



Accessible Customer Service Policy

The Company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. The Company understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. The Company is committed to complying with both the Ontario Human Rights Code and the AODA

The Company is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

The Company will ensure that employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our services or facilities.

Communication

The Company will communicate with people with disabilities in ways that take into account their disability. The Company will work with the person with a disability to determine what method of communication works for them.

Service Animals

The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When the Company cannot easily identify that an animal is a service animal, the Company may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, the Company shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the services.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, the Company might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Company will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

In the event of a planned or unexpected service disruption occurs that would limit a person with a disability from gaining access to the Company's facilities or services, the Company will make the disruption known to customers in the following ways:

- a) A notice of the service disruption will be posted in the area where the service disruption is located or
- b) A notice will be posted on the Company website

Notices 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

The Company will provide accessible customer service training to all employees. Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Company's policies 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
- How to use the equipment or devices available on-site or otherwise that may help with providing services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Company's services

Employees will also be trained when changes are made to the Company's accessible customer service policies.

Feedback Process

The Company welcomes feedback on how we provide accessible customer service. Feedback will help to identify barriers and respond to concerns. Feedback can be made in person, by telephone, through email, or by mail to:

Radiant Global Logistics (Canada) Inc.
Attention: Human Resources (HR)
1280 Courtneypark Dr. E, Mississauga, L5T 1N6
Email: hrcanada@radiantdelivers.com
Phone: 1-800-663-6331 or 905 602 2700 and ask for Human Resources

The author of the feedback will be provided with a response in the format in which the feedback was received. The Company 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

The Company will provide this document in an accessible format or with communication support, on request. Please contact Human Resources at hrcanada@radiantdelivers.com or 1-800-663-6331. The Company will consult with the person making the request to determine the suitability of the format or communication support. The Company will provide the accessible format in a timely manner and, at a cost that is no more than the regular cost charged to other persons.

Modifications to this or other policies

The Company is committed to ongoing review of its policies, practices and procedures. Any Company policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.