



Accessible Customer Service Plan Statement

Our Commitment

Triumph Express endeavours to provide excellent customer service to all. We will ensure that our services are accessible to people with disabilities by removing and preventing barriers. Everyone will be treated with respect and dignity at all times.

Communication

When communicating with people with disabilities their disability will be taken into account.

Staff will be trained how to communicate effectively with people with different types of disabilities.

Training

All employees who have interaction with customers, the public and 3rd parties will be trained on the following:

- The purpose of the Accessibility for Ontarians Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having trouble accessing Triumph Express's services
- Triumph Express's policies, practices and procedures relating to the customer service standard

Training will be conducted as part of the new hire orientation process.

Service Animal & Support Persons

People with disabilities will be allowed to be accompanied by their service animal or support person onto the premises of Triumph Express Canada. Employees will be trained on how to interact with people with disabilities who are accompanied by a service animal.

Assistive Devices

Our employees will be trained to be familiar with various assistive devices that are used by people with disabilities.

Temporary Disruption

During a temporary disruption that would limit access to our services a notice will be posted on the company website or at the area of the disruption. The notice will include the reason for the interruption, the anticipated duration and if any alternative services are available.

Feedback

The ultimate goal of Triumph Express Service Canada Inc. is to meet customer expectations while serving customers with disabilities. We welcome comments and feedback on our services regarding how well those expectations are being met.

Feedback regarding the way Triumph Express Service Canada Inc. provides services to people with disabilities can be made by contacting Jaspreet Grewal (Human Resources Coordinator) via:

- Email-jaspreet_grewal@triumph.ca
- Telephone-905 673 9300 ext 215
- Mail-Triumph Express Services Canada Inc, 3030 Orlando Drive, Mississauga, ON, L4V 1S8

All feedback will be directed to the appropriate manager accordingly to the comments that are received. Customers can expect to hear back within 5 business days

Modification to this Policy

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact of people with disabilities