

POLICY:

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES (ONTARIO)

Williams-Sonoma Canada Inc. is committed to excellence in serving all customers including people with disabilities. We are committed to providing a barrier-free environment for our customers and developing customer service policies and practices that respect and promote the dignity and independence of people with disabilities and ensuring that our products and services are accessible for all customers. We strive to provide our 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. We will not make assumptions about our customers' needs but will rely on them to guide us regarding the best way to assist them.

The following is our commitment:

Communication

We will communicate with people with disabilities in ways that consider their disability. We will train our associates who communicate with guests on how to interact and communicate with people with various types of disabilities. We are also committed to providing fully accessible telephone service to our customers. We will offer to communicate with guests by email if telephone communication is not suitable to their communication needs or is not available.

Service Animals

People with disabilities may use their service animal in all parts of our premises that are open to the public, unless the animal is excluded by law, such as in food preparation areas. In this case, we will ensure that appropriate alternative arrangements are made to ensure that the person can access the service.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

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 staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

PROCEDURE:

Associate Training

Williams-Sonoma Canada Inc. will provide training to all employees, volunteers, and every person who provides goods, services or facilities on our behalf. Training will also be provided to people involved in the development of policies, plans, practices, and procedures related to the provision of our goods and services. Associates will be trained on the requirements of our accessibility policies, the Customer Service Standards and the Accessibility for Ontarians with Disabilities Act within 30 days of being hired with Williams Sonoma Canada Inc. Human Resources will retain all training records.

Notice of Temporary Disruption

We 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

Feedback from a member of the public or third party about the delivery of goods and services to persons with disabilities may be given in person to any Manager on duty. Alternatively, guests may contact WSI's Human Resources hotline at 1-855-654-6474. Human Resources will respond to all feedback in a timely manner. Accessible formats and communication supports are available on request.

We will notify the public that our documents related to accessible customer service are available upon request by posting a notice in-store. Guests may ask any one of our Managers and Associates, and they will provide a copy in an appropriate format, taking into consideration the person's disability.

Contacts	
HR Representative	Refer to Corporate Directory/Corporate Who's Who
HR Resource line	1-855-654-6474