



Purpose

To establish guidelines and provide a framework related to providing goods and services to, and supportive engagement with, people with disabilities.

NXP is committed to provide a consistent level of customer service to persons with disabilities by putting into practice actions supporting these four key principles:

- *Dignity*
- *Independence*
- *Integration*
- *Equal opportunity*

Prescribing Legislation

This policy has been prepared pursuant to the requirements and information under the *Accessibility for Ontarians with Disabilities Act, 2005, 2014 CanLII 46587 (ON LAT)*

Definitions

Assistive Devices – technical aids, communication devices or other instruments that are used to maintain or improve the functional abilities of a person with disabilities. Personal assistive devices are usually devices that customers bring with them that might assist in hearing, seeing, etc, communicating, moving, breathing, remembering or speaking.

Disability - Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness. Without limiting the generality of the foregoing, includes diabetes, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness of 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. A condition of mental impairment or a developmental disability, a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Guide dog - As defined in section 1 of the Blind Persons Right' Act

Service animal - It is readily apparent that the animal is used by the person for reasons relating to the disability or If the person provides a medical letter stating the person requires the animal for reasons related to the disability

Support person - Another person who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs or access to goods and services

Policy

Service Animals:

If a customer with a disability is accompanied by a service animal or guide dog, NXP will ensure that the person is permitted to enter the premises with the animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

- NXP staff will be trained in how to interact with customers with disabilities who are accompanied by a service animal.
- If it is not readily apparent that the animal is used by the customer for reasons relating to their disability NXP has the right to request a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.
- A customer with a disability who is accompanied by a service animal must maintain care and control of that animal at all times.
- If a customer or staff member has an allergy to animals, NXP shall make every reasonable effort to meet the needs of all individuals.

Support Person(s)

- If a customer with a disability is accompanied by a support person NXP shall ensure that both persons are permitted to enter the premises together and that the person with disabilities is not prevented from having access to the support person while on the premises.
- NXP may require a customer with a disability to be accompanied by a support person when on the premises - only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Notice of Temporary Disruption

Notice shall be given on the notice of disruption form by posting the information at a conspicuous place at the location of the disruption including entrances to the locations and/or, when appropriate, pertinent information via our distribution network, Customer Service Desk or on our web site. Notice of any disruption will include the following information:

- The reason for the disruption
- The anticipated duration of the disruption
- A description of what alternative facilities or services are available, if any

Training

NXP is committed to establishing, implementing and maintain a program for training staff on how to provide customer service to people with disabilities. NXP shall ensure that the following persons receive training about the provision of its goods and services to persons with disabilities.

- Every staff member that deals with members of the public or third parties on behalf of NXP
- Every staff member who participates in developing NXP policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

Training content may vary depending on the individual receiving training and the nature of the service provided and depending on individual department requirements. Training may consist of either e-learning, written materials and/or conference sessions with management

Training will be provided:

- To each staff member as soon as practical after being assigned applicable duties.
- On an ongoing basis in connection with changes to policies, procedures, and practices.

Records will be kept by Human Resources of such training. Records will indicate:

- the name of the individual staff trained;
- identify the nature of the training
- date completed.

Training will Include

- A review of the purpose of the AODA and requirements of the Regulation
- How to interact and communicate with people with disabilities
- How to interact with people with disabilities who use an assistive device, a service dog and/or a support person
- How to use equipment or devices available on NXP premises
- What to do if a person with a type of disability is having difficulty accessing NXP goods and services
- NXP policies, procedures and practices

Feedback Process

NXP has an established process to receive and respond to feedback about the manner in which it provides goods or services to people with disabilities.

Customer enquiries may be accessed via e-mail, phone or self-help section of our web site.

For current phone number and web connection please visit us at

www.NXP.com

Availability of Documents

The NXP Canada Accessibility Policy is available via our web site, or upon request in a format that takes into account the person's disabilities. Communication regarding this policy can be directed to Lorraine.Byrne@NXP.com