

## Accessible Feedback Process for JD Smith Logistics Solutions

Effective Date: February 1, 2025

Last Reviewed: February 12, 2025

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### Purpose

JD Smith Logistics Solutions (the Company) is committed to ensuring that individuals with disabilities have equitable access to providing feedback about our services, facilities, and processes, as well as feedback on how we provide accessible customer service. This process outlines how feedback is received, responded to, and used to help us identify barriers and respond to concerns.

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### Feedback Options

The Company provides several accessible options for submitting feedback, including:

1. **In Person:** Feedback can be provided verbally at our office locations.
2. **By Phone:** Feedback can be provided by calling our Customer Service Team at 905-669-8980 (or 866-669-8980).
3. **By Email:** Feedback can be submitted via email at info@jdsmith.com.
4. **By Mail:** Written feedback can be sent to:

**JD Smith Logistics Solutions**

180 Basaltic Road

Concord, ON

L4K 1G6

Attention: Human Resources

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### Process for Receiving Feedback

1. **Acknowledgement:**
    - All feedback received will be acknowledged within **3 business days**.
    - For phone or in-person feedback, acknowledgment will be provided during the interaction whenever possible.
  2. **Documentation:**
    - All feedback will be documented in a secure internal system to ensure proper follow-up.
    - The record will include the date, method of submission, details of the feedback, and the individual's preferred method of response (if applicable).
  3. **Accessibility Accommodations:**
    - Assistance will be provided to individuals with disabilities upon request when submitting feedback, including help filling out forms or accessing technology.
    - Alternative formats (e.g., large print, Braille) will be made available as needed.
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### Process for Responding to Feedback

1. **Review:**
  - The Human Resources Department will review all feedback to assess its nature and urgency.
  - Feedback related to accessibility barriers will be prioritized for investigation and resolution.

## 2. Follow-Up:

- A response will be provided within **10 business days**, addressing the feedback and outlining any actions to be taken.
- Responses will be delivered in the individual's preferred format (e.g., email, phone call, accessible document).

## 3. Resolution:

- If the feedback identifies a barrier to accessibility, the Human Resources department will develop and implement an action plan to address the issue.
  - Updates on the resolution will be shared with the individual who provided the feedback, as applicable.
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### **Confidentiality**

All feedback will be handled confidentially, and personal information will only be used for the purposes of addressing the feedback.

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### **Monitoring and Improvements**

- Feedback will be reviewed quarterly to identify trends and opportunities for systemic improvement.
  - Annual reports summarizing feedback received and actions taken will be prepared and shared with senior management.
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### **Contact Information for Feedback**

For questions or additional information about the feedback process, please contact:

#### **Human Resources**

JD Smith Logistics Solutions

Phone: 1-866-669-8980

Email: [hr@jdsmith.com](mailto:hr@jdsmith.com)

Mail: 180 Basaltic Road, Concord, ON L4K 1G6