

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Uline Canada Corp. (Uline) is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is 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 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 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, Uline 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.

Services/Facilities include: Customer Pick up areas, Website, and phone.

The notice will be made publicly available at the following locations: Website, and posted at our Customer Pick up door.

Training

Uline will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained All employees who work in Canada or any employee who services Canadian customers. Staff will be trained on Accessible Customer Service within 3 months of being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Uline'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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: computer at Customer Pick up area
- What to do if a person with a disability is having difficulty in accessing Uline's goods and services
- Staff will also be trained when changes are made to our accessible customer service plan.

Recruitment

Uline will make accommodations during the recruitment process for applicants with disabilities and otherwise in accordance with applicable law, upon request. To request accommodation, please contact CanadaHR@uline.ca or call 905-864-7660 and ask for Human Resources.

Feedback process

Customers who wish to provide feedback on the way Uline provides goods, services and facilities (if applicable) to people with disabilities can provide feedback in the following way(s): Phone, email, internet, chat and fax. All feedback, including complaints, will be handled in the following manner: Reviewed daily, manager will call the customer to advise of our solution (if required). Customers can expect to hear back in 1 business day. Uline will ensure that the feedback process is accessible by providing information in accessible formats and with communication supports, upon request.

Notice of availability

Uline will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s): Company website

Modifications to this or other policies

Any policy, practice or procedure of Uline that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.