

## **Customer Service Accessibility Policy**

### **Objectives**

The purpose of this Policy is to establish how **ZARA** will provide access to goods and services to the public and other third parties that do business with **ZARA** (« Customers ») with disabilities in a manner that is consistent with the principles of independence dignity integration and equality of opportunity, and this is a compliance with Ontario Regulation 429/07 (the «Customer Service Standard ») under the Accessibility for Ontarians with Disabilities Act (« AODA »).

### **Policy Statement**

**ZARA** recognizes the importance of:

- Providing access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of Customers with disabilities in order to provide them with excellent customer service; and
- Complying the mandatory Customer Service Standard addressed under the AODA.

### **Application**

This Policy applies to all **ZARA** employees, agents and contractors, including but not limited to the senior management, managers, supervisors, full-time employees, part-time employees, off-site employees, in-store employees, telephone support employees, website support staff, students, apprentices and volunteers (“Employees, Agents and Contractors”).

### **Communication**

Employees, Agents and Contractors will communicate with Customers with disabilities in a manner that takes into account their disabilities. Employees, Agents and Contractors will consider how a Customer’s disability may affects the way that he or she expresses, receives or processes communications and where possible, they will ask the Customer how to best communicate with him or her.

### **Assistive Devices**

Assistive devices that may be used by individuals with disabilities will be welcome on **ZARA** premises open to the public or other third parties, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices; speech assistive devices, magnification devices, note-taking devices and communication boards. In addition, **ZARA** offers the following assistive devices, services or methods to enable individuals with disabilities to access goods or services:

- Elevators in our multilevel stores
- The majority of the stores are equipped with a small table at cash, for people with assistive device to be able to proceed with the payments comfortably.
- The set-up of stores is made for everybody to circulate with ease.

## **Service Animals**

**ZARA** welcomes guide dogs or other animals that serve individuals with disabilities in those areas of **ZARA's** premises that are open to Customers and will permit the Customer to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law the premises, **ZARA** will provide the applicable Customer with an alternative method of obtaining, using or benefitting from its goods or services.

## **Support Persons**

**ZARA** welcomes persons who support individuals with disabilities to accompany them onto **ZARA** premises open to the public or the other third parties. **ZARA** will ensure that Customers who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to Customer. Support persons will be asked to follow the rules or requirements that are specific to the goods and services provided by **ZARA**. **ZARA** will require a support person to accompany a Customer when on premises when it determines that such an arrangement is necessary to protect his or her health and safety or that of others on the premises.

## **Temporary Unavailability of Access to Goods or Services form Customers with Disabilities**

In the event that a facility, service or system offered by **ZARA** to Customers with disabilities is expected in advance to become temporarily unavailable, in whole or in part, **ZARA** will provide advance notice of the disruption and by the service or facility, at a reasonable time in advance of the disruption and during the disruption. If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption becomes known by **ZARA**. The notices will:

- Explain the reason for and anticipated length of disruption; and
- Provide a description of how to be informed of an alternative facility or service that is accessible to individuals with disabilities, if available

## **Employee, Agent and Contractor Training**

All Employees, Agents and Contractors who interact with Customers on **ZARA's** behalf or who are involved in developing **ZARA's** policies, practice and procedures on the provision of goods and services will:

- Be provided with an overview of the AODA and the Customer Service Standard;
- Be trained on how to interact, communicate and assist people with disabilities, and in particular, people with assistive devices and those who require the assistance of a guide dog, service animal or support person;
- Be made aware of the policies and procedures created by **ZARA** in accordance with the Customer Service Standard; and
- Be trained how to help a person with a disability who is having difficulty accessing **ZARA's** goods or services.

This training will also be provided on an ongoing basis as soon as practicable:

- To Employees, Agents and Contractors who are assigned duties that include interaction with Customers on **ZARA's** behalf or who are involved in developing **ZARA's** policies, practices and procedures on the provision of goods and services; and

- Whenever **ZARA**'s policies change with respect to customer service accessibility for individuals with disabilities, to all Employees, Agents and Contractors who interact with Customers on **ZARA**'s behalf or who are involved in developing **ZARA**'s policies, practices and procedures on the provision of goods or services.

#### **Customer Access to This Policy and Related Documents**

A notice advising customers that they can request a copy of this Policy and all related documents will be posted on the ZARA website. **ZARA** will strive to provide Customers with disabilities who request a copy of this Policy with a format that takes into account their disability.

#### **Feedback Process**

**ZARA** invites feedback on the way that it provides goods and services to individuals with disabilities. Those who wish to provide such feedback are encouraged to do so:

- Through our feedback option on our website at <https://www.zara.com/ca/en/contact?v1=11113>

All feedback will be directed to **ZARA** customer service representative. Any feedback that is in the nature of a complaint will be addressed in accordance with **ZARA**'s Complaint Management Procedure.

The details of this Feedback Process will be provided on the **ZARA** website.