

Enbridge Gas Inc. Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan outlines Enbridge Gas Inc.'s (Enbridge strategy to prevent and remove barriers and meet the requirements of the Integrated Accessibility Standards Regulation (the "Regulation" of the Accessibility for Ontarians with Disabilities Act, 2005).

Part I – General Requirements

Section of the Regulation	Initiative/Status	Description	Commentary	Compliance Date
3	Establishment of Accessibility Policies COMPLIANT	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization through meeting its requirements under the accessibility standards referred to in this Regulation.	Enbridge has an Integrated Accessibility Standards Policy. The policy includes Enbridge's Statement of Commitment and its available on our website .	January 1, 2004
4	Accessibility Plans COMPLIANT	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Enbridge's Accessibility Plan is available on our website and in an accessible format upon request. The Plan was prepared in 2013 and will be reviewed at least once every 5 years.	January 1, 2014

7	Training COMPLIANT	<p>7(a) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains persons with disabilities to,</p> <ul style="list-style-type: none"> (a) All employees, and volunteers (b) All person who participate in developing the organizations policies; and (c) All other persons who provide goods, services or facilities on behalf of the organization <p>7. (2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and others persons.</p> <p>7. (3) Every person referred to in subsection (1) shall be trained as soon as practical.</p> <p>7. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>7. (5) Every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Enbridge has an electronic training course for all employees on the Integrated Standards and Human Rights Code as it pertains to people with Disabilities.</p> <p>Enbridge keeps the required training records.</p> <p>Enbridge requires that contractors and others who provide goods, services or facilities on behalf of Enbridge complete the training requirements of the Regulation and keep records of training.</p>	January 1, 2015

11	Feedback COMPLIANT	11. (1) Every obligated organization that has a processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Enbridge’s Customer Ombudsman is the point of contact for all feedback and will arrange for accessible formats and communication supports upon request. Ombudsman Contact Information is available on our website at: ombudsman@enbridge.com	January 1, 2015
12	Accessible Formats & Communications Supports COMPLIANT	12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange of the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person’s accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons. 12. (2) The obligated organization shall consult with the person making the request in determining the sustainability of an accessible format or communication support. 12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Accessible formats and communication supports are available upon request by contacting Enbridge’s Customer Ombudsman at: ombudsman@enbridge.com Accessible formats and communication supports with respect to Enbridge internal information are available to Enbridge employees, on request. Employees should contact the Human Resources Department with such requests.	January 1, 2016
13	Emergency Procedures, Plans or Public Safety	13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety	Enbridge’s emergency procedures are available on our website and they are available in an accessible format or with appropriate	January 1, 2012

	Info COMPLIANT	information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	communications support by contacting the Customer Ombudsman's office at ombudsman@enbridge.com	
14	Accessible Websites & Web Content Compliant with Level A IN Progress with Level AA.	14. (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>Enbridge's website (enbridgegas.com) is WCAG level A compliant.</p> <p>Enbridge will be conducting a review to determine if it has any new microsites that require updating in order to conform to WCAG level 2.0 levels AA.</p> <p>Enbridge is also developing a plan to ensure new microsites and any new web content conforms with level A or above.</p> <p>Enbridge has developed accessibility guidelines for its web authoring and web development process.</p>	<p>January 1, 2014 New internet websites and content on those sites must conform to WCAG 2.0 Level A.</p> <p>January 2, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <p>Success criteria 1.2.4 Captions (Live)</p> <p>Success criteria 1.2.5 Audio Descriptions</p>

				(pre-recorded).
22	Recruitment – General COMPLIANT	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Enbridge notifies applicants about the availability of accommodation for applicants with disabilities in the recruitment process in relation to the materials or processes to be used.	January 1, 2016
23	Recruitment Assessment or Selection Process COMPLIANT	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	Enbridge’s HR department has a process to notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Enbridge will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	January 1, 2016
24	Notice to Successful Applicants COMPLIANT	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Enbridge notifies job applicants of its policies for accommodating employees with disabilities in all offers of employment.	January 1, 2016
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that	Enbridge has policies, programs and practices to support its employees with disabilities including the AODA Integrated Standards Policy. These policies and programs are available to employees	January 1, 2016

	COMPLIANT	<p>take into account an employee's accessibility needs due to disability.</p> <p>25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>on Enbridge's intranet or by contacting their HR representative. Employees are provided with this information when they commence.</p>	
27	<p>Workplace Emergency Response Information</p> <p>COMPLIANT</p>	<p>27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance with the employees' consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's</p>	<p>Enbridge has a process for providing individualized emergency response information</p>	<p>January 1, 2012</p>

		<p>disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information.</p> <p>(a) when the employee moves to a different location in the organization</p> <p>(b) when the employees' overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer revise its general emergency response policies.</p>		
28	<p>Documented Individual Accommodation Plans</p> <p>COMPLIANT</p>	<p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28 (2) The process for the development of documented individual accommodation plans shall include the following element:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or expert, at the employer's 	<p>Enbridge has a written process for developing and documenting individual Accommodation Plans that complies with the Regulations.</p>	<p>January 1, 2016</p>

		<p>expense, to determine if and how accommodation can be achieved.</p> <ol style="list-style-type: none"> 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by the bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 		
29	<p>Return to Work Process</p> <p>COMPLIANT</p>	<p>29. (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require</p>	<p>Enbridge has a return to work process for employees that required accommodation plan to a disability. The return to work process, also known as the Health Wise process, is incorporated in the development of an</p>	<p>January 1, 2018</p>

		<p>disability-related accommodations in order to return to work and;</p> <p>(b) shall document the process</p> <p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work and;</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	employees' Individual Accommodation Plan	
30	<p>Performance Management</p> <p>COMPLIANT</p>	<p>30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<p>Enbridge has a process and guidelines including a review of the employee's Individual Accommodation Plan, that take into account the accommodation needs of employees with disabilities in its performance management process.</p>	<p>January 1, 2016</p>
31	<p>Career Development & Advancement</p>	<p>31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>Enbridge has a process and guidelines, including a review of an employee's Individual Accommodation Plan, that take into account the accessibility needs of employees with disabilities in its career development and advancement process.</p>	<p>January 1, 2016</p>

32	Redeployment COMPLIANT	32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Enbridge has a process that takes into account the accessibility needs of employees with disabilities when redeploying employees with disabilities.	January 1, 2016
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2. Multi-Year Accessibility Plan

Enbridge Gas Inc. will develop, maintain and document a Multi-Year Accessibility Plan outlining our strategy to prevent and remove barriers and meet its requirements under the Regulation. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on Enbridge Gas Inc's website. Upon request, Enbridge Gas Inc. will provide a copy of the Accessibility Plan in an accessible format.

3. Training

Enbridge Gas Inc. will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all employees and volunteers;
- all persons who participate in developing Enbridge Gas Inc's policies; and,
- all other persons who provide goods, services or facilities on behalf of Enbridge Gas Inc

This training will be provided as soon as practicable and will be appropriate to the duties of the employees, volunteers and other persons. Training will also be provided when changes are made to this policy. Enbridge Gas Inc. will keep a record of the training it provides.

Enbridge Gas Inc. will require that its contractors and all other persons that provide goods, services, and facilities on behalf of Enbridge Gas Inc. maintain records of the training provided to their staff, including the dates on which the training is provided and the number of individuals to whom it is provided. We will require that contractors' training records be available to Enbridge Gas Inc. upon request.

Part 2: Information and Communications Standards

4. Feedback

Enbridge Gas Inc. will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

5. Accessible Formats and Communication Supports

Upon request, Enbridge Gas Inc. will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. We will consult with the person making the

request in determining the suitability of an accessible format or communication support. We will also notify the public about the availability of accessible formats and communication supports.

6. Emergency Procedure, Plans and Public Safety Information

When Enbridge Gas Inc. makes emergency procedures, plans or public safety information available to the public, we will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

7. Accessible Websites and Web Content

Enbridge Gas Inc. will ensure that our internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

Part 3: Employment Standards

The standards set out in this part apply to employees. They do not apply to volunteers, and other non-paid individuals.

8. Recruitment

Enbridge Gas Inc. will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

9. Recruitment, Assessment or Selection Process

Enbridge Gas Inc. will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Enbridge Gas Inc. will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

10. Notice to Successful Applicants

When making offers of employment, Enbridge Gas Inc. will notify the successful applicant of its policies for accommodating employees with disabilities.

11. Informing Employees of Supports

Enbridge Gas Inc. will inform its employees of its policies and any updates to those policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

12. Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Enbridge Gas Inc. will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, we will consult with the employee making the request.

13. Workplace Emergency Response Information

Enbridge Gas Inc. 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 Enbridge Gas Inc. is aware of the need for accommodation due to the employee's disability. We will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, we will, with the consent of the employee, provide the workplace emergency response information to the person designated by Enbridge Gas Inc. to provide assistance to the employee.

We will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when we review our general emergency response policies.

14. Documented Individual Accommodation Plans

Enbridge Gas Inc. will maintain a written process for the development of documented individual accommodation plans for employees with disabilities that will include all elements required by the Regulation. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

The plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

15. Return to Work Process

Enbridge Gas Inc. will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps we will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process does not replace or override any other return to work process created by or under any other statute (i.e. the *Workplace Safety Insurance Act, 1997*).

16. Performance Management, Career Development and Advancement & Redeployment

Enbridge Gas Inc. will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Customer Ombudsman PO Box 650 Scarborough, Ontario M1K 5E3

Email: ombudsman@enbridge.com Telephone 416-495-6155 Toll Free 1-866-817-6836 Bell Relay 1-800-855-0511 Fax 416-495-5021

Enbridge Gas Inc. employees should contact the Human Resources department any questions about the policy.

Effective: January 1, 2014

Approver: Manager HR Operational Performance

Sponsor: Manager, Diversity Inclusion & Talent Acquisition Strategy

Last Reviewed Date: May 27, 2019
