Enbridge Gas AODA and IASR Compliance Matrix

Enbridge Gas 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 (AODA). This document outlines how Enbridge Gas Inc.'s prevents and removes barriers and meets the requirements of the Integrated Accessibility Standards Regulation, the "Regulation" of the Accessibility for Ontarians with Disabilities Act, 2005.

Section of the Regulation	Initiative/Status	Description	Commentary	Status
3 Part I – General Requirements in AODA application	Establishment of Accessibility Policies	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Enbridge Gas has an Integrated Accessibility Standards Policy. The policy includes Enbridge's Statement of Commitment and it's available on our website.	Compliant
4 Part I – General Requirements	Accessibility Plans	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 (2026 – 2029) and in an accessible format upon request. The Plan is reviewed every 3 years.	Compliant

7 Part I – General Requirements	Training	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, (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 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. 7. (3) Every person referred to in subsection (1) shall be trained as soon as practical. 7. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis. 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.	Enbridge Gas has a web-based training course for all employees on the Integrated Standards and Human Rights Code as it pertains to people with Disabilities. Enbridge Gas has a separate web-based training course that covers accessibility standards appropriate to the duties of employees. All new employees need to take these trainings as part of their onboarding. Enbridge Gas maintains employee training records, including in relation to these training offerings. Enbridge Gas requires its contractors to comply with the requirements of the AODA.	Compliant

11 Part 2 - Information and Communications Standards in AODA application	Feedback	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 Gas' Customer Care Department is designated to receive and respond to feedback and will arrange for customers to receive accessible formats and communication supports upon request. Customers are also able to contact the company's Ombuds Office to file complaints and escalations. See here. The Ombuds Office can be contacted by phone, email, mail, or via Bell Relay.	Compliant
12 Part 2 - Information and Communications Standards in AODA application	Accessible Formats & Communications Supports	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.	Customers can request accessibility-related support, accessible formats, or communication support through available customer service channels, including My Account and Customer Service contact options. In addition, customers can request accessible documents: By phone • Enbridge Gas Office of the Ombuds: 1-877-362-7434 • Bell Relay Service: 1-800-855-0511 for customers who use TTY services. Online • Submit a request through the Ombuds contact form:	Compliant

			Office of the Ombuds Contact Form By mail • Office of the Ombuds Enbridge Gas 500 Consumers Rd North York, ON M2J 1P8 Accessible formats and communication supports regarding internal Enbridge information is available to employees, on request. Employees can contact the Human Resources Department for assistance.	
13 Part 2 - Information and Communications Standards in AODA application	Emergency Procedures, Plans or Public Safety Info	13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety 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.	Enbridge Gas' emergency procedures and public safety information are available on our website and can be provided in accessible formats or with appropriate communications through our Customer Care Department. Public safety and emergency information shared with customers is reviewed for accessibility considerations, including plain language, readable formatting, sufficient color contrast, and	Compliant

			alternative text for images where applicable. Information regarding Enbridge's Emergency Management Program and Emergency Response Plans can be found on our public website at: https://www.enbridge.com/about-us/safety/emergency-management.	

14 Part 2 - Information and Communications Standards in AODA application	Accessible Websites & Web Content	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.	Enbridge Gas' website is WCAG 2.0 level AA compliant. Digital content, tools, websites, and communication materials are reviewed regularly for accessibility considerations such as readability, color contrast, keyboard navigation, alternative text for images, document structure, and compatibility with assistive technologies where applicable. Monthly scans using TPGI Accessibility Resource Centre (ARC) monitoring tools combined with manual testing are conducted to ensure ongoing compliance and to continually improve and enhance the website. All new web pages, graphics and images added to the website undergo an accessibility review as part of the publishing approval process.	Compliant
22 Part 3 - Employment Standards in AODA application	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Enbridge Gas is an Equal Opportunity Employer and is committed to provide employment opportunities to all individuals, without regard to protected characteristics, including race, religion, age, sex, color, national origin, sexual orientation, veteran status, or disability. Accommodation for job applicants with disabilities is available on request during the recruitment process. Applicants with disabilities can request accessible formats or communication support	Compliant

			by contacting careers@enbridge.com. Enbridge Gas notifies applicants about the availability of accommodations during the recruitment process.	
23 Part 3 - Employment Standards in AODA application	Recruitment Assessment or Selection Process	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 Gas informs job applicants of the availability of accommodations. If a job applicant requests an accommodation, Enbridge Gas will consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.	Compliant
24 Part 3 - Employment Standards in AODA application	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Enbridge Gas provides successful job candidates with its accommodation policies in its offer letters.	Compliant
25 Part 3 - Employment Standards in AODA application	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 Gas has policies, programs and practices to support its employees with disabilities. Information is available to employees	Compliant

		take into account an employee's accessibility needs due to disability. 25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. 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.	on Enbridge's intranet site or by contacting their HR representative. Employees are also provided with this information during onboarding.	
27 Part 3 - Employment Standards in AODA application	Workplace Emergency Response Information	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. (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. (3) Employers shall provide the information required under this section as soon as practicable after the employebecomes aware of the need for accommodation due to the employee's	Enbridge Gas has a process for providing individualized workplace emergency response information and for ensuring consideration is given to workplace emergency response practices when employees change work locations, etc.	Compliant

		disability. (4) Every employer shall review the individualized workplace emergency response information. (a) when the employee moves to a different location in the organization (b) when the employees' overall accommodations needs or plans are reviewed; and (c) when the employer revise its general emergency response policies.		
28 Part 3 - Employment Standards in AODA application	Documented Individual Accommodation Plans	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. 28 (2) The process for the development of documented individual accommodation plans shall include the following element: 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	Enbridge Gas has a written process for developing and documenting Individual Accommodation Plans (IAP) that complies with all legal and regulatory requirements.	Compliant

		expense, to determine if and how accommodation can be achieved. 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 Part 3 - Employment Standards in AODA application	Return to Work Process	29. (1) Every employer, other than an employer that is a small organization, (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	Enbridge Gas has a return-to-work process in place to support employees returning from disability-related absences, including temporary or permanent accommodations and gradual return-to-work arrangements, where appropriate.	Compliant

		disability-related accommodations in order to return to work and; (b) shall document the process 29. (2) The retune to work process shall, (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; (b) use individual documented accommodation plans, as described in section 28, as part of the process.		
30 Part 3 - Employment Standards in AODA application	Performance Management	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.	Enbridge Gas has processes and guidelines that take into account the accessibility and needs of employees when engaging in performance management activities. Where appropriate, job duties and performance expectations can be modified in accordance with individual accommodation plans.	Compliant

31 Part 3 - Employment Standards in AODA application	Career Development & Advancement	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.	Enbridge Gas takes into account accessibility and accommodation needs of employees in its career development and advancement processes and policies.	Compliant
32 Part 3 - Employment Standards in AODA application	Redeployment	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 Gas takes into account the accessibility and accommodation needs of employees when engaging in redeployment activities.	Compliant
80.21-80.31 Part 5 - Design of Public Spaces Standards in AODA application	Accessible Pathways	(1) This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. (2) This Part	Where applicable, Enbridge Gas complies with the accessible pathway requirements when engaging in construction and redevelopment projects.	Compliant

		does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992.		
80.44 Part 5 - Design of Public Spaces Standards in AODA application	Maintenance of Accessible Elements	In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.	Enbridge Gas is committed to maintaining the accessibility of its spaces by (1) promptly addressing instances where accessible elements of applicable spaces are not working or available and (2) maintaining the accessible elements of applicable spaces, including through monitoring and inspection activities. Note that Enbridge facilities are not open to the public.	Compliant
80.46 Part 6 - Customer Service Standards in AODA application	Establishment of Policies	80.46 In addition to the requirements under section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.	Enbridge Gas has a policy for providing goods and services to people with disabilities. The policy ensures accessible and inclusive service for people with disabilities, aligned with AODA standards. It covers assistive devices, service animals, support people, etc. Our Customer Service Policy for Providing Goods and Services to People With Disabilities can be found here.	Compliant

80.47 Part 6 - Customer Service Standards in AODA application	Use of Service Animals and Support Persons	80.47 If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and keep the animal with them, unless the animal is otherwise excluded by law. If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	Enbridge Gas has processes in place to support employees accompanied by service animals permitted by law. Enbridge facilities are not open to the public.	
80.48 Part 6 - Customer Service Standards in AODA application	Notice of Temporary Disruptions	80.48 If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use particular facilities or services of the provider and there is a temporary disruption in those facilities or services, in whole or in part, the provider shall give notice of the disruption to the public. Read full text here.	Enbridge Gas has processes in place to provide customers with notice of disruptions in services used by people with disabilities. Please see policy here.	Compliant