Philips Electronics Ltd. Multi-Year Accessibility Plan

Purpose
The purpose of the Philips Electronics Ltd. multi-year plan is to outlines the strategy to prevent and remove barriers and meet its requirements under the AODA.

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.

Action	Description	Completion Date	Confirm Completion and comments
Establishment of Accessibility Policies and Plans	PEL is 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.	January 2012	Complete
Accommodation Policy	PEL is committed to creating and publishing an Accommodation Policy which includes all Company commitment to Accommodating employees with Disabilities	January 2013	Complete
Information and Communications	-We will communicate with people with disabilities in ways that take into account their disabilities. -Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities	January 2013	Complete
Training	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 policies. 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	January 2015	Complete

	- 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. Records of the dates when training is completed and the individuals who completed the training will be maintained**.**		
Feedback, Accessible Formats and Communication Supports -	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. PEL is committed to making communication 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. Feedback regarding the way PEL provides goods and services to people with disabilities can be made by mail: 281 Hillmount Road, Markham, Ontario, L6C 2S3, email: santina.giuliano@philips.com , or phone: (905) 201-4196. All feedback should be directed to Santina Giuliano, Corporate	January 2015	Complete

	Communications Manager. Customers can expect to hear back in 10 business days.		
Recruitment	- Ensure that job posting are available in accessible formats on the website - Specify on job postings, specify that accommodations are available for applicants with disabilities; - Ensure that all steps, including communications, assessments, and materials during the recruitment in process are available in accessible formats. - Provide accommodation to applicants upon their request. - Provide all new hires with the accommodation policy at the time of hire.	January 2016	TBA
Information for Employee	Inform employees of the organization's policies for supporting employees with disabilities. You have the flexibility to do this in a way that best suits your organization's culture and business practices, such as by using: • newsletters • emails • memos • your website • bulletin boards • staff meetings, and • One-on-one conversations.	January 2016	TBA
Processes to accommodate employees	- Develop and have in place a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work - Document and main records of all return to work plans which include the steps the employer had taken to facilitate the return to work of employees	January 2016	TBA
Accessible Websites and Web Content	Make internet websites and new content on such websites conform with World Wide Web Consortium Web Content Accessibility Guidelines - Internet websites and web content conform with WCAG 2.0 Level AA, except for exclusions set out in the IASR.	January 2021	TBA