

Accessibility Policy and Multi-Year Plan

Applicable to all TIers in Ontario and any TIers outside of Ontario that are involved in developing TI Canada's policies or who provide goods or services to customers in Ontario

Last reviewed December 2023

Why This Policy?

This Accessibility Policy and Multi-Year Plan (the “Policy”) outlines the commitment of TI Canada (“TI”) to improving accessibility for our clients, customers, and employees, and our strategy to identify, prevent, and remove barriers to accessibility for persons with disabilities.

This Policy is intended to meet the requirements of both the *Customer Service, Ontario Regulation 429/07* and *Integrated Accessibility Standards, Ontario Regulation 191/11* (the “IASR”) made pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

Our Policy Is . . .

TI is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity, and we strive to meet the needs of people with disabilities in a timely manner, and will do so by identifying, preventing, and removing barriers to accessibility and by meeting the accessibility requirements under the AODA.

Establishment of Policies and Training

TI has established this Policy and will make this document available upon request in an accessible format. TI also will post this Policy on its website and on the internal intranet website for Ontario.

TI will update this Policy at least every five (5) years to reflect progress and will consult with employees and other stakeholders in the development and implementation of this Policy.

TI is committed to training Ontario staff on Ontario’s accessibility laws, including on customer service standards and the requirements of the IASR and the Ontario *Human Rights Code*, as it relates to individuals with disabilities. Training will be provided in a way that best suits the duties of employees and other workers. Training will be provided to new employees on an ongoing basis.

TI will take steps to ensure current and new employees are provided with the training needed to meet Ontario’s accessibility laws, including tracking the completion of such training and providing updated training when appropriate.

Reporting Compliance

TI will file accessibility reports with Ontario’s Ministry of Economic Development, Employment and Infrastructure as required under the AODA.

Customer Service Standard

Though TI does not have facilities open to the public, the following reasonable efforts will be made in the event someone from the public needs to access a TI facility:

- Any persons with disabilities are provided equal opportunity to obtain, use, and benefit from TI's goods and services;
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit (which alternative measure may be temporary or permanent);
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account; and
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access the Company's goods and services unless superseded by other legislation.

Assistive Devices: TI's facilities are not open to the general public. However, to the extent our premises are accessed by someone from the public, TI permits all assistive devices that may be required by persons with disabilities.

Communication: TI will communicate with people with disabilities in ways that take into account their disability.

Service Animals: To the extent our premises are accessed by someone from the public, TI welcomes people with disabilities and their service animals.

Support Persons: To the extent our premises are accessed by someone from the public, any person with a disability who is accompanied by a support person will be allowed to have that person accompany them.

Notice of Temporary Disruption: In the event of a planned or unexpected disruption to services for customers with disabilities, TI will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

Accessibility Feedback

Individuals who wish to provide feedback on the way TI provides goods and services to people with disabilities can contact TI via email, phone, or mail as follows. Feedback forms can also be made available upon request in accessible formats.

To receive or submit a feedback form, please contact Canada_accessibility@list.ti.com.

Individuals can expect to receive a response, if requested, within ten (10) business days.

TI will take the following steps to ensure our existing feedback process is accessible to people with disabilities upon request:

- Conduct an assessment of the feedback process to ensure feedback mechanisms are accessible to persons with disabilities;
- As needed, consult with the person making the request or providing the feedback as to the suitability of feedback mechanisms available; and
- As needed, provide alternative formats for customers to provide feedback.

Accessible Formats and Communication Supports

TI is committed to meeting the communication needs of people with disabilities. When requested, TI will provide publicly available information and communications materials in accessible formats or with communication supports in a timely manner and at no additional cost to the individual. This includes publicly available information about our goods and services as well as publicly available emergency information. TI will consult with people with disabilities to determine their information and communication needs. TI will take the appropriate steps to make sure publicly available information is made accessible upon request.

Accessible Websites and Web Content

TI strives to ensure that our online content is easily accessible for all customers and employees. Where practical, TI will ensure that any new websites and content on any new websites conforms with level A and level AA of the Web Content Accessibility Guidelines (WCAG) version 2.0 as recommended by the World Wide Web Consortium (W3C) in accordance with the AODA.

TI will take the appropriate steps to ensure all new websites and content conform with WCAG 2.0, Level AA.

Employment Standards

TI is committed to fair and equitable employment practices. In accordance with this commitment, TI will take the appropriate steps to identify existing barriers to accessibility and solicit employee feedback on how to minimize and eliminate those barriers.

Recruitment, Assessment and Selection Process: TI will take appropriate steps to notify its employees, the public, and job applicants that TI will accommodate individuals with disabilities during the recruitment, assessment, and selection process.

Informing Employees of Accessible Formats and Communication Supports: TI will take appropriate steps to notify successful applicants and employees of our policies for accommodating employees with disabilities.

Documented Individual Accommodation: TI will take the following steps to put in place a process for developing individual accommodation plans for employees self-identifying as having a disability:

- Develop a process for consulting with employees to determine accommodation needs;
- Ensure individualized accommodation plans are developed for employees in accordance with the elements of such plans outlined in the AODA; and
- Where necessary, coordinate the above with any steps currently taken by any applicable benefits providers.

Return to Work Process: TI will take appropriate steps to put in place a process for developing return-to-work policies for employees that have been absent due to a disability.

Performance Management, Career Development and Advancement: TI will take appropriate steps to ensure the accessibility needs of employees with disabilities are taken into account if TI is using performance management, career development and/or redeployment processes.

Workplace Emergency Response Information: TI will provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. TI will take the following steps to ensure individualized workplace emergency response plans are in place:

- Develop and implement a process for consulting with employees to determine accommodation needs;
- Where accommodation needs are identified, work with employees requiring accommodation to develop an individualized workplace emergency response plan;
- Ensure consent is obtained from the employee to share information with those designated to provide assistance to the employee in the event of an emergency.

Policy Modifications

TI is committed to developing accessibility policies that respect and promote the dignity and independence of persons with disabilities. As a dynamic organization operating in a constantly evolving environment, TI may delete, amend or adopt new policies at its discretion, at any time to meet evolving circumstances. However, no changes will be made to this policy before considering the impact on persons with disabilities. All changes will be communicated to employees electronically via e-mail or through any required training. All employees will be expected to adhere to any new or modified standards.

Any TI policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

For more information about this Policy, please contact Canada_accessibility@list.ti.com.