

# **Accessible Customer Service Policy**

\*Reviewed and updated August 2024

Skechers USA Canada Inc. is committed to providing an exceptional shopping experience for all customers and will work continuously to this end. We will work to uphold the values of independence, dignity, and equal opportunity for all customers, including those with disabilities.

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline responsibilities of staff personnel (employees, volunteers and other third parties) on behalf of Skechers USA Canada Inc. in providing goods, services and opportunities to people with disabilities.

This policy applies to all staff personnel (employees, volunteers and other third parties).

Our commitment strives at all times to provide its goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others. This commitment is demonstrated in the areas of:

## Communication

We will communicate with people with disabilities in ways that take into account their disability and maintains their dignity and independence. We train employees on how to interact and communicate with people with disabilities.

#### **Assistive devices**

We ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services, or opportunities.

#### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public in compliance with shopping center(s) regulations.

## **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## **Employment**

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression.



#### **Facilities**

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. As appropriate, we are willing to provide necessary alterations to our facilities to accommodate people with disabilities.

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at a Skechers USA Canada, Inc. retail location, we will promptly notify customers. This clearly posted notice will explain the reason for the disruption, its anticipated length of time, and describe alternative facilities or services, if available. The notice will be placed visibly at the entrance to our retail location(s).

# **Staff Training**

Skechers USA Canda Inc. provides training to all employees, volunteers and others who deal with the public or other third parties on their behalf. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### **Feedback Process**

The ultimate goal of Skechers USA Canada Inc. is to meet and exceed expectations of people with disabilities. Should any customers or employees want to share feedback regarding their experiences, both positive and negative, please send your feedback electronically to infocanada@skechers.com, or by telephone at 905-238-7121 or by sending a letter to the Skechers' Head Office (address available on the company website).

Modifications to this or other policies and procedures will be developed or updated so as to respect and promote the dignity and independence of persons with disabilities.

Note: Copies of documents required under AODA are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.