
Enbridge Gas Inc. AODA Multi-Year Accessibility Plan

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 (AODA). The Multi-Year Accessibility Plan outlines Enbridge Gas Inc.'s 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	Status
3	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 Inc. has an Integrated Accessibility Standards Policy. The policy includes Enbridge's Statement of Commitment and its available on our website .	January 1, 2004	Compliant
4	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 Gas Inc.'s Accessibility Plan is available on our website and in an accessible format upon request. The Plan will be reviewed every 3 years.	January 1, 2014	Compliant

7	Training	<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 has separate electronic training course that covers accessibility standards appropriate to the duties of employees.</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	Compliant
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11	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'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 to persons through phone, mail, web form or Bell Relay.	January 1, 2015	Compliant
12	Accessible Formats & Communications Supports	<p>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,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>12. (2) The obligated organization shall consult with the person making the request in determining the sustainability of an accessible format or communication support.</p> <p>12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Accessible formats and communication supports are available upon request by contacting Enbridge's Customer Ombudsman using the Ombuds Contact Us online form.</p> <p>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.</p>	January 1, 2016	Compliant

13	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.	<p>Enbridge's emergency procedures are available on our website and they are available in an accessible format or with appropriate communications support by contacting the Customer Ombudsman's office using the Ombuds Contact Us online form.</p> <p>Our Emergency Management Program is on the public web site at</p> <p>https://www.enbridge.com/about-us/safety/emergency-management.</p> <p>Our Emergency Response Plans are on the public web site at:</p> <p>https://www.enbridge.com/About-Us/Safety/Emergency-Management/Emergency-response-plans.aspx</p>	January 1, 2012	Compliant
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14	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.	<p>Enbridge's website (enbridgegas.com) is WCAG 2.0 level AA compliant.</p> <p>Union Gas and Enbridge Gas Distribution amalgamated in 2019. Each utility had a multi-year accessibility plan in place to meet the Web Content Accessibility Guidelines 2.0 Level AA standard by Jan. 1, 2021.</p> <p>On July 6, 2021 the new enbridgegas.com website was launched.</p> <p>Monthly scans using Arc monitoring tools combined with manual testing will be used to ensure ongoing compliance and to continually improve and enhance the website, for the most positive customer accessibility experience.</p> <p>All new web pages, graphics and images added to the website will undergo an accessibility review as part of the publishing approval process.</p>	<p>Since January 1, 2021: all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)</p>	Compliant
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22	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.	<p>Enbridge is an Equal Opportunity and Affirmative Action Employer and is committed to provide employment opportunities to all individuals, without regard to race, religion, age, sex, color, national origin, sexual orientation, veteran status, or disability. Accommodation for applicants with disabilities is available on request during the recruitment process. Applicants with disabilities can request accessible formats or communication supports by contacting careers@enbridge.com. Enbridge notifies</p>	January 1, 2016	Compliant
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			applicants about the availability of accommodation for applicants with disabilities in the recruitment process.		
23	Recruitment Assessment or Selection Process	<p>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.</p> <p>(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.</p>	<p>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.</p> <p>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.</p>	January 1, 2016	Compliant
24	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 notifies the successful job applicant of its policies for accommodating employees with disabilities in all offers of employment.	January 1, 2016	Compliant
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 the employee is onboarded.</p>		
27	Workplace Emergency Response Information	<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>	January 1, 2012	Compliant

		<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	Documented Individual Accommodation Plans	<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 	Enbridge has a written process for developing and documenting individual Accommodation Plans that complies with the Regulations.	January 1, 2016	Compliant

		<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	Return to Work Process	<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>	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	January 1, 2018	Compliant

		<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	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 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.	January 1, 2016	Compliant
31	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 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.	January 1, 2016	Compliant

32	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 has a process that takes into account the accessibility needs of employees with disabilities when redeploying employees with disabilities.	January 1, 2016	Compliant
80.21-80.31	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 does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992.	No new outdoor walkways are being considered or planned.		Compliant
80.44	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 is committed to maintaining the accessible parts of our employee outdoor spaces through the following: • Handle instances when the accessible parts of our outdoor paths of travel are not working or available • Maintain the accessible parts of our employee pathways – both regular and emergency maintenance Workplace Services will monitor all public spaces to ensure public areas are maintained and accessible. Workplace Services will ensure Enbridge Gas Inc. complies with AODA standards pertaining to public space accessibility.		Compliant