



Customer Service Policy

Joseph Haulage Canada Corp. is committed to rising above and beyond the expected level of service. Joseph Haulage Canada Corp. operates to the highest standards of safety and environmental controls with proven operating procedures, and driven by uniquely talented people. Joseph Haulage Canada Corp. will leverage proven resources to deliver Customer Service Excellence by exceeding customers' expectations through the error-free delivery of the Company's services.

Joseph Haulage Canada Corp. will continually earn the right to serve every customer by exercising care and attention of the customer relationship, treating customers with respect, trust, and being accountable for all commitments.

Management will provide clear and actionable programs and training to employees and all other parties to ensure that policies and procedures are understood and achievable.

Every manager and supervisor is responsible for the execution of customer service initiatives, monitoring performance and regularly reviewing employees and sub-contractors to meet the Company's objective.

All employees and company representations are responsible for carrying out each business interaction in a manner that positively reinforces Customer Service Excellence.

Geoffrey Joseph
President & CEO