



Emblem Logistics Inc.

Accessibility Standard for Customer Service

(Updated Sept. 9, 2019)

Emblem Logistics Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staffs 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 visiting our office.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, except where the animal is otherwise excluded by law from the premises.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for visitors with disabilities Emblem Logistics Inc. will notify visitors 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 available at www.emblemlogistics.com or you can call the Human Resources Department at 905-754-3527.



Training

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

This training will be provided to staff within the first month of joining Emblem Logistics Inc.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Emblem Logistics Inc.'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
- What to do if a person with a disability is having difficulty in accessing Emblem Logistics Inc.'s goods and/or 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 Emblem Logistics Inc. provides goods and services to people with disabilities can use the following:

- Phone – 905 754 3527
- In person to Management
- In writing to:

Emblem Logistics Inc.
7825 Winston Churchill Blvd.
Brampton, ON L6Y 5Z4

All feedback, including complaints, will be directed to the Human Resources Department. Visitors can expect to hear back within thirty days of receipt.

Availability of Accessibility Standard document

Emblem Logistics Inc. will notify the public that our policies are available upon request. You can call us at 905-754-3527 to request a copy in a format that takes into account the person's disability. Emblem Logistics Inc. and visitors with disabilities may agree on the format to be used.

Modifications to this or other policies

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