

EXPRESS

Customer Service Accessibility Policy

Introduction

The purpose of this Policy is to establish how Express will provide access to goods or services to the public and other third parties with disabilities that do business with Express (“Customers”), in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with Ontario Regulation 429/07 (the “Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”). This policy is consistent with the Express Code of Conduct and our commitment to provide excellent customer service for all customers.

Scope

This Policy applies to all Express employees, agents, and contractors serving Customers in Canada (herein collectively “Associates.”)

Policy

Associates will communicate with Customers with disabilities in a manner that takes into account their disabilities. Associates will consider how a Customer’s disability may affect 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 Express 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 amplification devices, magnification devices, note-taking devices, and communication boards. Express will take steps to ensure that Associates are familiar with such assistive devices. In addition, Express offers assistance of staff persons to enable individuals with disabilities to access goods or services.

Service Animals

Express welcomes guide dogs or other animals that serve individuals with disabilities in those areas of the Company’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 from the premises, Express will provide the applicable Customer with an alternative method of obtaining, using or benefitting from its goods or services.

Support Persons

Express welcomes persons who support individuals with disabilities to accompany them onto Express premises open to the public or other third parties. Express 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 the Customer. Express may require a support person to accompany a Customer when on the premises if Express determines that such an arrangement is necessary to protect the Customer’s health and/or safety, or the health and/or safety of others on the premises.

Temporary Unavailability of Access to Goods or Services for Customers with Disabilities

In the event that a facility, service or system offered by Express to Customers with disabilities is expected in advance to become temporarily unavailable, in whole or in part, Express will provide advance notice of the disruption on its website or at the entrance to its premises 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 to Express. The notices will:

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

Training

All Associates who interact with Customers on Express' behalf or who are involved in developing the Company'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 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 Express in accordance with the Customer Service Standard; and
- Be trained how to help a person with a disability who is having difficulty accessing the Company's goods or services.

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

- To Associates who, after January 1, 2012, are assigned duties that include interaction with Customers on the Company's behalf or who are involved in developing Express' policies, practices and procedures on the provision of goods and services; and
- Whenever Express' policies significantly change with respect to customer service accessibility for individuals with disabilities, to all Associates who interact with Customers on the Company's behalf or who are involved in developing Express' policies, practices and procedures on the provision of goods or services.

Express will keep a record of such training.

Customer Access to This Policy and Related Documents

A notice advising customers how they can request a copy of this Policy and all related documents will be posted on the Express website. Express 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

Express invites feedback on the way that it provides goods or services to individuals with disabilities. Those who wish to provide such feedback are encouraged to do so in person, by telephone or in writing. All feedback should be directed to **Customer Relations (1-800-477-8844 or talk@express.com)**. Any feedback that is in the nature of a complaint will be addressed in accordance with the Company's Complaint Management Procedure.