

ABEX National Brokerage Inc.

#288 12899 – 76 Avenue

Surrey, BC V3W 1E6

(604) 592-3560

Accessibility Standard for Customer Service Plan Providing Goods and Services to People with Disabilities

ABEX National Brokerage Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure our staff 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 premises.

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 our premises that are open to the public.

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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities ABEX National Brokerage Inc. 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 to our premises.

Training

ABEX National Brokerage Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained: President and Office Manager.

This training will be provided to staff within the first week of training.

Training will include:

- An overview of the customer service standard's plan for ABEX National Brokerage Inc. 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 our premises.

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

Feedback Process

Customers who wish to provide feedback on the way ABEX National Brokerage Inc. provides goods and services to people with disabilities can speak with our Office Manager.

Complaints will be escalated and handled by the President and the Office Manager. Customers can expect to hear back within ten business days.

Modifications to this or other policies

Any policy of ABEX National Brokerage Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified.