



AODA Policy

Accessibility for Ontarians with Disabilities Act

Feedback Policy
January 2014

Procedure: AODA - Feedback Policy
Section: 4.02.0

Created: 2014/04/04
Revised: 2023/11/30

Accessibility for Individuals with Disabilities: Feedback Process

Dear Valued Customers and Visitors:

Group Sani Marc is committed to improving accessibility for People with Disabilities and complying with the mandatory Customer Service Accessibility Plan addressed in Ontario Regulation 429/07 (“Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

Group Sani Marc encourages feedback ensuring that it supports accessibility and inclusiveness in its workplace, and for the customers of and visitors to the company. In particular, Group Sani Marc invites input on how we can improve Accessibility in providing goods or services to People with Disabilities, so we can continually enhance our capabilities and support to the community. Those who wish to provide such Feedback are encouraged to do so, in any of the following ways:

- In person - Customer Care, Re: AODA - 190 Annagem Blvd, Mississauga, Ontario
- In writing - 190 Annagem Blvd, Mississauga, Ontario L5T 2V5
- By telephone - 905-795-1183 x 3628
- By delivering an electronic message by email to AODA@sanimarc.com
- By fax - 905-795-9406 or Toll Free 1 800-268-3762

All Feedback will be directed to the Customer Care Department.
Group Sani Marc will provide timely responses to Feedback submitted, whenever possible.

Thank you
Group Sani Marc