



Accessibility for Ontarians
with Disabilities Act (AODA)

Accessibility Policies and Multi-Year Accessibility Plan

Ontario AODA

Overview

This 2015-2022 accessibility plan outlines the policies and actions that Urban Outfitters, Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Urban Outfitters, Inc. 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 and will ensure that persons with disabilities will benefit from the same goods and services as other customers of Urban Outfitters, Inc. 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 the accessibility requirements under the Accessibility for Ontarians with Disabilities Act. To ensure compliance, Urban Outfitters, Inc. will emphasize on building accessibility into both existing and new policies to ensure information is accessible to all employees and the highest quality services are available.

Accessible Emergency Information

Urban Outfitters, Inc. is committed to providing their customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Urban Outfitters, Inc. will provide training to employees and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members.

Urban Outfitters, Inc. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by: ongoing, to be completed by July 31, 2015.

- All staff and management personnel working in Ontario will receive written accessibility training materials upon commencement of employment.



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Ontario AODA

- Training will be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.
- Urban Outfitters, Inc. will provide accessibility training in the form of a presentation which will include a training booklet or written accessibility training materials for employees to review.
- Urban Outfitters, Inc. accessibility policies and plan will be posted on our retail websites.
- All staff and management personnel will be trained when changes are made to our accessibility training, policies, and plan.
- Urban Outfitters, Inc. will provide accessible formats of accessibility training, policies, and plan upon request.
- Urban Outfitters, Inc. will create a mechanism for tracking the completion of training.

Kiosks

Urban Outfitters, Inc. does not currently utilize self-service kiosks in Canadian stores. However, if kiosks are used in Canadian stores in the future, we will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

- Urban Outfitters, Inc.'s IT Department will be consulted to ensure any existing and new self-service kiosks are altered to consider the needs of people with disabilities.
- When procuring self-service kiosks, accessibility features will be considered in the procurement process.
- Employees will be trained to assist individuals with accessibility features on all self-service kiosks.



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Ontario AODA

- Urban Outfitters, Inc. facilities departments, store design teams, and operations departments will be trained on considering the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

Information and Communications

Urban Outfitters, Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Urban Outfitters, Inc. will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by: Ongoing.

- Urban Outfitters, Inc. will ensure that any new websites or existing websites going through a significant refresh conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.
- Urban Outfitters, Inc. Internet and Intranet websites, technology solutions, communications materials, telephone communications and in-person interactions will be based on accessibility best practices.

Urban Outfitters, Inc. will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by: July 31, 2015.

- The feedback process can be found under the Urban Outfitters, Inc. Customer Service and Accessibility Plan. This information is accessible to people with disabilities at the store locations, on our retail websites, by calling our customer service lines, or by emailing our customer service general email addresses.
- Customers may also provide feedback to our management staff in person at any of our Urban Outfitters, Inc. locations or by phone.
- Customers may also provide feedback in writing by email or post.



Accessibility for Ontarians
with Disabilities Act (AODA)

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Ontario AODA

- All inquiries will be forwarded to the Urban Outfitters, Inc. Employment Administration Department for review and resolution.

Urban Outfitters, Inc. will take the following steps to ensure all publicly available information is made accessible upon request by: ongoing, to be completed July 31, 2015.

- A statement will be added to the Urban Outfitters, Inc. Canada retail websites concerning the availability of accessible formats.
- Upon request, we will provide or arrange for the provision of accessible formats in a timely manner.
- Urban Outfitters, Inc. will aim to understand the accessible formats and communication supports that are available to better assist a person with disabilities.

Urban Outfitters, Inc. will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by: Ongoing.

- Urban Outfitters, Inc. retail websites and web content will conform with WCAG 2.0, Level AA, except for exclusions set out in the IASR.

Employment

Urban Outfitters, Inc. is committed to fair and accessible employment practices. We are committed to identifying and taking steps to prevent and remove other accessibility barriers impacting employment.

Urban Outfitters, Inc. will take the following steps to notify applicants and employees that when requested we will accommodate people with disabilities during the recruitment process, hiring process, and during employment by: ongoing to be completed by July 31, 2015.

- On the Urban Outfitters, Inc. recruitment website and job postings, we will specify that we will make reasonable accommodations available for applicants with disabilities if required.



Accessibility for Ontarians
with Disabilities Act (AODA)

Accessibility Policies and Multi-Year Accessibility Plan

Ontario AODA

- Urban Outfitters, Inc. will notify applicants asked to participate in the selection process that reasonable accommodations are available for persons with disabilities.
- Upon request, Urban Outfitters, Inc. will consult with the applicants and arrange for a suitable accommodation.
- Upon making an offer of employment, Urban Outfitters, Inc. will notify the new hire of our accessibility policy and plan.

Urban Outfitters, Inc. will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability by: January 1, 2016.

- Document a process entailing how managers should engage with employees who request individual accommodations.
- Develop and document a return-to-work program for employees returning from disability leave.
- Train managers on these processes for providing individual accommodation plans and return-to-work programs

Urban Outfitters, Inc. will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when conducting performance management, career development, and redeployment processes by: January 1, 2016.

- We will assess the needs of employees with disabilities and their individual accommodation plan when conducting performance management, considering career development and/or advancement opportunities, and redeployment of our employees.



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Design of Public Spaces

Urban Outfitters, Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas, and accessible pedestrian signals.
- Accessible off-street parking.
- Service-related elements like service counters, fixed queuing lines, and waiting areas.

Urban Outfitters, Inc. will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption by posting a notice in our retail locations that lists any alternatives that are available.
- This notice will be available in accessible formats upon request.

Urban Outfitters, Inc. will put the following procedures in place for preventative and emergency maintenance of the accessible elements in public spaces:

- We will inspect and maintain these spaces to ensure that they are in good working condition.
- In the event a public space is determined to not be in good working condition, we will take appropriate steps to promptly remedy the issue.
- We will follow the procedures set forth above regarding service disruptions to the extent preventative or emergency maintenance results in a service disruption to the accessible part(s) of the public space.



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Ontario AODA

For More Information on this Accessibility Plan

Please contact: Urban Outfitters, Inc. Employment Administration Department

Email: EmploymentAdmin@urbn.com

Accessible formats of this document are available free upon request from Urban Outfitters, Inc. Employment Administration Department.