



Affiliated®
Customs Brokers Limited/Global Logistics

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Affiliated Customs Brokers Ltd is committed to excellence in serving all its customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or provide and which may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in such way that takes into account their disability.

Service animals

We welcome people with disabilities accompanied by service animals (e.g. guide dogs). Service animals are allowed on the portions 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 our premises. Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Affiliated** 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.

The notice will be posted in the premises concerned.

Training

Affiliated will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained: customer service representatives, sales associates, managers, and any employee having contact with clients or third parties.

This training will be provided to staff 6 months after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- **Affiliated's** plan related to the customer service standard;
- How to interact and communicate with people with various types of disabilities;



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- How to interact 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 **Affiliated**'s services.

Staff will also be trained when changes are made to our Accessible Customer Service Plan.

Feedback process

Customers who wish to provide feedback on the way **Affiliated** provides services to people with disabilities can e-mail **toronto@affiliated.ca**.

All feedback, including complaints, will be handled promptly.

Customers can expect to hear back from the Company within one week.

Modifications to this or other policies

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