



Enbridge Inc. Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan outlines Enbridge 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 Regulation	Initiative/Status	Description	Commentary	Compliance 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 has an Integrated Accessibility Standards Policy. The policy includes Enbridge's Statement of Commitment and is available on our website.	Compliant
4	Accessibility Plans	<p>4.(1) Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>Enbridge's Accessibility Plan is available on our website and in an accessible format upon request.</p> <p>The Plan for Enbridge Inc. was prepared in 2017 and will be reviewed at least once every five years.</p>	Compliant

Section of Regulation	Initiative/Status	Description	Commentary	Compliance Status
7	Training	<p>7.(1) 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 to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>7.(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>7.(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</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 Accessibility 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 the training.</p>	Compliant



PART II – Information and Communications Standards

Section of Regulation	Initiative/Status	Description	Action	Compliance Status
11	Feedback	11.(1) Every obligated organization that has 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	Compliant
12	Accessible Formats & Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for 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 suitability 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 at: ombudsman@enbridge.com</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>	Compliant



Section of Regulation	Initiative/Status	Description	Action	Compliance Status
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.	Enbridge's emergency procedures are available on our website and they are available in an accessible format or with appropriate communications supports by contacting the Customer Ombudsman's office at: ombudsman@enbridge.com .	Compliant
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.	Enbridge is working toward achieving WCAG level AA compliance by January 1, 2021. Also, Enbridge has developed a plan in the interim to ensure any new web content conforms with level A.	In-Progress



PART III – Employment Standard

Section of Regulation	Initiative/Status	Description	Action	Compliance Status
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.	Enbridge notifies applicants about the availability of accommodation for applicants with disabilities in the recruitment processes. Notice is included in all external and internal job postings.	Compliant
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>	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 job applicants of its policies for accommodating employees with disabilities in all offers of employment.	Compliant



Section of Regulation	Initiative/Status	Description	Action	Compliance Status
25	Informing Employees of Supports	<p>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 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>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 on Enbridge's intranet or by contacting the Human Resources Department. Employees are provided with this information when they commence employment.</p>	Compliant
26	Accessible Formats & Communication Supports for Employees	<p>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <ul style="list-style-type: none"> (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. <p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Enbridge provides accessible formats and communication supports to employees upon request and consults with the employee making the request in accordance with the Regulation.</p>	Compliant



Section of Regulation	Initiative/Status	Description	Action	Compliance Status
27	Workplace Emergency Response Information	<p>27.(1) Every employer shall 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 due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's 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 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 employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	Enbridge has a process for providing individualized emergency response information.	Compliant



Section of Regulation	Initiative/Status	Description	Action	Compliance Status
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 elements:</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 other expert, at the employer's 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 a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal. 6. The frequency with which the individual accommodation plan will be reviewed 	Enbridge has a written process for developing and documenting Individual Accommodation Plans that complies with the Regulations.	Compliant



Section of Regulation	Initiative/Status	Description	Action	Compliance Status
		<p>and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>		
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 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>	<p>Enbridge has a return to work process for employees that require accommodation due to a disability. The return to work process, also known as Health Wise process, is incorporated in the development of an employee's Individual Accommodation Plan.</p>	Compliant



Section of Regulation	Initiative/Status	Description	Action	Compliance Status
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 processes.	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 processes.	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.	Compliant