

NOTICE OF TEMPORARY DISRUPTION PROCESS

1.0 Purpose

- .i Zelus Material Handling recognizes that people with disabilities may use particular facilities or services of Zelus Material Handling in order to access its goods and services and, as such, Zelus Material Handling is committed to providing notice of temporary disruptions in those facilities and services. The purpose of this procedure is to provide steps to be taken in connection with providing notice of such temporary disruption.

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, board member, contractor, third party or volunteer.

3.0 Definitions

- .i **Temporary Disruption** - any planned or unplanned disruption in the facilities or services of Zelus Material Handling that are usually used by people with disabilities to access its goods and services.

4.0 Procedure

- .i Zelus Material Handling will provide notice of any actual, or anticipated future, temporary disruption in its facilities and services. Such notice will include the following information:
 - .i Reason for the temporary disruption;
 - .ii Anticipated duration of the temporary disruption;
 - .iii Description of alternate facilities or services, if available; and
 - .iv Contact information.
- .ii In the case of an unplanned temporary disruption, the notice will be posted at no less than one conspicuous place at the physical location of the temporary disruption as soon as practicable. Depending on the duration of the temporary disruption, Zelus Material Handling may also post the notice to its accessibility webpage (www.zelus.ca).
- .iii In the case of a planned temporary disruption, Zelus Material Handling will post the notice prior to the temporary disruption at no less than one conspicuous place at the physical location of the temporary disruption, on its accessibility webpage (www.Steelway.ca/accessibility) and, if appropriate, advertise the temporary disruption with local media outlets. The notice will be posted with sufficient time to inform customers of the temporary disruption.

- .iv Depending upon the type and duration of temporary disruption, Zelus Material Handling may elect to also provide information about the temporary disruption on its voicemail system, and/or contact any persons with disabilities known to Zelus Material Handling who are likely to be detrimentally affected by that specific temporary disruption (e.g. those with scheduled meetings at Zelus Material Handling on the day of the temporary disruption).

5.0 Related Policies & Documents

- .i Accessible Customer Service Plan
- .ii Notice of Temporary Disruption – Posting
- .iii Providing Customer Service for People with Disabilities

NOTICE OF SERVICE DISRUPTIONS

There will be scheduled service disruptions at _____.

The disruptions will be From _____ until _____ .

These disruptions include:

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On behalf of Zelus Material Handling we appreciate your patience in this matter.

Maria Zajac

Human Resources Coordinator

905.643.4928 (x267)

NOTICE OF DISRUPTION IN SERVICES

There are currently unexpected service disruptions
at _____, being held from _____ until _____.

These disruptions include:

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On behalf of Zelus Material Handling we appreciate your patience in this matter.

Maria Zajac
Human Resources Coordinator
905.643.4928 (x267)