

NOTICE OF TEMPORARY DISRUPTION PROCESS

Procedures

Purpose

Tech Data Canada Corporation (“Tech Data”) recognizes that people with disabilities may use particular facilities or services of Tech Data in order to access its goods and services and, as such, Tech Data 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.

Scope

This procedure applies to every person interacting with members of the public or other third parties on behalf of Tech Data, whether an employee, board member, contractor, third party or volunteer.

Definitions

Disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

Temporary Disruption means any planned or unplanned disruption in the facilities or services of Tech Data that are usually used by people with disabilities to access its goods and services.

Procedure

1. Tech Data will provide notice of any actual or anticipated future, temporary disruption in its facilities and services. Such notice will include the following information:
 - (a) Reason for the temporary disruption;
 - (b) Anticipated duration of the temporary disruption;
 - (c) Description of alternate facilities or services, if available; and
 - (d) Contact information.
2. 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, Tech Data may, if possible, also post the notice on its webpage www.techdata.ca
3. In the case of a planned temporary disruption, Tech Data will post the notice prior to the temporary disruption at no less than one conspicuous place at the physical location of the temporary disruption, if possible, on its webpage www.techadat.ca 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.
4. Depending upon the type and duration of temporary disruption, Tech Data may elect to also provide information about the temporary disruption on its voicemail system, 1 800 668-5588 and/or contact any persons with disabilities known to Tech Data who are likely to be detrimentally affected by that specific temporary disruption (e.g. those with scheduled meetings at Tech Data on the day of the temporary disruption).

Related Policies & Documents

Accessible Customer Service Plan

Notice of Temporary Disruption - Posting