

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Vans, a division of VF Outdoor Canada, Co. is committed to excellence in serving all customers, vendors, contractors and other persons who wish to access its goods, services or facilities. The Company is committed to providing access to its goods, services and facilities in a manner that respects the dignity and independence of individuals with disabilities and in a manner that is integrated so as to enable a person with a disability to obtain, use or benefit from our goods and services.

Assistive Devices

The Company will ensure that employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services. Persons with disabilities may use their own assistive devices as needed when accessing goods or services provided by the Company.

The Company will also ensure that employees know how to use the following assistive devices available on our premises for customers: accessibility change rooms, elevators.

Communication

The Company will communicate with people with disabilities in ways that take into account their disability. The Company will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Service Animals

The Company welcomes people with disabilities and their service animals. All persons using a service animal are permitted access to the premises with their service animal and to keep the animal with him or her at all times. Service animals are allowed on the parts of our premises that are open to the public.

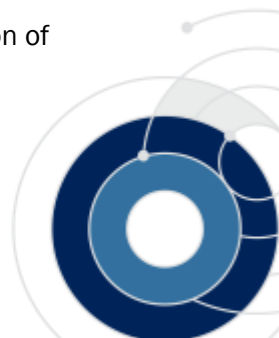
Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the premises, including in change rooms.

The Company will notify customers of this by posting a notice in the following location(s): Vans Canada Company website (www.vans.ca).

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.





When disruptions occur, the Company will provide notice by posting notices in conspicuous places including at the point of the disruption and at the main entrance or by any other method that may be reasonable under the circumstances.

Training

The Company will provide accessible customer service training to employees, and others who deal with the public or other third parties on our behalf; for example, retail store employees and customer service representatives. 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.

Training will be provided as soon as practicable and will be included in new hire orientation. Revised training will be provided in the event of changes to legislation, or changes to the Company procedures and/or practices related to customers with disabilities.

The Company will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - The Company's plan related to the customer service standard
 - 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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities (these include accessibility change rooms and elevators)
 - What to do if a person with a disability is having difficulty in accessing the Company's goods and services
 - Staff will also be trained when changes are made to our accessible customer service plan
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Feedback Process

Comments on our services regarding how well those expectations are being met are welcome and appreciated. Customers who wish to provide feedback on the way the Company provides goods, services and facilities to people with disabilities can provide feedback in the following way(s):

E-mail: vanscustserv@vfc.com

Mail: VF Outdoor Canada, Co., 3260 Rue Guénette, Saint-Laurent, QC H4S 2G5

Phone: (866) 991-0040

Or in accessible formats and/or with communication supports, on request.

All complaints will be reviewed and the appropriate action taken to address the issue raised. Where appropriate, The Company will respond directly to the customer in writing, or in another appropriate accessible format or with communication supports if requested.

Customers can expect to hear back within 10 business days.





Notice of Availability

The Company shall notify customers that the documents related to our accessible customer services are available upon request and, in consultation with the individual making the request, available in a format that takes into account the customer’s disability or with communication supports.

Notification will be given by posting the information in a conspicuous place owned and operated by the Company, the Company’s website, and/or any other reasonable method.

Modifications to this or Other Policies

Any policy, practice or procedure of the Company that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.





Statement of Organizational Commitment

Vans, a Division of VF Outdoor Canada, Co. will strive at all times to provide its services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving employees and customers with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other employees and customers.

The Company is committed to excellence in serving all of our employees and customers, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability.





Accessibility Policies

This document describes the policies and activities Vans, a division of VF Outdoor Canada, Co. will put in place to improve opportunities for individuals with disabilities.

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Customer Service Policy

The Company has implemented an Accessible Customer Service Plan to ensure that our customers with disabilities are treated with dignity and respect and have the same opportunity to access and benefit from our merchandise, facilities and services as other customers.

Accessible Emergency Response Information

The Company will provide its customers with any publicly available emergency information in an accessible way upon request. The Company will also provide employees with disabilities the opportunity to prepare individualized emergency response information plans when necessary to assist them in the event of an emergency.

Training

The Company provides training to employees on accessible customer service. The Company is also committed to providing training to employees on Ontario’s accessibility laws and human rights laws as they relate to individuals with disabilities. Training will be provided in a way that best suits an employee’s job duties and responsibilities.

Any person with a disability who is accompanied by a support person will be allowed to enter our facilities 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 our premises.

The Company is committed to ensuring that any existing feedback processes are accessible to people with disabilities upon request. The Company will assess its processes for receiving and responding to feedback from customers and employees, consider accessibility requirements when creating new forms of communication, and make appropriate changes and accommodations where required or requested.

The Company is committed to ensuring that publicly available information about its merchandise, facilities and services is made accessible upon request. The Company will assess the information it provides to the public, consider accessibility requirements when creating new forms of publicly available information, and make appropriate changes and accommodations where required or requested.

Employment

The Company is committed to fair and accessible employment practices. The Company will accommodate individuals with disabilities during the recruitment and hiring processes and during employment. The Company will review its recruitment and hiring policies, processes and communications and will modify them as required to reflect required accessibility standards.





The Company will develop or revise required individual accommodation plans and return-to-work plans for employees that have been absent due to a disability. The Company will review performance management and career development processes and modify them as required to ensure the accessibility needs of employees with disabilities are taken into account.

The Company will continue to identify and take steps to prevent and remove other accessibility barriers impacting employment.

Design of Public Spaces

The Company will work toward meeting the Accessibility Standards for the Design of Public Spaces by January 1, 2017, when building or making major modifications to its public spaces.

The Company will provide notice when there is a disruption to facilities or services that are usually used by individuals with disabilities. The notice will include information about the reason for the disruption, its expected duration and a description of alternate facilities or services, if available. This notice will be posted in a conspicuous area at or near the disrupted facility or service and/or on our website.

Accessible Formats

These Accessibility Policies are publicly available and, on request can be provided in an accessible format and/or with communication supports.





Multi-Year Accessibility Plan

Introduction

Vans, a division of VF Outdoor Canada, Co. is committed to providing goods, services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities. This Multi-Year Accessibility Plan is an Appendix to our Accessibility Policy. It outlines the Company's strategy to prevent and remove barriers to accessibility and describes the Company's progressive approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. This Plan is a continually expanding and fluid document that will be updated at least every five years, as the Company's accessibility strategy evolves.

The Company welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Customers who wish to provide feedback on the Company's Accessibility policies, Multi-Year Accessibility Plan, or feedback and document request procedure for people with disabilities can provide feedback in the following way(s):

E-mail: vanscustserv@vfc.com

Mail: VF Outdoor Canada, Co., 3260 Rue Guénette, Saint-Laurent, QC H4S 2G5

Phone: (866) 991-0040

Customer Service Accessibility Action Taken:

- The Company ensures training is provided to employees, every person who interacts with the public on the Company's behalf, as well as to all those who are involved in the development of the Company's policies, procedures and practices governing the provision of goods or services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person's disability into account. The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to the Company's policies or procedures governing the provision of goods or services to persons with disabilities
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from the Company's goods and/or services
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public, except in those areas in which the animal is excluded by law
- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our goods and services
- Notice is provided to the public of any temporary or other disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available
- The Company welcomes feedback about how it provides goods or services to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format
- Our Accessible Customer Service Plan, feedback and document request procedure is available under the 'Accessibility' link on our corporate website at www.vans.ca





Emergency Procedures, Public Emergency Safety Information Action Taken:

- Emergency procedures and public emergency safety information that is prepared by the Company and made available to the public is made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Workplace Emergency Response Information Action Taken:

- Alternative emergency preparedness plans are created and updated, as required and as soon as practicable, for employees who the Company is aware are unable to follow the standard emergency plan in their Company work location, as a result of a permanent or temporary disability. The employee and, if the employee consents, any designated assistant(s) are provided with the alternative emergency preparedness plan
- Alternative emergency preparedness plans are stored with the standard Emergency Plan(s) in the employee's location

Accessibility Policy and Multi-Year Accessibility Plan Action Taken:

- The Company's national Accessibility Policy has been implemented. The Policy affirms the Company's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that the Company will achieve accessibility
- The Company created this Multi-Year Accessibility Plan outlining the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility
- The Policy and Plan are posted on our corporate website (www.vans.ca) and will be provided in alternate formats upon request
- The Plan will be reviewed and updated at least once every five years

Feedback, Accessible Formats and Communication Supports:

The Company will ensure that:

- In Ontario and nationally, as soon as practicable, its processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and
- In Ontario and nationally, as soon as practicable, upon request the Company will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at no extra cost.

Planned Action:

- The Company shall retain a third-party service provider to convert communications and documents to alternate formats, if needed, and inform all employees who may receive or respond to feedback with information as to how to obtain alternate formats or communication supports from the service provider, as soon as practicable



- Feedback will be accepted by the Customer Service Department at (866) 991-0040, or in writing to VF Outdoor Canada, Co., 3260 Rue Guénette, Saint-Laurent, QC H4S 2G5
- Requesting persons will be consulted as to the suitability of an accessible format or communication support
- The public will be notified about the availability of accessible formats and communication supports by a notification on www.vans.ca

Employment

By January 1, 2016 in Ontario, and as soon as practicable nationally, accessibility will be integrated into The Company's employment-related practices, as follows:

Recruitment Planned Action:

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings and on the careers section of the corporate website
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability
- When making offers of employment, notify the successful applicant of The Company's policies for accommodating employees with disabilities; and
- Develop and provide appropriate training to employees responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner
- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new employees are provided information about the Company's accessibility policies as soon as practicable after employment commences, including a description of same in new hire paperwork and on the Company's intranet
- Develop a procedure to advise employees whenever there is a change to existing policies on the provision of workplace accommodations
- Develop and integrate procedures for documenting and updating, as required, documented individual accommodation plans, which will provide for the method(s) by which requesting employees will be assessed and represented, how they can participate in the plan's development, and the method by which a copy of the plan will be provided to the colleague in a format that takes his or her accessibility needs into account
- Develop and provide appropriate training to managers and employees responsible for supporting the individualized accommodation plan process, and a training schedule that will ensure the efficacy of the process on a continuing basis

Return to Work from Disability-Related Leaves Planned Action:





- Review and, as necessary, modify and document existing return to work processes for employees who have been absent from work due to a disability and require accommodation in order to return to work
- Ensure documented individual accommodation plans comprise part of the return to work process
- Develop and provide appropriate training to managers and other employees responsible for supporting the return to work process for employees who require accommodation in order to return to work, and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis

Performance Management, Career Development and Redeployment Planned Action:

- Review and, as necessary, modify existing performance management and career development to ensure that the accessibility needs and individual accommodation plans of employees with disabilities are taken into account
- Develop and provide appropriate training to managers and other employees responsible for supporting or impacting performance management, career development and advancement, and a training schedule for same that will ensure compliance with the processes on a continuous basis

Vans Canada Premises Planned Action:

By January 1, 2017 in Ontario, and as soon as practicable nationally, accessibility will be integrated into new or redeveloped the Company public spaces in accordance with the criteria established by Ontario's Integrated Accessibility Standards, including but not limited to the following:

- Outdoor sidewalks and walkways for which Company is responsible, including associated ramps, will have a surface that is firm and stable; Off-street parking for which Company is responsible will include signed parking spaces and access aisles for persons with disabilities, including van accessible spaces
- At least one service counter in each store will accommodate mobility aids in respect of counter height, knee clearance and clear floor space. All such service counters will be clearly identified with signage
- Fixed queuing guides will provide sufficient width to allow for the passage of mobility aids and mobility assistive devices, and be cane detectable
- Any waiting areas with fixed seating will include at least one seating space in which a person using a mobility aid can wait
- Develop and implement procedures for preventative and emergency maintenance of the accessible elements in The Company public spaces, as well as how to deal with temporary disruptions when accessible elements are not in working order

Training

In Ontario, and as soon as practicable nationally, the Company will ensure that training is delivered to all employees and those who provide services on The Company's behalf on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.





Planned Action:

- Develop and implement appropriate training materials
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever The Company alters its policies and practices regarding accessibility
- Create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding

