



Philips Electronics Ltd. Multi-Year Accessibility Plan

Purpose

The purpose of the Philips Electronics Ltd. (Philips Canada) Multi-Year Accessibility Plan is to outline the company's strategy to prevent and remove barriers and meet the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA) and the *Integrated Accessibility Standards Regulation*.

Our Commitment

Philips Canada and all of its business entities strive at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities.

Multi-Year Plan

Philips Canada is committed to meeting its accessibility obligations in accordance with the timelines set out in the AODA and Regulations:

Establishment of Accessibility Policies and Plans

- Philips Canada is committed to developing policies that respect and promote the dignity and independence of people with disabilities.
- No changes will be made to policies before considering the impact on people with disabilities.
- Any Philips Canada policy that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.

Accommodation Policy

- Philips Canada is committed to creating and publishing an Accommodation Policy which sets out the company's commitment to accommodating employees with disabilities.

Information and Communications

- Philips Canada will communicate with people with disabilities in ways that take into account their disabilities.
- Upon request, Philips Canada will provide or arrange for the provision of accessible formats and communication supports for people with disabilities.

Training

- Philips Canada will provide training to all employees who deal with the public, including those who are involved in the development and approval of company policies.
- Training will be provided within the first month of hire and must be completed within 7 days of receipt.
- Training will include the following:
 - The purposes of the AODA and the applicable requirements under the *Integrated Accessibility Standards Regulation*;
 - Philips Canada's plan to provide accessible customer service;
 - How to interact and communicate with people with various types of disabilities;
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
 - How to use the equipment or devices available on the premises or otherwise that may help with the provision of goods or services to people with disabilities;
 - What to do if a person with a disability is having difficulty accessing Philips Canada's goods and services;
 - Customer service policies, practices and procedures.
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities.
- Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.
- Records of the dates on which training was completed and the individuals who completed the training will be maintained.

Feedback, Accessible Formats and Communication Supports

- Philips Canada's ultimate goal is to meet and surpass customer expectations while serving customers with disabilities. Comments regarding the provision of services and how well those expectations are being met are welcome and appreciated.
- Philips Canada is committed to making communications available in accessible formats and to providing or arranging for the provision of accessible formats in a timely manner, and ensuring that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Recruitment

- Job postings will be made available in accessible formats online.
- Job postings will specify that accommodations are available for applicants with disabilities.
- All steps in the recruitment process, including communications, assessments, and materials used will be available in accessible formats.
- Accommodations will be provided to applicants upon request.
- All new hires will be provided with the Accommodation Policy at the time of hire.

Information for Employees

- Philips Canada will inform employees of the organization's policies for supporting employees with disabilities. Methods of sharing this information with employees will be suitable to the organization's culture and business practices, and may include (as appropriate in the circumstance and for the information to be distributed): newsletters, emails, memos, website, bulletin boards, staff meetings, or one-on-one conversations.

Processes to Accommodate Employees

- Philips Canada will develop and have in place a written return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.
- Philips Canada will document and maintain records of all return-to-work plans which include the steps that the company will take or has taken to facilitate the employee's return to work.

Temporary Disruptions to Accessible Elements

- Philips Canada will cooperate with property management and allow access for the completion of preventive and emergency maintenance of accessible elements in public spaces, and ensure a process is in place for dealing with temporary disruptions when accessible elements are not in working order.

Accessible Websites and Web Content

- Philips Canada will make best efforts to ensure that its website and web content conforms to the *World Wide Web Consortium Web Content Accessibility Guidelines*, WCAG 2.0 Level AA, as required by the *Integrated Accessibility Standards Regulation*.