

# TRUE RELIGION®

## ACCESSIBLE CUSTOMER SERVICE POLICY

### Intent

True Religion Brand Jeans strives at all times to provide goods and/or services in a way that respects the dignity and independence of persons with disabilities.

### Practice

#### Communication:

True Religion employees will communicate to persons with disabilities in ways that take into account their disability.

#### Training:

True Religion ensures that all employees who interact with our customers and other third parties receive training as required by the Accessibility Standards for Customer Service. In addition, training is provided to True Religion employees as part of orientation training for new employees and on a continuing basis as required, such as when changes are made to True Religion's Accessible Customer Service Policy.

Training includes:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Accessibility Standards for Customer Service;
- Information about True Religion's policies, procedures and guidelines pertaining to the provision of True Religion's goods and services to customers with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing goods, services or resources;
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on True Religion's premises that assist with the provision of goods and/or services to persons with disabilities.

#### Assistive Devices:

True Religion Brand Jeans is committed to serving persons with disabilities who use assistive devices to obtain, use, and benefit from our goods and services.

# TRUE RELIGION®

True Religion informs customers of the assistive devices that are available on the Company's premises.

While True Religion and its employees are committed to familiarizing themselves with the various assistive devices that may be used by customers, where an employee is not immediately able to service the customer via the assistive device he/she uses, that employee will immediately refer the matter to the Store Manager, who will be vested with the responsibility to achieve the necessary customer service to that customer as quickly as reasonably possible.

## Use of Service Animals and Support Persons:

Persons with disabilities may bring their service animal on the parts of our premises that are open to our customers or other third parties, and the animal is not otherwise excluded by law. True Religion ensures that all employees, including third parties, dealing with customers are trained in how to interact with persons with disabilities who are accompanied by a service animal. It is the responsibility of the person with a service animal to control the animal at all times. In the event an employee is allergic to animals, alternative arrangements will be negotiated.

Any person with a disability who is accompanied by a support person is allowed to enter True Religion's premises open to customers or other third parties with his or her support person. 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 the Company's premises.

## Notice of Temporary Disruptions:

True Religion makes reasonable effort to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services normally used by persons with disabilities. The notices include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services, if available.

This notice is displayed prominently within the store.

## Feedback Process:

True Religion welcomes feedback, including feedback in the delivery of goods and services to persons with disabilities. Customers can submit feedback to the Operations Accessibility Coordinator at [OAC@truereligionbrandjeans.com](mailto:OAC@truereligionbrandjeans.com) or contact us by calling 323-266-3072. Customers can expect to hear back within 10 business days. Complaints will be addressed according to the Company's complaint management procedures.

# TRUE RELIGION®

## Modifications to this or Other Policies:

True Religion Brand Jeans is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. As such, no change will be made to this policy before considering the impact on persons with disabilities. Any Company policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## Questions about this Policy:

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy please contact:

Operations Accessibility Coordinator  
323-266-3072  
OAC@truereligionbrandjeans.com