



Accessible Customer Service Standard Regulation Disclosure

At Gauthier Chrysler, we are committed to providing accessible customer service in accordance with the Accessible Customer Service Standard Regulation, M.R. 171/2015. Our goal is to ensure that all customers, including those with disabilities, have equal access to our services and facilities.

Our Commitment to Accessibility

Barrier-Free Access:

We implement policies to ensure barrier-free access to our goods and services. Our team is dedicated to identifying and removing existing barriers, as well as preventing new ones from being created. Gauthier will maintain its accessibility features so that they are available for use as intended (e.g., that automatic doors work properly, and that aisles and entryways are clear of clutter).

Effective Communication:

We strive to communicate with customers in ways that take their disabilities into account. Alternative formats and communication methods are available upon request to ensure everyone can access the information they need in a timely manner and at no additional cost to the person.

Support for Assistive Devices:

We welcome and accommodate the use of assistive devices by our customers to help remove or reduce barriers.

Service Animals and Support Persons:

Customers with disabilities are welcome to bring service animals and support persons into our dealership. Any applicable fees for support persons will be communicated in advance.

Notice of Temporary Disruptions:

In the event of a temporary disruption to our facilities or services, we will promptly notify the public. Notices will include information about the reason for the disruption, its anticipated duration, and any alternative facilities or services available.

Staff Training:

Our employees, agents, volunteers, and individuals involved in the development or implementation of Gauthier's accessible customer service processes receive comprehensive training on accessible customer service. This includes instruction on interacting with customers with disabilities, using assistive devices, and understanding the requirements of the Manitoba's Accessible Customer Service Standard Regulation, The Accessibility for Manitobans Act, and Manitoba's Human Rights Code. This training takes place as soon as reasonably practical after the person starts their position and when the company changes its measures, policies, and practices related to providing barrier-free access to goods and services.

Public Accessibility Documentation:

We maintain and make available our accessibility policies and training records to the public upon request. This documentation includes summaries of our training materials and information on when training is provided.

Feedback and Continuous Improvement:

We value feedback on the accessibility of our services. Customers are encouraged to provide feedback, and we commit to responding promptly and effectively. We document actions taken in response to feedback to ensure continuous improvement. The documentation will be made available upon request in a manner that is appropriate in the circumstances and suitable for persons who are disabled by barriers.

Contact Information:

If you encounter any accessibility barriers while using our website or have suggestions for improvement, please contact us:

- **Email:** info@gauthierchrysler.com
- **Phone:** (204) 661-8999
- **Mail:** Gauthier Chrysler, 1375 Regent Ave W, Winnipeg, MB R2C 3B2

We are committed to addressing accessibility issues promptly and effectively. Your feedback is invaluable to us in our ongoing efforts to improve our website and services.

Thank you for choosing Gauthier Chrysler.