

Accessible Customer Service Policy

Policy Statement

Trimark Sportswear Canada Inc. (the “**Company**”), a member of Polyconcept North America, strives to provide a barrier-free environment for our customers and to provide goods and services to people with disabilities in a manner that respects their dignity and independence, ensuring they receive the same high standard of service excellence that we endeavour to provide to all customers.

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "**AODA**") is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. The Customer Service Standard has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

Scope

This policy applies to all of the Company’s operations in Ontario and to all workers who perform services for the Company in Ontario.

Core Principles

We endeavour to ensure that all of our Accessible Customer Service Policy and related practices and procedures are consistent with the following four (4) core principles:

Dignity - Customers with a disability must be treated as valued customers as deserving of service as any other customer.

Equality of Opportunity - Customers with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.

Integration - Wherever possible, customers 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 customer with a disability, services will, to the extent possible, be provided in another way that takes into account the customer’s individual needs.

Independence – Services must be provided in a way that respects the independence of customers with a disability. To this end, we will always be willing to assist a customer with a disability but will not do so without the express permission of the customer.

Definitions

For the purposes of this policy only, the following words have these meanings::

“Assistive Device” means any device that is designed, made or adapted to assist a person to perform a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheelchairs.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Disability” means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plans established under the *Workplace Safety and Insurance Act, 1997*.

“Service Animal” includes any animal if,

- (a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

“Support Person”	means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.
“Accessible Formats”	may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities;
“Communication Supports”	may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;
“Workers”	includes all persons who deal with members of the public or other third parties on behalf of the Company, or who are responsible for developing the Company’s policies, including employees, agents, volunteers and contractors of the Company.

Accessibility of Services

Communicating with Persons with Disabilities

The Company strives to communicate with customers with a disability in a manner that takes into account both the disability and the customer’s preferred method of communication.

The Company can communicate with customers in writing, via telephone, email, text, via our website, or meetings, either in person or via video conferencing. The Company also meets with customers regularly at trade shows, conferences, and lunch and learn opportunities. The Company recognizes that not all customers will wish to communicate in the same manner.

All workers will receive training on how to interact and communicate with persons with disabilities.

Use of Assistive Devices

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

If there is a physical, technological or another 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 customer how they can be accommodated and what alternative methods of service would be more accessible to them. We will make reasonable efforts to provide an alternative means of assistance to the customer with a disability.

All workers will receive training on various Assistive Devices that may be used by customers with a disability while accessing our services.

Use of Service Animals

Similarly, customers with a disability who attend at our premises may be accompanied by a Service Animal and keep the Service Animal with them on the premises, if the public or other third parties have access to such premises and the Service Animal is not otherwise excluded by law. If a Service Animal must be excluded, we will explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

It is the responsibility of the customer using the Service Animal to ensure that the Service Animal is kept in control at all times.

All workers will receive training on how to interact with customers with a disability accompanied by a Service Animal.

Use of Support Persons

Customers with a disability may be accompanied by a Support Person and have access to the Support Person on the Company's premises.

The Company may require a customer with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the customer with a disability or the health or safety of others on the premises, and there is no other reasonable way to do so.

All workers will receive training on how to interact with customers with a disability who are accompanied by a Support Person.

Notice of Temporary Service Disruptions

The Company will notify customers if, during regular business hours, there is a planned or unexpected disruption of a facility or service customers with a disability use to access our services. Notice will be provided via message left on the Company's voicemail and by posting about the disruption on our social media account.

The notice will include the following information:

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

In the event of an unexpected disruption, notice will be provided as soon as possible.

Training for Workers

The Company will provide Accessible Customer Service training to all workers. Training will be provided to all workers as soon as practicable and on an ongoing basis as necessary.

Records of the training provided, including the dates such training was completed, shall be maintained in accordance with the requirements of the AODA. If the Company provides additional training on this Accessible Customer Service Policy to its workers, it will keep records of the date such training was provided and the number of workers the training was provided to.

Feedback Procedure

Comments regarding how well customer expectations are being met are welcomed and appreciated.

Customers may provide feedback on the manner in which the Company provides our services to customers with disabilities through the following channels:

By email to dreeves@pcna.com

By phone/text at 647-244-2346

In writing, by sending feedback to the address below, to the attention of Human Resources

In person, at our location at: 30 Staples Ave, Richmond Hill, ON L4B 4W3

Customers may also provide feedback directly to their Sales Representative, if they are comfortable doing so.

The Company is prepared to provide accessible formats and communication supports for persons with disabilities who wish to provide feedback to the Company, upon request. Please contact us using any of the contact methods listed above to request accessible formats and communication supports.

The Company will respond to all feedback received as soon as practicable, and acknowledge receipt of the feedback within twenty (20) business days of receipt. A reply will be provided in the format requested by the customer, by email, phone or in writing, if practicable. The

response will contain an acknowledgement of the receipt of the customer's feedback, and outline any further action(s) to be taken.

Where appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy.

Availability of Documents

In accordance with the requirements of the AODA, a copy of this Policy, which includes information regarding the Company's feedback process, is made available by posting it on our website and at our location in the entryway. On request, the Company will provide documents, or the information contained in documents, to a person with a disability in an accessible format or with communication support, in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.