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# 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.

## **Information and communications**

KWE Canada will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **Employment**

KWE Canada will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

### **Changes to existing policies**

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

### **Feedback process**

KWE welcomes feedback on how we provide accessible customer service. Customers who wish to provide feedback on the way KWE provides goods, services and facilities to people with disabilities can provide feedback in the following way(s):

1. Email: [canada.hr@kwe.com](mailto:canada.hr@kwe.com)
2. Letter – KWE Canada, 6405 Northam Drive, Mississauga, Ontario L44V 1J2
3. Telephone – 905-677-8830

All Feedback (including complaints) will be directed to the Human Resources Department. Customers can expect to hear back within 14 days (or less).

KWE will make sure the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of availability of documents**

KWE will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following places:

1. Head Office – Reception Area
2. Web site

KWE will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.