Accessibility for Ontarians with Disabilities Act Policy

Note: If a project for which an employee is working on also has the same policy, the employee must abide to both policies. The more stringent policy shall take precedence.

PURPOSE

NGE Canada ("the Company") is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. NGE Canada will do so by removing and preventing barriers to accessibility and meeting its accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

This Policy demonstrates NGE Canada's commitment to foster and support a diverse workforce that integrates equal opportunities for people with disabilities.

SCOPE

This Policy addresses accessibility needs of current and prospective employees of NGE Canada, our customers, and the public.

This Policy applies to employees, interns, and contingent workers that provide services on behalf of and to NGE Canada to the extent included in the applicable contracts.

GUIDELINES

Multi-Year Accessibility Plan

The Company will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the AODA and the Integrated Accessibility Standards Regulation. The plan will be reviewed and updated at least once every five years and will be posted on NGE Canada's website. Upon request, the plan will be provided in an accessible format.

Communication

The Company will communicate with people with disabilities in ways that take into account their disability. When asked, NGE Canada will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

The Company will work with the person with disabilities to determine what method of communication works for them.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or

may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.
The Company will ensure that its employees are trained and familiar with various assistive devices available on its premises or that it provides that may be used by customers with disabilities while accessing its services or facilities.

Service Animals
The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.
When NGE cannot easily identify that an animal is a service animal, our employees may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, the Company will do the following to ensure people with disabilities can access our services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Notice of Temporary Disruption
In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Employment
The Company will notify employees and job applicants that accommodations can be made during recruitment and hiring. Job applicants that are individually selected to participate in an assessment or selection process will be informed that accommodations are available upon request. The Company shall consult with the applicants and provide or arrange for suitable accommodation.

The Company will notify employees that supports are available for those with disabilities as soon as practicable after they begin their employment.

The Company will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability.

Where needed, the company will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, NGE Canada will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

The Company will provide the information as soon as practicable after it becomes aware of the need for accommodation due to the employee's disability.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Every endeavour will be made to ensure that employees and job applicants are not discriminated against because of their disability.

Training

The Company is committed to training all required persons in Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Required persons include:

- employees and volunteers;
- persons participating in developing the organization's policies; and
- persons who provide goods, services or facilities on the organization's behalf

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. NGE Canada will maintain records of accessibility training provided, including

the dates on which training is provided and the number of individuals to whom it is provided.

FEEDBACK PROCESS

NGE Canada is committed to receiving and responding to feedback regarding the accessibility of its workplace, services, facilities, and employment practices. Individuals may provide feedback, including complaints, suggestions, or concerns about accessibility barriers, through designated communication channels such as email, telephone, mail, or in person.

Email
nge-general@nge.ca

Telephone
437-775-2360

Office Address
90 Adelaide Street West
Suite 600
Toronto, ON
M5H 3V9

Feedback may be submitted in accessible formats and with communication supports upon request. All accessibility-related feedback will be reviewed promptly and addressed in a timely manner. Where appropriate, the individual providing the feedback will be informed of any actions taken or planned in response to the concern. NGE Canada will use feedback received to identify, remove, and prevent accessibility barriers and to support continuous improvement in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Employees, applicants, customers, and members of the public will not face reprisal for raising accessibility-related concerns or requesting accommodations.

CHANGES TO EXISTING POLICIES

Any policies of NGE Canada that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.
