

## **ACCESSIBLE CLIENT SERVICE POLICY**

Louis Vuitton Canada, Inc. (the “Company” or “we”) is committed to excellence in serving clients and dealing with third parties, including people with disabilities. The Company is committed to meeting all non-discrimination, accommodation and accessibility obligations, including under the Ontario *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

The Company’s accessible client service policies and practices, as set out in this Accessible Customer Service Policy (the “Policy”), are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability, as appropriate in the circumstances. We will work with each person with a disability to determine what method of communication works for the person.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures may be used to ensure that the person with a disability can access our goods, services or facilities.

### **Service animals**

We generally welcome service animals that assist people with disabilities. Service animals are allowed on the parts of our premises that are open to the public. We recognize that a service animals are often easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps a person perform certain tasks. When we cannot easily identify a service animal, our employees may ask a person to provide documentation from a regulated health professional that confirms the person needs the animal for reasons relating to the person’s disability.

If a service animal is prohibited by another law, we will explain why the animal is excluded. Separately, if a service animal creates a disruption, then the Company reserves the right to exclude the animal from Company property as permitted by law. In such a circumstance, a representative of the Company will discuss with the person to whom the service animal belongs whether there is an alternative way for the person to access Company goods, services or facilities, if and as appropriate.

### **Support persons**

A person with a disability who uses a support person will be allowed to have that person accompany them on our premises. To the extent applicable law and individual circumstances permit, the Company may require a person with a disability to be accompanied by a support person at our facilities to ensure health and safety. In such a circumstance, the Company may consult with the person to consider whether there are health and safety issues and, if so, how to best to handle them.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities impacting clients or third parties with disabilities, the Company will endeavor to notify the impacted clients or third parties promptly through a notice stating the reason for the disruption, its anticipated length of time, and a description of

alternative facilities or services, if available.

### **Training**

The Company will ensure accessible client service training is provided as required by AODA to certain employees and third parties. New staff will be trained on accessible client service as soon as practicable after being hired.

Employees and others required to engage in the training will receive updates on any changes made to legal requirements or the Policy.

### **Feedback process**

The Company welcomes feedback on how we provide accessible client service. Feedback will help us identify barriers and respond to concerns. Those who wish to provide feedback on the way the Company provides goods, services or facilities to people with disabilities can provide feedback by contacting the Company at:

**Louis Vuitton Americas Report It (toll free hotline): 1-877-778-5463**

The Company will respond to any feedback requiring a response as soon as practicable and ensure the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

### **Notice of availability of documents**

The Company will notify the public of this Policy by posting it on our website. We will consult with the person making the request to determine the suitability of the specific format or communication support and then, as practicable, provide the accessible format in a timely manner and at no additional cost.

### **Modifications to this or other policies**

Any modification to this our other policies of the Company will promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

## **MULTI-YEAR ACCESSIBILITY PLAN**

This Multi-Year Accessibility Plan (the “Plan”) outlines the policies and practices that Louis Vuitton Canada, Inc. (the “Company” or “we”) has or will implement in its Ontario operations to improve accessibility for individuals with disabilities. The Plan also incorporates and references the Company’s existing accessibility policies and practices, where applicable.

### **1. Statement of Commitment**

The Company is committed to treating all people, including individuals with disabilities, in a manner that respects their dignity and independence. We believe in integration and equal opportunity. To this end, we are committed to meeting the needs of individuals with disabilities in a timely manner and endeavor to identify and remove barriers to accessibility in all aspects of the Company’s operations. The Company is also committed to ensuring compliance with the accessibility requirements contained in the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations (“AODA”).

Human Resources is responsible for ensuring the Company implements the obligations contained in the Plan

to further this commitment.

## **2. Client Service**

The Company maintains an Accessible Client Service Policy (the “Policy”), as well as appropriate feedback mechanisms to facilitate compliance with the Policy. The Company will periodically review the Policy and implement any required changes to promote accessibility within our client service operations.

The Company will put procedures in place to prevent/notify the public of service disruptions to the accessible parts of its public spaces, if and as applicable.

## **3. Accessible Emergency Information**

The Company is committed to providing Ontario clients and third parties with publicly available emergency information, if any, in an accessible manner, upon request.

## **4. Training**

The Company will provide accessible client service training as required under AODA and described in the Policy, including training to certain new employees.

Further, the Company, as required by AODA, will ensure that training is provided to certain employees, volunteers and other third parties regarding AODA and the Ontario *Human Rights Code* as it pertains to individuals with disabilities. The Company will engage qualified third-party training vendors to deliver the training content to applicable employees and other required to receive training.

## **5. Information and Communications**

The Company is committed to meeting the communication needs of individuals with disabilities. The Company will consult with such individuals to determine their information and communication needs and will provide information and communications in accessible formats and in a timely manner (and at a cost that is no more than any regular cost) in accordance with the requirements of AODA.

The Company continuously seeks to improve its website to meet ongoing AODA and any other accessibility standards.

## **6. Employment**

The Company is committed to accessible employment practices and to removing any barriers that prevent or hinder the career development of employees with disabilities at the Company.

We will provide employees with disabilities with individualized emergency response information where necessary, in accordance with AODA. The Company will take steps to determine whether employees require individualized emergency response information on an ongoing basis as part of our human resources and occupational health and safety functions.

In accordance with AODA, the Company takes steps to: notify the public and employees that the Company accommodates people with disabilities during the recruitment and selection process as well as during the course of employment; provide employees with employment-related information in accessible formats and with communication support if and as needed; develop individual accommodation and return-to-work policies and plans as required by AODA; ensure the accessibility needs of employees with disabilities are taken into account in the Company’s performance management, career development and redeployment processes.

## **7. Design of Public Spaces**

The Company will meet its AODA accessibility obligations with respect to the design of public spaces or when building or making major modifications to public spaces, including service counters, fixed queuing lines and waiting areas, if and as applicable.

## **8. Modification of the Plan**

This Plan will be reviewed and updated as needed by the Company at least every 5 years. At the time of any revision, information regarding accessibility policies and practices adopted by the Company in accordance with the Plan or otherwise will be included in the revised Plan.

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For general inquiries or to request an alternate format of the Plan, please contact the Human Resources Team.