



ACCESSIBLE CUSTOMER SERVICE POLICY

OUR COMMITMENT

TJX Canada is committed to excellence in serving all Customers, including persons with disabilities, by striving to ensure persons with disabilities are able to access goods, services and facilities and receive the same benefit from those goods, services and facilities as any other member of the public. This includes identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with disabilities.

The objective of this policy (the “Policy”) is to identify and document how TJX Canada seeks to achieve compliance with the *Accessibility for Ontarians with Disability Act*, the *Accessibility for Manitobans Act* and all other applicable legislation across Canada, and how it will continue to work towards improving accessibility in customer service for persons with disabilities.

APPLICATION OF THE POLICY

This Policy applies to:

- All TJX Canada Associates;
- Every person who participates in developing and implementing TJX Canada’s measures, policies, and practices; and
- Every other person who provides goods, services, or facilities on behalf of TJX Canada.

PROVIDING GOODS & SERVICES TO PERSONS WITH DISABILITIES

TJX Canada respects the dignity and independence of persons with disabilities. We will ensure our practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity by carrying out our responsibilities in the following areas:

Communication

We will communicate with our Customers in a manner that takes into account their disability and associated communication needs.

We will train Associates, who have direct interaction with the public, on how to most effectively interact and communicate with persons with disabilities to ensure our practices are equitable and inclusive.

Telephone Services

We are committed to providing fully accessible telephone service to our Customers, within our regular operating hours.

Alternate methods of communication are available upon request to ensure our Customers have access to the communication approach that best meets their needs, such as e-mail, fax, mail, or TTY (teletypewriter), if telephone communication is not accessible.

Assistive Devices

Where possible, TJX Canada will allow a Customer with a disability to use their own assistive device when on our premises for the purposes of obtaining, using or benefiting from our goods, services and facilities. We will ensure that our Associates are trained to appropriately interact with and provide assistance to our Customers, who use assistive devices, including but not limited to:



ACCESSIBLE CUSTOMER SERVICE POLICY

- Wheelchairs
- Walkers
- Canes
- Portable magnifiers
- Assistive listening devices
- Alternative and Augmentative Communication devices
- Personal oxygen tanks
- Devices for grasping

If there is a physical, technological, or other type of barrier that prevents the use of an assistive device on our premises, TJX Canada will make efforts to provide an alternative means of assistance to the person with a disability.

Service Animals

Where a person with a disability is accompanied by a service animal, we are committed to ensuring access to our premises, unless the animal is otherwise excluded by law. We will ensure that our Associates, volunteers and others dealing with the public receive training in how to interact with persons with disabilities who are accompanied by a service animal.

Where service animals are not clearly identified, an Associate may ask the person with the service animal to provide appropriate documentation.

If the service animal is excluded by law, TJX Canada will explain why the service animal cannot enter the premises and will explore alternate ways to enable the person to obtain, use or benefit from our goods, services or facilities.

Support Persons

A support person may accompany a Customer with a disability at all times.

TJX Canada may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, TJX Canada determines:

- a) A support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- b) There is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Notice of Temporary Disruption

TJX Canada will take steps to ensure any aspects of its built environment (e.g., ramps, stairs, elevators) intended to facilitate barrier-free access to the goods and services it provides are available for use in the intended manner.

TJX Canada will provide Customers with prompt notice of a planned or unexpected disruption of barrier-free access to a location or service. This notice will include information about the location or service that is unavailable, the reason for the disruption, its anticipated duration, and whether there are other ways to access our goods, services and facilities. This may include a description of alternate access locations, if available.

The notice will be posted where it is likely to come to the attention of our Customers, such as at the public entrances/exits. In addition, an announcement will be made periodically throughout the disruption period via our P.A. system.



ACCESSIBLE CUSTOMER SERVICE POLICY

Training of Associates

TJX Canada will provide training to Associates who have direct interaction with the public and every person who participates in the development and implementation of TJX's policies, procedures and measures with respect to providing accessible customer service. The training will include the following:

- How to effectively interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person.
- How to use equipment or devices available on TJX Canada's premises or otherwise provided by TJX Canada that may help with the provision of goods, services or facilities to a person with a disability.
- What to do if a person with a disability is having difficulty in accessing TJX Canada's goods & services.
- TJX Canada's policies, practices, and procedures relating to Accessible Customer Service.
- Applicable legislation across Canada including The Accessibility for Manitobans Act, Provincial Human Rights Codes and Accessible Customer Service Standards Regulations and Accessibility for Ontarians Act.

TJX will provide training to everyone to whom this Policy applies as soon as reasonably practicable after a new individual assumes a role to which this Policy applies. TJX Canada will also provide training on an ongoing basis when changes are made to these policies, practices, and procedures. TJX Canada will maintain training attendance records including the names of attendees, summaries of the training materials, and the dates when training is offered and provided.

FORMAT OF DOCUMENTS

Upon request, TJX Canada will provide documents, or the information contained in documents, and signage and promotional materials required to be provided under the applicable legislation, to a person with a disability in an Accessible Format or with a Communication Support.

Requests for document(s) in Accessible Format or with a Communication Support will be addressed in a timely manner that takes into account the person's accessibility needs due to disability. The document will also be provided at a cost that is no more than the regular cost charged to other persons.

TJX Canada will consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

FEEDBACK PROCESS

TJX Canada welcomes and will respond promptly to feedback received on the accessibility of our goods and services. Feedback can be provided to our Customer Service department:

Phone : 1-800-646-9466 ;
E-mail : cservice_department@winners.ca;
Mail: 60 Standish Court, Mississauga, ON, L5R 0G1.
Fax: 905-405-2384.
OR In person by asking to speak to someone on the Management team.

WINNERS

HOMESENSE

Marshalls



ACCESSIBLE CUSTOMER SERVICE POLICY

Customers can expect acknowledgement of their feedback, once received, within two (2) business days. Where the feedback requires TJX Canada to take an action or where a complaint is received, we will take the necessary action in response to the feedback or complaint and will document the action taken. This documentation will be available upon request.

TJX Canada will make information about this feedback procedure readily available to the public and shall make it accessible to a person with a disability by providing, or arranging for the provision of Accessible Formats and Communication Supports, on request.

RESPONSIBILITIES

TJX Canada will:

1. Review this Policy on an annual basis and revise where necessary.
2. Provide Customers and interested parties with a copy of this Policy and any other documentation required by the applicable legislation upon request.
3. Ensure notification of the availability of this documentation will be posted at a conspicuous place in the location, on the TJX Canada website or by another method that is reasonable in the circumstances.
4. Make this Policy available in alternate formats upon request.
5. Ensure that all Associates are appropriately trained to provide accessible customer service.
6. Ensure that notice is provided for any disruption of service.
7. Collect and follow up on all Customer feedback.

Everyone to whom this Policy applies will be required to:

1. Attend and complete Accessible Customer Service training.
2. Employ the skills and knowledge presented in the Accessible Customer Service training program to ensure consistent level of customer service.
3. Inform management of any issues regarding accessibility, including disruptions of service that could affect customer access to our premises.
4. Adhere to the Accessible Customer Service Policy at all times.
5. Provide assistance to Customers where necessary, and ensure all aisles, walkways, and hallways are kept clear at all times.

QUESTIONS ABOUT THIS POLICY

Inquiries by members of the public and Associates of TJX Canada related to the policy and its purpose can be sent to the Customer Service Manager of TJX Canada. Contact details can be found under the Feedback Process section of this Policy.