



## ACCESSIBILITY POLICY AND COMPLAINT PROCEDURE

Select Sandwich (corporate-owned and franchised premises) values all of its current and potential customers and is committed to accommodate the accessibility requirements of all our customers. Select Sandwich will meet this criteria by removing and preventing any barriers (physical, attitudinal and systemic) and to meet the various requirements under the Ontario Human Rights Code.

Select Sandwich will ensure that its owners/managers are trained to accommodate all of their customers' needs and meet the outline rights and responsibilities under the Code.

All complaints with respect to accessibility must be made in writing and reported to the Operations Manager of Select Sandwich or directly to the President of the company (Tel: 416-391-1244 fax 416-391-5144). All franchisees/operators will have the documentation and the forms to be filled out in the event of an accessibility complaint. This documentation will set out a 2-month time-frame period for assessing the complaints and for subsequent follow-up with the customer. If a complaint cannot be settled through the internal procedure, the customer has the right to file a complaint with the Commission for Human Rights in a form approved by the Commission for Human Rights, or to contact a commission staff member within 6 months from the last incident at the following numbers: the general inquiries telephone line: 1-800-387-9080 or in Toronto: 416-326-9511. Select Sandwich is aware of the equal treatment which is required to be made available to all customers by eliminating all physical, attitudinal and systemic barriers in the restaurant and hospitality industry.

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