HARRY ROSEN

Clients with Disabilities

Customer Service Policy Statement

Harry Rosen Inc. strives at all times to provide its merchandise 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 merchandise and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

1. Providing merchandise and services to people with disabilities

Harry Rosen Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train Associates who communicate with customers on how to interact and communicate with people with various types of disabilities.

1.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train Associates to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by phone text, email, mail and Relay Communication Services if telephone communication is not suitable to their communication needs.

1.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our merchandise and services. We will ensure that our Associates are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our merchandise or services.

We will also ensure that Associates know how to use the following assistive devices available on our premises for customers: Relay Communication Services, location of elevators/escalators.

1.4 Other services

At-home personal styling appointments and closet organization are available for Titanium and Diamond CLUB HARRY members. We also have virtual Advisors that can assist via chat or email.

Our merchandise may also be ordered through our website at www.harryrosen.com and www.shopfinalcut.com.

Harry Rosen:

Expedited Shipping: $15. Free for orders over $250. When logged into a CLUB HARRY account - free for orders over $100. For Diamond CLUB HARRY members, expedited shipping is free. Next Day Shipping: $25

Pick up in store Free

Final Cut:

Expedited Shipping: $15. Free for orders over $250. Next Day Shipping $25. Pick up in store is free.

Pickup in store– free and available at most locations within 0-5 days. Wherever possible items will be filled from the selected pickup location; however, some items may need to be shipped in from alternate distribution centres. In which case, an order could take up to 5 days to be complete and ready for pickup.

1.5 Receipts

We are committed to providing accessible receipts to all of our customers. For this reason, receipts will be provided in the following formats upon request: hard copy and e-mail.

We will answer any questions customers may have about the content of the receipt in person, by telephone or e-mail.

2. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all Associates and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter all Harry Rosen Inc. premises with his or her support person, including fitting rooms. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

3. Notice of temporary disruption

Harry Rosen Inc. will provide customers with notice in the event of a planned or unexpected disruption in our stores 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 services, if available.

The notice will be placed at all public entrances and service desks on our premises.

4. Training for Associates

Harry Rosen Inc. will provide training to all Associates and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided as part of onboarding after Associates commence their duties, and will be completed within the first 3 months.

Training will include the following:

- In Ontario - the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards

- In Manitoba - the purposes of the Accessibility for Manitobans Act, 2013 and the requirements of the customer service standards
- 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
- How to use Relay Communication Services
- What to do if a person with a disability is having difficulty in accessing Harry Rosen's merchandise and services
- Harry Rosen's policies, practices and procedures relating to the customer service standard.

Applicable Associates will be trained on policies, practices and procedures that affect the way merchandise and services are provided to people with disabilities. Associates will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Feedback process

We actively encourage the participation of all customers in our feedback process. The ultimate goal of Harry Rosen Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Harry Rosen Inc. provides merchandise and services to people with disabilities can be made by:

- E-mail to customercare@harryrosen.com
- Verbally to any Management Associate in the store
- Feedback cards available at all service desks

All feedback will be directed to Larry Rosen, Chairman, CEO of Harry Rosen Inc. Alternatively, customers will be contacted through their preferred communication method (email or mail) as indicated with their feedback.

6. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Harry Rosen Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

7. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to Larry Rosen, Chairman, CEO of Harry Rosen Inc. at larryrosen@harryrosen.com

We are pleased to offer a summary of our customer service and accessibility policies. To receive your copy **in a format that is most useful to you**, please contact the Harry Rosen Hotline toll free at 1-800-461-9956 or via mail to 77 Bloor St. West, Suite 500, Toronto, ON, M5S 1M2.