

## **FEEDBACK PROCESS**

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### **1.0 Purpose**

- .i Zelus Material Handling is committed to meeting and surpassing expectations while serving persons with disabilities and, as such, comments on the manner in which Zelus Material Handling provides its goods and services to people with disabilities are encouraged and appreciated. The purpose of this procedure is to set out the process established by Zelus Material Handling to obtain such feedback.
- .ii The following process has been established for receiving and responding to feedback about the manner in which Zelus Material Handling provides goods and services to people with disabilities, and how Zelus Material Handling makes information about that process readily available to the public.

### **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**

- .i People may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
- .ii People providing such feedback are strongly encouraged to provide as much information as possible to Zelus Material Handling about the event / concern, so that it can be readily identified by the Supervisor and/or Manager responsible for where the event / concern took place. Such information may include dates, times, names, contact information, a description of the event / concern, etc.
- .iii Feedback may be provided:
  - .i By Mail to:  
Maria Zajac, Human Resources  
730 South Service Road, Unit F5  
Stoney Creek, ON, Canada L8E 5S7  
  
Telephone: 905.643.4928  
  
Fax: 905.643.5045  
  
Email: mzajac@zelus.ca
  - .ii In Person to:  
Maria Zajac, Human Resources  
730 South Service Road, Unit F5  
Stoney Creek, ON, Canada L8E 5S7

- .iii or in person to any customer service representative at Zelus Material Handling.
- .iv All feedback received will be promptly forwarded to the Human Resources Manager, who will, in turn, forward that feedback to the responsible Supervisor and Manager for review and reporting purposes.
- .v Where possible, feedback will be addressed immediately. Some feedback may, however, require more time to address and may need to be reviewed before an action is taken. Specifically, where the feedback is considered to be a complaint about how Zelus Material Handling provides goods and services to people with disabilities, such complaints will be addressed in a proper and timely manner.
- .vi An answer to the feedback is not always practical or possible. However, depending on the situation, the responsible Supervisor and/or Manager may deem it appropriate to respond to the person providing the feedback. Should a response be deemed appropriate and should the person providing the feedback have chosen to supply his/her contact information, that person may expect a response within a reasonable timeframe (e.g. generally no more than 21 days).
- .vii Zelus Material Handling will respond in the same format in which the feedback was received whenever reasonably possible, unless the feedback requests otherwise.
- .viii Zelus Material Handling will make this feedback process readily available to the public by, among other things, posting information about this feedback process on Zelus Material Handling's accessibility webpage at [www.steelway.com/accessibility](http://www.steelway.com/accessibility) and providing a copy of this document to any person who requests such information.

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

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