



Information Bulletin

To all agents and suppliers

The SAQ Ombudsman

We are writing to inform you that the Office of the Ombudsman – Business Relations and Employees is located on the SAQ Campus, specifically on the second floor of the west mezzanine of the Centre spécialisé de Montréal (Montreal specialized centre, 1947 Des Futilles Street West, Suite D-50). The current Ombudsman is [Gilles Pharand](#).

The SAQ created the position of Ombudsman – Business Relations and Employees as an effective means for achieving a proper balance between SAQ's exclusive commercial mandate and the fair treatment of all its business partners and for ensuring a healthy work environment to its employees based on respect for individuals

As the Ombudsman is neither part of the SAQ's administrative hierarchy nor an SAQ employee, he enjoys complete independence from company management. In fact, he is a neutral and accessible intermediary sworn to impartiality. All contact with his office is confidential.

Here is his contact information:

gilles.pharand@saq.gc.ca

514 254-6000, ext. 5593

For more information about the nature of his functions, please see the [brochure](#).

For more information, please contact
our Business Relations Assistance Service (SARA),
through [Contact SARA](#) or at 514 254-2711.