

28-Accessibility Feedback Form	Section: Human Resources Effective: 20 Jan 2025 Revised: New Revision No.: N/A Approval: T Jackson Nat Dir HR
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Thank you for using the services of Heritage Food Service Group of Canada Limited, operating as the regional brands below. We value our team members, customers, and other stakeholders, and welcome feedback on the accessibility of our goods, services, and facilities. Your comments will help us improve accessibility in all our locations.

1. Date: _____

2. Location of experience (if applicable): _____

3. Brand:

- | | |
|--|--|
| <input type="checkbox"/> Key Equipment Services | <input type="checkbox"/> Enviro-Tech Mechanical Services |
| <input type="checkbox"/> RGH Commercial Equipment Services | <input type="checkbox"/> Choquette CKS |
| <input type="checkbox"/> Atlantic Equipment Services | <input type="checkbox"/> Other |

4. I am a:

- team member visitor customer Other: _____

5. Were you satisfied with the accessibility of our service, goods, and facilities?

- Yes No Somewhat

6. Why or why not?

7. Did you experience any barriers to accessing our goods, services, or facilities?

- Yes No Somewhat

8. If yes or somewhat, please explain.

9. Do you have any recommendations to make accessing our goods, services, or facilities easier for people with disabilities?

Yes No

If yes, please explain.

10. Additional comments:

Contact Information

You are invited to provide your contact information to enable the Company to follow up regarding your feedback. This is entirely optional. Your contact information will be kept confidential and secure and will be used solely for the purpose of responding to your feedback. Upon request, the Company provides or arranges accessible formats and communication supports the team members, customers, and other stakeholders with disabilities when the information is needed. Requests for accessible formats or communication supports should be requested from Human Resources at hr@hfsgc.ca. When a request is received, the Company will consult with team members, customers, and other stakeholders to identify an appropriate accessible format or communication support that meets their needs. We are happy to provide accessible formats upon request, including but not limited to large print and electronic formats and communication support is also available, which includes but is not limited to captioning, and other supports that facilitate effective communication.

Name: _____

Preferred contact method: E-mail Phone Other. Please specify: _____

Contact information:

Please submit this completed form to Human Resources at: hr@hfsgc.ca

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service.