

Accessibility Standard for Customer Service

Kintetsu World Express (Canada) Inc. strives to provide its services in a way that respects the dignity and independence of people with disabilities. The Company is also committed to giving people with disabilities the same opportunity to access its services and allowing them to benefit from the same services, in the same place and in a similar way as other customers and employees.

Use of service animals and support persons

The Company is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public. We will accommodate the use of service animals by people with disabilities who are accessing the Companies services unless the animal is otherwise excluded by law. Where a person with a disability is accessing the Companies services must be accompanied by a support person, we will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

Assisted devices

KWE Canada will accommodate the use of personal assistive devices needed to access our services.

Notice of temporary disruption

KWE Canada will provide customers and employees with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training for employees

KWE Canada will provide training to all employees, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include:

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Standard;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- d) What to do if a person with a disability is having difficulty in accessing the Company's services; and
- e) The Company's policies, practices and procedures relating to the Standard.

Applicable employees will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

Customers who wish to provide feedback on how KWE Canada's provides services to people with disabilities can contact our Corporate Head Office.

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