

RED APPLE STORES INC.

Customer Service Policy Statement - Providing Goods and Services to People with Disabilities

1. Our Mission

As Canada's leading neighbourhood general merchandise retailer, we strive to provide outstanding value, convenient locations, compelling product assortment and a great Customer experience!

2. Our Commitment

In fulfilling our mission, **Red Apple Stores Inc.** ("Our Company") strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other Customers.

3. Providing Goods and Services to People with Disabilities

Our Company is committed to excellence in serving all Customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train our Associates who communicate with Customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

We are committed to providing fully accessible telephone service to our Customers. We will train Associates to communicate with Customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with Customers by e-mail or operator assisted relay services if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our Associates are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

3.4 Billing

We are committed to providing accessible receipts to all of our Customers. For this reason, receipts will be provided in the following formats upon request: hard copy, large print, e-mail, reading the receipt out loud within a 15 day timeframe.

We will answer any questions Customers may have about the content of their receipt in person, by telephone or by e-mail within a 15 day timeframe.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all Associates are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario
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If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Our Company premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Before making a decision, Red Apple Stores Inc. will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence

- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, the Store Manager at Our Company will provide Customers with notice. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services if available.

The notice will be placed at all public entrances and service counters on our premises.

6. Training for Associates

Our Company will provide training to all Associates. Individuals in the following positions will be trained during their on-boarding period:

- All Home Office Associates
- Regional Director
- District Managers
- Market Leaders
- Store Managers
- Keyholders
- Full & part time Store Associates
- Associates on Contract

A record of training will be maintained at the Home Office for all Associates excluding Keyholders and full / part time Store Associates. Training records for Keyholders and full / part time Store Associates will be maintained in their individual files at each store.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act (2005) and the requirements of the 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
- Our Company's policies, practices and procedures related to the Customer Service standard

Associates will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Associates will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback Process

The ultimate goal of Our Company is to meet and surpass Customer expectations while serving our Customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Our Company provides goods and services to people with disabilities can be made in person at one of our stores, by e-mail at info@TBSstores.com or to our customer care line at 1-800-984-8031. All feedback will be directed to the Operations Manager at our Home Office. Customers can expect to hear back in 15 days.

Red Apple Stores Inc. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

8. Modifications to This or Other Policies

We are committed to developing Customer Service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Our Company that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions About This Policy

This policy exists to achieve service excellence to Customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resources Department.