



## **Accessible Customer Service Plan – Ontario**

### Providing Services to People with Disabilities

Hermès Canada is committed to excellence in serving all customers including people with disabilities in a manner that respects the dignity and independence of those customers.

#### **Assistive Devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our merchandise and 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**

Support persons are welcomed to accompany a person with a disability in our store and on our premises.

#### **Notice of Temporary Disruption**

If we are temporarily unable to offer any services used by customers with disabilities during their shopping visit at the Bloor Street store, we will make every effort to provide public notice of any planned or unexpected interruption to these facilities or services. Notice of disruption will be posted in the store by the cash desk as soon as practicable and will include information about the reason for the disruption, its anticipated duration and a description of alternative options, if available. In addition a message will be left on the store phone system.

#### **Training for Staff**

Hermès will provide training to all associates who deal with customers, the public or other third parties on behalf of the company.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Hermès' accessible customer service plan;
- 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;
- What to do if a person with a disability is having difficulty in accessing Hermès' services; and
- Staff will also be trained when changes are made to our accessible customer service plan.

### **Feedback Process**

Customers and other members of the public who interact with Hermès who wish to provide feedback on the way Hermès provides services to people with disabilities can:

- Contact the Store Manager, in person
- Telephone the Store Manager by calling 416 968 8626 x 6020405
- Send an email to [service.ca@hermes.com](mailto:service.ca@hermes.com)
- Mail a letter to the attention of:

Hermès Canada Inc.  
c/o 131 Bloor Street West #202  
Toronto, Ontario  
M5S 1R0

Feedback forms are also available at [Hermes.com](http://Hermes.com) at [Find Our Stores/Canada/Toronto](#).

Persons providing feedback can expect to hear back within 30 days. Complaints will be addressed according to our organization's regular complaint management procedures.

### **Availability of Documents**

The documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place in the store and on the [Hermes.com](http://Hermes.com) website.