

Feedback process & contact information:

Compass Holidays values the voices of our clients and employees and is committed to reviewing any feedback received to improve our products, services, channels, technologies, and working environments.

Overview

Compass Holidays's Accessibility Office is designated to receive feedback on behalf of Compass Holidays for both employee and client accessibility related feedback. Compass Holidays welcomes feedback about:

- Compass Holidays's Accessibility Plan and the manner in which Compass Holidays is implementing our Accessibility Plan
- The barriers encountered by Compass Holidays's employees, clients, and any other persons that interact with Compass Holidays

How clients can submit feedback

Compass Holidays's clients may provide feedback through any of the following channels:

- **Webform: www.tianbaotravel.com**
- **Email: service@tianbaotravel.com**
- **Telephone: 905-695-7770**
- **Mail: 108 – 9120 Leslie St., Richmond Hill, ON. L4B 3J9**
- **Complaints:** Accessibility related complaints received across all levels of the complaints process.

How employees can submit feedback

Compass Holidays employees may also provide feedback/anonymous feedback through the below listed internal channels. For more details on these internal resources, employees are encouraged to through:

1. **Speak Up!:** A confidential, anonymous, and third-party resource to receive employee feedback and concerns safely and securely.
2. **Human Resources Centre:** Accessibility feedback can also be sent to our Human Resource Centre, through the following channels:

- **WeChat**
- **Email: hr@tianbaotravel.com**
- **Phone: 905-695-1181**
- **Mail: 108 – 9120 Leslie St., Richmond Hill, ON. L4B 3J9**

How feedback will be used

All feedback received through the channels listed above will be reviewed and addressed according to our established process including any requests that require a response or remediation. Additionally, the feedback will be shared with the Accessibility Office and centrally reviewed to inform future iterations to our Accessibility Plan, upcoming progress reports, and our work efforts to help Compass Holidays achieve zero barriers to inclusion. Written acknowledgement will be provided to all non-anonymous complaints via the channel through which the feedback was received.