

## AODA – Customer Service Standard

### Notice on our Feedback Process

---

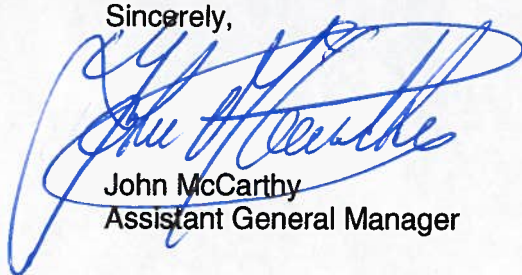
Dear Valued Customers,

We strive to improve accessibility for our customers with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities. Please contact **Doris Lenhart, Accessibility Coordinator**, in person, by phone, at **(613) 236-6048**, or by email [lenhart.doris@fleetway.ca](mailto:lenhart.doris@fleetway.ca) to share your comments or request a copy of our accessibility policy or feedback process. We would also be pleased to provide copies of these policies, if requested, in alternative formats.

Should you request it and/or if your feedback requires follow up, our Accessibility Coordinator will be in contact with you within 10 business days of receiving your feedback form.

Thank-you

Sincerely,



John McCarthy  
Assistant General Manager