

## **Accessibility for Ontarians with Disabilities Act**

### **Bath & Body Works (Canada) Corp.’s Customer Service Policy: Providing Goods and Services to People with Disabilities**

**Purpose:** The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act” or “AODA”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. The *Accessibility Standards for Customer Service* (the “Standard”) has been established under the Act to ensure goods and services are, where possible, equally accessible to every member of the public.

**Commitment to accessibility:** We at Bath & Body Works are committed to providing a barrier-free environment for our customers. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote the underlying core principles of the Act. We are committed to developing customer service policies and practices that respect and promote the dignity and independence of people with disabilities.

**Bath & Body Works** strives 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.

**Core Principles of the Policy:** We endeavour to ensure that the Policy and related practices and procedures are consistent with the following four principles:

1. **Dignity** – Persons with a disability must be treated as valued customers as deserving of service as any other customer.
2. **Equality of Opportunity** – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
3. **Integration** – Wherever possible, persons with a disability should benefit from our goods and services in the same or similar place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.
4. **Independence** – Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

**Application:** This Policy applies to all staff and customers of Bath & Body Works in Ontario and all other persons who are otherwise governed by the Act.

**Practices, Procedures and Training:** Bath & Body Works is committed to communicating with and serving our customers in a manner that demonstrates our commitment to accessibility. Customers with assistive devices, support people or service animals are welcome in our stores, subject only to applicable law. Bath and Body Works is committed to providing training to store staff on serving customers with disabilities, and will document and report such training in compliance with the Act.

**Notice of temporary disruption:** Bath & Body Works will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. 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 may be placed at public entrances and service counters on our premises.

**Feedback process:** Comments on our services to customers with disabilities are welcome and appreciated. Feedback regarding the way Bath & Body Works provides goods and services to people with disabilities can be made:

- By e-mail to: [BBWCanada@bathandbodyworks.ca](mailto:BBWCanada@bathandbodyworks.ca)
- By fax to: **(416) 622-7439**
- By telephone to: **1 (888) 684-6412**
- In writing to: **ATN: Bath & Body Works Customer Relations**

**4875 Marc-Blain**

**Saint-Laurent, Quebec H4R 3B2**

- All feedback will be directed to Bath & Body Works Customer Relations. Customers can expect to hear back within 10 business days.

**Questions about this Policy:** Any questions about the policy should be referred to Bath & Body Works Customer Relations, whom can be reached using the contact information listed above. This policy is available in alternate forms, upon request.