

ACCESSIBILITY PLAN AND POLICIES FOR ALECTRA UTILITIES

This accessibility plan outlines the policies and actions that Alectra Utilities (formerly Brampton Hydro) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Alectra Utilities 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 people 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.

Accessible Emergency Information

Alectra Utilities is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Alectra Utilities will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Alectra Utilities will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Employees will be trained when changes are made to the accessibility policy as soon as practicable
- New employees will be trained during Orientation

Information and Communications

Alectra Utilities is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Alectra Utilities will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- Consult with internal communication personnel and external website developer to ensure understanding and implementation of the required technical standards, including an audit performed by external website developer for compliance with WCAG 2.0

Alectra Utilities will ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

Alectra Utilities will make sure all publicly available information is made accessible upon request by January 1, 2016.

Alectra Utilities will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- Consult with internal communications personnel and external website developer to ensure understanding and implementation of the required technical standards, including an audit performed by external website developer for compliance with WCAG 2.0

Employment Standard

Recruitment

Human Resources will notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.

Recruitment, Assessment or Selection Process

Human Resources 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, Human Resources will consult with the applicants 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.

Notice to Successful Applicants

When making offers of employment, Alectra Utilities will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Alectra Utilities 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.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Alectra Utilities 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, the company will consult with the employee making the request.

Workplace Emergency Response Information

Alectra Utilities 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 the company is aware of the need for accommodation due

to the employee's disability. The company will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Alectra Utilities will, with the consent of the employee, provide the workplace emergency response information to the person designated by the company to provide assistance to the employee.

Alectra Utilities 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 the company's general emergency response policies.

Documented Individual Accommodation Plans

Alectra Utilities 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.

Return to Work Process

Alectra Utilities 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.

Performance Management, Career Development and Advancement & Redeployment

Alectra Utilities 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

Design of Public Spaces

Alectra Utilities will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor public eating areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters and waiting areas

Alectra Utilities will put procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan, please contact **Accessibility HR** by:

1. **Email:** accessibilityBrampton@electrautilities.com OR
2. **Phone:** 905-840-6300 extension 3561

Accessible formats of this document are available free upon request.