

Accessible Customer Service Plan

Gate Gourmet Canada Inc. (“Gate Gourmet”) is committed to excellence in serving all customers, including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide which may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Gate Gourmet, will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the main entrance of Gate Gourmet units in Ottawa and Toronto.

Training

Gate Gourmet will provide training to employees and others who deal with the public or third parties on our behalf.

This training will be provided to employees and others who deal with the public on our behalf within 90 days of their date of hire. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Gate Gourmet's plan related to the customer service standard.
- How to interact and communicate with people with 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 equipment or devices (e.g. TTY) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Gate Gourmet's goods and services.

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Gate Gourmet provides goods and services to people with disabilities can contact Freda Stolz.

All feedback, including complaints, will be sent to:

Freda Stolz
Human Resources Director

Gate Gourmet Canada
2498 Britannia Rd E
P.O. Box 99
Mississauga, ON L5P 1A2
Canada
Office: +1 905 405 4195
fstolz@gategourmet.ca

Customers can expect to hear back within 14 business days.

Modifications to This or Other Policies

Any policy of Gate Gourmet that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.