

Reitmans (Canada) Ltd. welcomes and appreciates feedback regarding this Policy, its application, our Products or Services. 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.
  - Attn: Customer Services Department-Shared Services
  - 250 Sauvé Street West
  - Montreal, QC H3L 1Z2
- iv. Through the “Contact Us” section of our **corporate website** [www.reitmanscanadalimited.com](http://www.reitmanscanadalimited.com) or through our **individual banner websites**, using the “Send us an email” form in the “Contact us” section.

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## *C. 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.

## *D. Employee Feedback*

The company solicits and receives feedback from its employees a number of ways, including verbally, in writing, by email, phone, in performance discussions and through employee surveys. Upon request, the company will consult with and provide employees with disabilities alternate formats and communication supports that best suits their needs.

## *E. Accessible Websites and Web Content*

Reitmans Canada Limited is committed to accessibility, both in our stores and online. We will be compliant with Web Content Accessibility Guideline (WCAG) 2.0 by August 2021. A staged approach to ensure compliance for each of the individual banners website has commenced in June 2021.

## **II. EMPLOYMENT STANDARDS**

### **A. Recruitment**

The Company will notify its employees and the public on the Careers page of the company website about the availability of accommodations for applicants with disabilities in its recruitment process.

### **B. Assessment and Selection**

Candidates that are selected to be assessed in the recruitment process will be advised of the availability of accommodations in the materials or processes to be used, upon request. If a selected candidate requests an accommodation, the company will consult with the candidate and make adjustments that best suit their disability needs.

### **C. Job Offers**

The Company will notify candidates being made job offers of its policies for accommodating employees with disabilities.

### **D. Informing Employees of Supports**

The company will inform employees of our policies for supporting employees with disabilities. It will ensure that new employees will be informed during the onboarding process, as soon as is practicable. Any changes to these policies will also be communicated.

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**E. Accessible formats and Communication Supports for Workplace Information**

Upon the request of an employee with a disability, the company will consult with the employee and determine the suitability of accessible formats and communication supports necessary to perform the employee's job.

**F. Workplace Emergency Response Information**

The Company will provide individualized workplace response information to employees with disabilities when it is necessary and upon being advised by the employee of the need for an accommodation. Where the employee requires assistance in the event of an emergency, and with his/her consent, the information will be given to designated persons to provide assistance to the disabled employee.

**G. Documented Individual Accommodation Plans**

The Company has a process to ensure that an individual accommodation plan is created for any disabled employee who needs one and where the company has been made aware of the need. The employee will be consulted in the development of the plan. The plan will include Workplace Emergency Response Information if that is needed and will be reviewed when there is a change to the employee's disability or job.

**H. Return to Work Process**

The company has a documented return-to-work process for employees who have been absent due to a disability. If the absence is due to an injury covered by the Workplace Safety and Insurance Act, the Act's process will be applied.

**I. Performance Management, Career Development and Advancement and Redeployment**

The company will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans, when conducting performance management, providing career development and advancement opportunities or redeploying disabled employees.

**III. CUSTOMER SERVICE STANDARD**

**A. 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.

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## **B. 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.

## **C. 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.

## **D. 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.

## **E. Notice of Temporary Disruptions**

Reitmans (Canada) Ltd. will notify customers with a disability if there is a planned or unexpected disruption of a facility or access to 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 the impacted banners should there be an extended disruption.

The notice will include the following information:

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

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**IV. 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. Timing of Training*

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

*B. 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.

**DOCUMENTATION TO BE MADE AVAILABLE**

This Policy, and related practices and protocols, shall be made available to any member of the public or employees upon request. Notification of same shall be posted on Reitmans (Canada) Ltd. website and on the company's internal communication platform under policies and procedures.

**FORMAT OF DOCUMENTS**

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