

Auto World Imports Network

Accessible Customer Service Policy

Our Mission

Auto World Imports Network and its dealerships strive at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Auto World Imports Network and its dealerships is also committed to ensuring the customers with disabilities receive accessible goods and services with the same quality and timeliness as others do.

Providing Goods and Services to People with Disabilities through our Retail Network

Assistive Devices – Auto World Imports Network and its dealerships are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will communicate best practices to our staff so that they can be familiar with various types of assistive devices available that may be used by customers with disabilities.

Service Animals – Persons with disabilities may bring their service animal on the parts of our premises that are open to the public or other third parties. Auto World Imports and its dealerships will ensure that all staff, volunteers dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

Support Person – Any person with a disability who is accompanied by a support person will be allowed to enter Auto World Imports Network and its dealerships premises open to the public or other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Communication – Auto World Imports Network and its dealerships will communicate with persons with disabilities in ways that take into account their disability. This means staff will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods, services and facilities. Auto World Imports Network and its Dealerships will train staff who communicate with customers on how to interact and communicate with persons with various types of disabilities.

Notice of Service Disruption – Auto World Imports Network and its dealerships will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available, if available. The notice will be placed at all public entrances and service counters on our premises.

Training – Auto World Imports and its Dealerships will provide training on customer service to all employees who provide service to our customers both internally and externally, and who are involved in the development and approvals of customer service policies, practices and

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procedures. New staff and staff who commence new duties that involve interaction with the public or other third parties will undertake training as part of their orientation, if they have not already done so. Training records will be kept and will include the date and training is provided, names and number of attendees.

Auto World Imports Network and its dealerships will provide staff with training that includes:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of goods and services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing Auto World Imports Network and its dealerships good and services; and
- Auto World Imports Network and its dealerships policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

Staff will be trained as appropriate, on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process – Customers who wish to provide feedback on the way Auto World Imports Network and its dealerships provides goods and services to people with disabilities can do so by the following means:

- In person (by visiting the dealership you where you received service)
- By mail to 222 Steeles Ave W, Thornhill, Ontario L4J 1A1 Attention Human Resources
- By phone at 1 866 972-9570 ext. 10329
- By e-mail to accessibility@awin.ca