

Accessible Customer Service Policy Statement

Summary

Nike Canada Corp. strives to provide our products and services in a manner that is accessible to all of our customers and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers.

Customers with physical or mental disabilities deserve the same high level of service given to any other customer. Nike Canada Corp. believes this is a fundamental and simply common courtesy as well as good customer service.

All goods and services provided by Nike Canada Corp. shall follow the principles of dignity, independence, integration and equal opportunity.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. While Nike Canada Corp. does not provide assistive devices in our facilities, persons with disabilities may use their own assistive devices as needed when accessing goods or services provided by Nike Canada Corp.

Communication

We will communicate with people with disabilities in ways that take into account their disability and needs for service. We will train all employees who communicate and engage with customers on how to interact and communicate with people with various types of disabilities.

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 staff, volunteers 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 may enter any Nike Canada Corp. business or premises 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Nike Canada Corp. will notify customers promptly. Notices will be clearly posted and 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 Nike Canada Corp. will provide notice by:

- Posting notices in conspicuous places including at the point of the disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the company website
- Contacting customers with an existing appointment;
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances.

Training for Staff

Nike Canada Corp. will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf; for example, all store staff, sales representatives, customer service, vendors and event operators, delivery drivers and third party agencies.

Training will also be provided to those who are involved in the development and approval of customer service policies, practices and procedures.

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

Nike Canada Corp. will retain records of training that includes the dates training was provided and the number of employees who completed the training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Nike Canada Corp.'s accessible customer service plan.
- How to interact, engage and communicate with people with various types of disabilities
- How to interact and engage with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Nike Canada Corp's products and services
- Staff will also be trained when changes are made to your accessible customer service plan.

Feedback

Nike Canada Corp.'s goal is to meet and exceed customer expectations and welcomes feedback that we take as always bettering our services, including how we provide accessible customer service to people with disabilities. Customers who wish to provide feedback on the way Nike Canada Corp. provides goods, services or facilities to people with disabilities can speak to store representatives or contact Customer Service via phone, email or letter. This feedback will help us identify opportunities and respond to concerns.

All feedback, including complaints, will be directed to the appropriate Nike Canada Corp. Customer Service team by contacting the main contact number:

Telephone: 1-416-581-1585

Email: Office.Services@Nike.com

Mailing Address:

Nike Canada Corp.
200 Wellington Street West
Suite 500
Toronto, ON M5V 3C7

Website: www.nike.com/Toronto

Complaints will be addressed according to our organization's regular complaint management procedures.

Customers can expect to hear back within 5 business days.

Our company feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Policy Updates

Nike Canada is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. No updates or amendments will be made to this policy before considering the impact on people with disabilities.

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 the contact listed above.

Notice of Availability of Documents

Nike Canada will notify the public that documents related to accessible customer service, are available upon request by posting a notice on the company website.

Nike Canada, upon request will provide or arrange for accessible formats or communication supports that are suitable for persons with a disability at no extra cost and in a timely manner. All requests will be consulted as to the suitability of the format or communication support offered.