



# Accessible Customer Service

## **Our Commitment:**

In fulfilling our mission, FIO Automotive Canada strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

## **Support Persons:**

Support people are allowed to accompany the person with a disability anywhere the person is going on our premises.

## **Emergency Evacuation Procedures:**

If you require accommodation in the event of an emergency evacuation, please notify the person you are meeting with.

## **Accessible Formats and Communications Supports:**

If you require accessible formats of any of the documents used during your visit or communication supports, please notify the person you are meeting with.

## **Feedback Process:**

The ultimate goal of FIO Automotive Canada is to meet and surpass expectations while serving clients with disabilities. Comments on our products, goods and services, and facilities regarding how well those expectations are being met are welcome and appreciated.

Accessible formats and communication supports are available upon request for the feedback process.

Feedback regarding the way FIO Automotive Canada provides products, goods and services, and facilities for people with disabilities can be made by:

- All feedback will be directed to Debbie Colclough, Team Member Relations Manager
- Clients/customers will be responded to within three business days
- All information will remain confidential
- Feedback process is available upon request

## **Accessible Customer Service Policy:**

A copy of FIO Automotive Canada's Accessibility Policy is available upon request. Please notify Debbie Colclough, Team Member Relations Manager, who will be handling all AODA requests and the format in which you would like to receive it.

## **Questions about This Policy:**

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Debbie Colclough, Team Member Relations Manager.