Integrated Accessibility Standards Policy

Who this the Integrated Accessibility Standards Policy Applies To

This policy applies to Enbridge Gas Inc.

This Policy also applies to Enbridge Inc. in respect of its employees in Ontario and in respect of the aspects of its businesses which provide goods, services or facilities to the public or third parties in Ontario, where applicable. Unless specifically stated otherwise, this Policy does not apply outside of Ontario.

To the extent that it is subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its Regulations, Enbridge Inc. is also committed to compliance with the provisions of the AODA and the requirements of the Integrated Accessibility Standards Regulation (the “Regulation”). To the extent that this policy applies to Enbridge Inc., except as specifically stated otherwise, references in this policy to Enbridge Gas Inc. will apply to Enbridge Inc. as well.

Identify who this policy applies to by firstly stating the Country and the Business Units; followed by specifying the type of employee (regular, part-time, etc.). Add a note to specify any group that this does not apply to. See example below.

Integrated Accessibility Standards Policy Statement

Enbridge Gas Inc. will adopt the following standards of the Integrated Accessibility Standards Regulation (the “Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005* to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. Enbridge Gas Inc. will implement the standards in this policy no later than the time frames established by the Regulation. The applicable time frames are set out in Enbridge Gas Inc’s and Enbridge Inc.’s Multi-Year Accessibility Plans, respectively and this policy should be read in conjunction with our Accessibility Plans.

For standards applicable to Enbridge Gas Inc. in respect of customer service, please refer to Enbridge Gas Inc’s Customer Service Policy for Providing Goods and Services to People with Disabilities.

This policy consists of three parts: Part 1 General Standards, Part 2 Information and Communication Standards, Part 3 Employment Standards.

Part 1: General Standards

1. Our Commitment

Enbridge Gas Inc. 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. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act.*

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 Communicaitons 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 (ie. 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:

Office of the Ombuds
Enbridge Gas
500 Consumers Rd
North York, ON M2J 1P8

Ombuds Contact Us online form
https://www.enbridgegas.com/ontario/contact-us/office-of-the-ombudsman
Telephone 1-877-362-7434
Bell Relay 1-800-855-0511

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

Effective: January 1, 2014