

Philips Electronics Ltd. AODA Policy

January 1st 2012

1. Our commitment

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

2. Providing goods and services to people with disabilities

PEL is committed to excellence in providing goods and services to all people including people with disabilities and we will carry out our functions and responsibilities in the following areas:

2.1 Communication

- We will always strive to communicate with people with disabilities in ways that take into account their disability.
- We will train staff on how to interact and communicate with people with various types of disabilities.

2.2 Telephone services

- We are committed to providing accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by other means of communication, e.g. e-mail, if telephone communication is not suitable to their communication needs or is not available.

2.3 Assistive devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

2.4 Billing

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc.
- We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

3. Use of service animals and support persons

- We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter PEL's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

4. Notice of temporary disruption

- Whenever possible, PEL will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- The notice will be placed at all public entrances and if possible on our website.

5. Training for staff

PEL will provide training to all employees, who deal with the public or other third parties on their behalf, including all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided within 3 months after staff members commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Our organization'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 a support person
- How to use the equipment or devices available on 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 in accessing PEL'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.

6. Feedback process

- The ultimate goal of PEL is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- Feedback regarding the way PEL provides goods and services to people with disabilities can be made by mail or phone. All feedback will be directed to Santina Giuliano, Communications Manager. Customers can expect to hear back in 10 business days.

7. Modifications to this or other policies

- We are committed to developing policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- Any policy of PEL that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8. Communication of this policy

- The AODA policy will be posted for employees to view on our company's intranet site. The public will be able to view the policy upon request by emailing santina.giuliano@philips.com or calling 905-201-4196.