

Overview

The following outlines Urban Outfitters, Inc.'s plan to provide service to customers with disabilities in the province of Ontario.

Providing Goods and Services to People with Disabilities

Urban Outfitters Inc. is committed to excellence in serving all customers including people with disabilities.

- **Assistive devices:** We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.
- **Communication:** We will communicate with people with disabilities in ways that take into account their disability.
- **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.
- **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. Fees will not be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Urban Outfitters Inc. staff will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be made publicly available at any affected Urban Outfitters Inc. locations in the customer check-out areas and at entrances. Services/Facilities that may be affected may include: elevators, ramps, and/or accessible washrooms.

Training

Urban Outfitters Inc. will provide Accessible Customer Service training to all employees working in Ontario. Training will also be provided to people involved in the development of policies, plans,



Accessibility for Ontarians
with Disabilities Act (AODA)

Customer Service & Accessibility Policy

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practices and procedures related to the provision of our goods and services. All staff and management personnel will be trained on Accessible Customer Service upon commencement of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements for the customer service standard.
- Urban Outfitters Inc.'s plan related to the Accessible Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These may include: elevators, lifts, and/or automatic door openers.
- What to do if a person with a disability is having difficulty in accessing Urban Outfitters Inc.'s goods and services.
- Staff will also be trained when changes are made to our Accessible Customer Service Plan.

Feedback Process

Customers who wish to provide feedback on the way Urban Outfitters Inc. provides goods and services to people with disabilities can provide feedback by visiting the "Contact Us" pages on any of our Urban Outfitters, Inc. 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.

All feedback, including complaints, will be reviewed by a member of upper management. Customers may expect to receive a response within 48 hours or as soon as reasonably possible.



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Notice of Availability

Urban Outfitters Inc. will notify the public that our documents related to Accessible Customer Service are available upon request by posting a notice in the customer check-out areas of any of our Urban Outfitters Inc. locations.

Modifications to This or Other Policies

Any policy, practice or procedure of Urban Outfitters Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.