

Statement of Organizational Commitment

We are committed to serve and provide services, and the goods to all our customers equally. As we strive to meet our current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Training

We are committed to training all our staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code.

Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- Our policies related to the Customer Service Standards.
- How to interact and communicate with people who have various types of disabilities.
- How to interact with people 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-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We provide training to each person as soon as practicable after they are hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

We encourage people with disabilities to use their personal assistive devices when accessing our goods, services and facilities.

Communication

We strive to help communicate with people with disabilities the way possible based on their needs by doing the following:

- Maintain a normal tone of voice unless requested to raise it.
- Being polite, patient, and trying not to rush the conversation.
- Speaking directly to the person and not who is with them.
- Asking the person helping with the communication.
- If there is confusion, let the person know and try asking yes-or-no questions.

- Being flexible by rewording anything that is not being understood instead of repeating.
- Only refer to the person's disability if its relevant and necessary.
- Offer help if it is necessary, but respecting the person's wishes if they don't accept the help offer.
- Avoid saying anything that might embarrassed or insult the person by saying they are special, courageous or superhuman.

Service Animals

Service Animals are more than welcome to be inside the facilities. Customers with disabilities don't need to ask for permission since we allow all customer to bring their pets in as long as they behave with other customers.

Support Persons

Customers with disabilities are allowed to have a support person with them and are highly encourage do so. In case a customer with disability comes without a support person, we will do our best to help.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to our services, we will notify all our customers through all communication channels and requested formats. Our noticed will let all our customers know how long the disruption will last and which services are still available. Our marketing team will make sure to keep our customers updated with our progress or if there are any delays.

Feedback Process

Customer feedback is encouraged on the service provided and their experience with us. Feedback helps us grow as business and encourage us to do better and provide customers with excellent service and better experience. Customers can submit their feedback either verbally, by email or filling out a form on our website.

All feedback, including complains is sent to our marketing team, who then directs them to the proper channels. Customers can expect to hear from us within three business days.

Notice of Availability of Documents

We inform all our customers of all promotions of services, new items and services through our app, website, email, flyer, and posters. Customers with disability can ask or request to be notified in a way that meets their needs.

Self – Service Kiosks

Self wash and self-cleaning bays are limited in the type of services they can provide customers with disabilities.

Procurement

We provide accessibility and features to procuring or acquiring goods, services, self wash and self cleaning bays. Self wash and self cleaning bays are limited in the type of services they can provide customers with disabilities.

Information and Communications

A process has been put in place to receive and respond to feedback in a timely manner. Special methods of communication can be access upon request for customers and employees with disabilities.

We are committed to keep all our customers inform of all our promotions through our website, app and all types of social media advertising. We all inform all our customers when they arrived of our promotions.

Employment

We will notify employees and job applicants with disabilities that accommodations can provided upon request during the recruitment and hiring process.

We strive to provide employees with suitable working conditions. Employees can count us to accommodate them in case of an accident to expediate their return to work. We will provide the employee with a different job or modify their current one in case they can't longer perform in full capacity.

In case of an emergency, supervisors have been trained in how to respond in an emergency. Is part of their job not to only make sure all employees are safe but also to inform and help employees with disabilities.

Design of Public Spaces

We build our facility in mind to provide ample space for employees, customers and disability parking. We have also put in place procedures to help with customer's queueing for the wash and detailing services without disrupting the flow or access to the parking lot, self wash bays and self-cleaning bays.

Changes of Existing Policies

We are committed in changing or removing policies that do not respect and promote human rights and the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

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