

United Van Lines
7229 Pacific Circle
Mississauga, On L5T 1S9
Direct Line: 905-795-4035
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Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

United Van Lines (Canada) Ltd. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that all our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

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.

Support persons

A person with 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 for admission to United Van Lines (Canada) Ltd.'s premises.

We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customer with disabilities United Van Lines (Canada) Ltd. 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 placed at the Main Entrance of the building.

Training of staff

United Van Lines (Canada) Ltd. (UVL) will provide training to employees and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- All UVL employees will be trained

Training will be provided to staff within one (1) month after hiring date.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirement for the *Customer Service Standard*
- United Van Lines (Canada) Ltd. '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 United Van Lines (Canada) Ltd.'s goods or services.

Staff will also be trained when changes are made to our plan.

Feedback process

Customers who wish to provide feedback on the way United Van Lines (Canada) Ltd. provides goods or services to people with disabilities can email us at: generalinquiries@uvl.ca.

All feedback will be directed to Human Resources.

Customers can expect to hear back in three (3) business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modification to this or other policies

Any policy of United Van Lines (Canada) Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified.