

Feedback policy

Overview

Atlas Translogistics is committed to providing excellence in service and customer service. Our company actively seeks feedback regarding our services, activities, drivers and technical staff because feedback from our customers helps us improve our services.

The feedback policy aims to:

- Provide direction and support for Atlas Translogistics customers on how to file feedback and to
- Reassure all customers on the importance the company places on customer feedback

Our commitment

Atlas Translogistics fully supports the customers' rights to have their feedback, suggestions, comments and complaints heard and acted on appropriately and strongly believes that all customer feedback – both positive and negative – presents an opportunity for improvement.

We are therefore committed to using customer feedback to improve our services and to focus on the needs of our customers.

What kind of feedback?

Feedback from customers may come in 3 forms:

- Compliments – expressions of satisfaction from our customers when we exceeded their expectations;
- Suggestions – recommendations from our customers to (or how to) improve a service we provide;
- Complaints - expressions of dissatisfaction about our services, staff, policies or procedures.

“Voice of the customer”

All written feedback (compliments, suggestions and complaints) is recorded in the “Voice of the customer” database and managed in accordance with Atlas Translogistics' feedback management procedure.

Compliments and suggestions in the database are reviewed and analyzed quarterly (in the first 15 days of the quarter for the preceding quarter). The analysis may conclude to extend a service that received frequent compliments and/or to implement suggestions made.

Complaints are handled in accordance with the *Customer complaints policy*. Their receipt is acknowledged in 1 business day and they are acted on by the appropriate staff in maximum 3 business days.

Transparency and access

We are committed to making it easy for our customers to give us feedback by providing:

- simple information on our web site about how, where, and what information is required to make a complaint, and how the complaint will be managed
- easy access to our feedback policy