

Accessibility Policy

Effective Date: October 16, 2020

Last Updated: 23 April, 2026

1.0 Purpose

Galleria Supermarket and Galleria Express ("Galleria") are committed to providing accessibility for a safe, convenient, and dignified shopping experience and accessible environments for persons with disabilities.

2.0 Commitment

Galleria is committed to removing and preventing barriers to accessibility for persons with disabilities.

We comply with regulatory requirements including human rights to ensure that:

- goods, services and employment are equally provided to persons with disabilities to respect their dignity
- access, information and communication are equally provided in accessible formats such as electronic and printed materials.
- Galleria has built its multi-year accessibility plan to remove and prevent barriers to accessibility for persons with disabilities (Appendix "A")

3.0 Information and Communication

Galleria receives feedback through its website (www.galleriasm.com), customer service centre and live-chat service to properly address feedback and communicate. A manner of communication may vary depends on the preferred way of communication requested from persons with disabilities.

4.0 Service Animals

Service animals are permitted to enter Galleria Supermarket stores as companions with persons with disabilities. In certain cases, it may not be easy to identify an animal entering the store as a service animal. In such cases, for health and safety purposes, a Galleria Supermarket associate shall ask the customer to confirm that the animal is a service animal. If the Galleria Supermarket associate questions the validity of a document provided by the customer, the customer should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the customer should be informed and asked to remove the animal from the store.

5.0 Galleria Premises

Galleria designed and procured self-checkout kiosks for persons with disabilities. Parking spaces for persons with disabilities are not obstructed at any times to comply with provincial legislation.

6.0 Training

Galleria trains its employees based on Accessibility for Ontarians with Disabilities Act to comply with the requirements. The employees behave on Galleria' behalf and respect persons with disabilities. Persons with disabilities are encouraged to ask Galleria employees for assistance with any needs during their shopping at Galleria. If Galleria employee is unsure how best to provide assistance, then the Galleria associate should ask management for proper and prompt assistance.

7.0 Notice of Temporary Disruption

Galleria will provide notice when facilities or services that persons with disabilities rely upon are temporarily unavailable. This includes, but is not limited to, accessible parking spaces and accessible entrances.

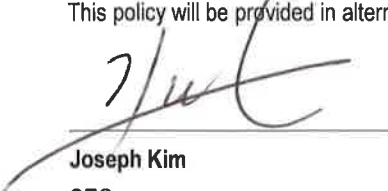
The notice will include the following information:

- The reason for the disruption
- The anticipated duration of the disruption
- A description of alternative facilities or services available, if any

Notices will be posted at a conspicuous place at the affected entrance or service area on Galleria's premises. In the case of an unplanned disruption, notice will be provided as soon as possible

8.0 Availability of Policy

This policy will be provided in alternate formats upon request.



Joseph Kim

CEO

Appendix A (Multi-year Accessibility Plan)

Effective Date: October 16, 2020

Introduction

Galleria Supermarket and Galleria Express ("Galleria") are committed to providing accessibility for a safe, convenient, and dignified shopping experience and accessible environments for persons with disabilities. By developing this plan, Galleria will be more committed to providing accessibility to persons with disabilities. This is an Appendix A to our Accessibility Policy and we are continually updating this plan at least every five years.

Customer service

Customer service for persons with disabilities is provided in that:

- Persons with disabilities are permitted to use their own assistive devices/equipment.
- Persons accompanied by a service animal are permitted to enter store.
- Galleria allows persons with disabilities to put or store their groceries at our customer service center to check out.
- Galleria employees assist persons with disabilities to carry their shopping bags to their vehicle.
- Customer service employees are regularly trained on Accessibility for Ontarians with Disabilities Act to remind of requirements and legislation.

Emergency procedures and response information

- Galleria employees are aware of emergency procedures and hotline to address emergency in a prompt manner.
- Persons in Galleria's premises are provided with proper assistance.

Information and communication

Galleria's new website has been published in October, 2020. The following accessible formats are available from the website to communicate:

- Receiving and responding feedback
- Live-chat service
- Frequently Asked Questions
- Store information (Including contact)

Employment

- All candidates are provided with an equal opportunity for employment.
- All necessary documents are properly interpreted and conveyed to persons.
- All employees returning to work from their leaves are protected.
- Appropriate supports and assistance will be provided to adapt to work.
- Regular trainings on accessibility are taken into a place.



Joseph Kim
CEO



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Customers with Disabilities Policy

Policy

Galleria Supermarket and Galleria Express("Galleria") are pleased to welcome persons with disabilities to Galleria Supermarket stores. Galleria is committed to providing accessibility for a safe, convenient, and dignified experience for persons with disabilities.

Building Access

Galleria is wheelchair accessible and Galleria permits service animals to enter the building.

Assisting Customers with Disabilities

Persons with disabilities who experience difficulty with mobility are permitted to leave items at customer service center until they are finished. Galleria employees will assist by ensuring all merchandise is brought to the person without them having to move about if necessary.

Service Animals

Service animals are permitted to enter Galleria Supermarket stores as companions with persons with disabilities. In certain cases, it may not be easy to identify an animal entering the store as a service animal. In such cases, for health and safety purposes, a Galleria associate shall ask the customer to confirm that the animal is a service animal. If the Galleria associate questions the validity of a document provided by the customer, the customer should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the customer should be informed and asked to remove the animal from the store.

Persons with Supporting Minds

Persons with supporting minds are prepared to welcome to provide assistance to Persons with disabilities in Galleria Supermarket stores.

Galleria Associates

Persons with disabilities are encouraged to ask Galleria associates for assistance with any needs during their experience at Galleria. If the Galleria associate is unsure how best to provide assistance, then the Galleria associate will ask a management associate for assistance.


Galleria associates receive training about persons with disabilities through material which is made by Galleria. The material provides instruction on the following, among other things: the purpose of accessible service, how to interact with persons with disabilities; support persons and service animals.

Availability of Policy

If a person with a disability requests a copy of this policy, a copy should be provided.

Contacts

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CEO