

## POLICIES AND PROCEDURES



<b>SOP #:</b>	<b>Revision #:</b>	<b>Prepared by:</b>	Chuck Walker
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**Title:** CUSTOMER SERVICE POLICY

**Policy:** Wilson Truck Lines provide a workplace that is comfortable and accessible for all employees as well as an accessible and welcoming environment for all customers and parties doing business with Wilson Truck Lines.

**Purpose:** Wilson Truck Lines will strive at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the services, in the same place and in a similar way as other customers.

**Commitment:** WTL is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities as outlined below.

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### Procedure:

#### 1. 1.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### 1.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail, or other necessary means, if telephone communication is not suitable to their communication needs or is not available.

#### 1.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### 1.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in any format as requested by the customer. This may include font size variation and lay out variations to provide for easier reading and understanding of all invoicing. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

#### 2. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Wilson Truck Lines premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

### **3. Notice of temporary disruption**

Wilson's Truck Lines will provide customers 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. The notice will be placed at all public entrances and service counters on our premises.

### **4. Training for staff**

Wilson's Truck Lines Joint Health and Safety Committee and internal training department will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. All employees will be trained within 3 months of the implementation of the policy (for existing employees) and within 1-month of hire for all new staff.

Training will include the following:

1. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
2. How to interact and communicate with people with various types of disabilities
3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
4. What to do if a person with a disability is having difficulty in accessing Wilson's Truck Lines's goods and services
5. Wilson's Truck Lines's policies, practices and procedures relating to the customer service standard.
6. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **5. Feedback process**

The ultimate goal of Wilson's Truck Lines is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Wilson's Truck Lines provides goods and services to people with disabilities can be made by e-mail, telephone or verbally to any member of our staff. All feedback will be directed to the safety department and Joint Health and Safety Committee for review. Customers with a complaint can expect to hear back within 48 hours of receipt by the safety department. Complaints will be addressed according to the individual circumstances.

### **6. Modifications to this or other policies**

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 on people with disabilities. Any policy of Wilson's Truck Lines that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **7. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by members of the Joint Health and Safety Committee.