

Multi-Year Accessibility Plan

*Reviewed and updated August 2024

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, this multi-year accessibility plan describes the policies and activities Skechers USA Canada Inc. has implemented and actions planned to improve opportunities for individuals with disabilities. This plan will be reviewed and revised as necessary to ensure ongoing improvements are made based on feedback from our clients, employees, and evolving accessibility requirements.

Customer Service

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.

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.

Actions taken:

- All employees have been trained on interacting with customers of all abilities and we maintain records of the training that is provided.
- Assistive devices and service animals are permitted on all premise locations in areas where customers have access.
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and or served.
- Customers are informed when accessible services are temporarily unavailable.
- Feedback channels have been established if customers would like to provide feedback about their experience and/or if accommodation is required.

Actions planned:

- Continue to train new employees on accessible customer service.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies.

Kiosks

Skechers USA Canada Inc. does not currently utilize self-service kiosks.

Actions planned:

- If we do so in the future, we will have regard for persons with disabilities when designing or when procuring or acquiring such kiosks.

Information and Communication

Skechers USA Canada Inc. is committed to making our information and communications accessible to people with disabilities.

Upon request, we will consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner.

Accessible Websites and Web Content

Skechers USA Canada Inc. is currently in the process of updating its websites and content on those sites to ensure we meet the requirements of WCAG 2.0 Level AA.

Actions taken:

- Implemented our accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email and in-person

Actions planned:

- Develop processes to ensure information can be made accessible to people with disabilities upon request.
- Develop guidelines and best practices for creating accessible documents.
- Develop best practices to make email communication more accessible.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal

Employment

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

Skechers USA Canada Inc. will continue to identify and take steps to prevent and remove other accessibility barriers impacting employment.

Actions taken:

- Job postings include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes.
- Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request.
- We have a workplace accommodation policy and a work safe program that includes documented processes and information on accommodating employees with varying abilities.
- Performance management and career development processes will be modified as required to ensure the accessibility needs of employees with disabilities are considered.

Actions planned:

- Continue to review documented processes and procedures and look for ways to enhance the accommodation program.
- Continue to accommodate employees.
- Review and revise individualized workplace emergency plans on an ongoing and regular basis.

Training

Skechers USA Canada Inc. provides training to all employees, volunteers and others who deal with the public or other third parties on their behalf. Training content which includes the requirements of AODA, the Integrated Accessibility Standard Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities, will be provided in a way that best suits our employees' job duties and responsibilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Actions Taken:

- AODA training has been added to the On-Boarding/Orientation process.
- Mandatory training continues to be provided to all new employees.
- Refresher training at least every three years or as changes occur to ensure knowledge remains current.
- Training records are kept and maintained for all training provided.

Actions Planned:

- Add training to the learning management system (LMS) home page to push all mandatory courses, including AODA training, to staff.
- Continue to audit training completion and provide necessary training should there be gaps.

Design of Public Spaces

Skechers USA Canada Inc. meets the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces.

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.

Actions taken:

- Real Estate and Facilities Management adhere to the requirements in the Ontario Building Code, the Integrated Accessibility Standards Regulation, the Guide to the Integrated Accessibility Standards Regulation and any other Ontario government requirement governing accessibility.
- 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).

Actions planned:

- Continue to review all accessibility requirements and to make improvements if necessary.

Feedback

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).

Actions taken:

- Implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email and in-person.

Actions planned:

- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities.
- Ensure any internal feedback mechanisms for employees are accessible.

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.