

## Customer Service Policy

ABC Express Service is committed to same day parcel delivery, providing a broad range of services through a network of sub contractors. ABC Express operates to the highest standards of professionalism and courteous staff, with proven operating procedures, driven by our uniquely talented team. ABC Express will leverage these proven resources to deliver Customer Service Excellence by exceeding customer's expectations through the error free delivery of our customer's products and services.

ABC Express will continually earn the right to serve every customer by existing care and attention of the customer relationship, treating customers with respect, trust and being accountable for our commitments.

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

Every manger and staff is responsible for the execution of customer service initiatives, monitoring performance and regularly coaching our staff, and drivers, to meet the Company's objectives.

All sub contractors and company representatives are responsible for carrying out each business interaction in a manner that positively reinforces the Customer Service Excellence.

Andy Pinter  
ABC Express Service Ltd.