

## **AVAILABILITY OF ACCESSIBLE CUSTOMER SERVICE DOCUMENTS**

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### **1.0 Purpose**

- .i Zelus Material Handling is committed to making all documents required under the Customer Service Standards (the "Accessible Customer Service Documents") available to the public upon request. The purpose of this procedure is to set out how Zelus Material Handling will notify persons to whom it provides goods and services about the existence of such documents, as well as the manner and format by which such documents will be made available to them.

### **2.0 Scope**

- .i This procedure applies to every person interacting with members of the public or other third parties on behalf of Zelus Material Handling, whether an employee, contractor, third party or volunteer.

### **3.0 Procedure**

#### **3.1 Documents Available in Accessible Formats**

- .i Zelus Material Handling will ensure that the following Accessible Customer Service Documents are available in accessible formats, upon request:
  - .i Accessible Customer Service Plan
  - .ii Assistive Devices Procedure
  - .iii Service Animals Procedure
  - .iv Support Persons Procedure
  - .v Feedback Process Procedure
  - .vi Notice of Temporary Disruption Process Procedure
  - .vii Availability of Accessible Customer Service Documents Procedure

#### **3.2 Accessible Formats**

- .i When providing any of the Accessible Customer Service Documents to a person with a disability, Zelus Material Handling will provide the document, or the information contained therein, in a format that takes into account the person's disability.

#### **3.3 Providing Notice of Availability of Accessible Documents**

- .i Zelus Material Handling will notify the public and other third parties about the availability of the Accessible Customer Service Documents by posting this information on its accessibility webpage ([www.zelus.ca](http://www.zelus.ca)). Such notice will:

- .i Indicate that these documents are available in accessible formats;
  - .ii Provide a link to an electronic, plain-text version of these documents; and
  - .iii Explain how to request alternate accessible formats of these documents.
- .ii Zelus Material Handling will also place a general notice in a conspicuous location(s) in its premises regarding the availability of the Accessible Customer Service Documents.

### **3.4 Requests for Accessible Customer Service Documents**

- .i Requests for copies of the Accessible Customer Service Documents may be made in person, by telephone, in writing, or by delivering an electronic text by email or online, or by facsimile, directed to the attention of Zelus Material Handling's Compliance Manager. When such request is received, Zelus Material Handling will:
  - .i Ask the person making the request if he/she requires the requested document in an alternate format because of his/her disability and, if so, ask the person's preferred format;
  - .ii If the requested document:
    - .i Can be readily produced in the requested alternate format, provide the person with the document as soon as practical, confirming that the alternate format is acceptable; or
    - .ii Cannot be readily produced in the requested alternate format, Zelus Material Handling's Compliance Manager will consult with the person making the request to determine a different alternate format that is acceptable. When the person receives the document, the Compliance Manager will confirm that the alternate format is acceptable to that person.
  - .iii Zelus Material Handling's Compliance Manager will make every reasonable effort to ensure requests for alternate accessible formats of Accessible Customer Service Documents do not take significantly longer than requests for the same documents in standard print.

### **4.0 Related Policies & Documents**

- .i Accessible Customer Service Plan
- .ii Providing Customer Service to People with Disabilities

