

Multi-Year Accessibility Plan

Accessibility Plan and Policies

This 2014-21 accessibility plan outlines the policies and actions that Union Gas Limited will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Union Gas Limited 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 (AODA).

Accessible Emergency Information

- Where Union Gas prepares emergency procedures, plans or public safety information and makes that information available to the public, the information will be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Union Gas Limited will provide employees with disabilities with individualized emergency response information when necessary.

Training

Union Gas Limited 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.

Union Gas Limited will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Develop appropriate training to ensure compliance.
- Training will be delivered by December 2014.
- Record of training will be kept.

Information and communications

Union Gas Limited 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.

Union Gas Limited will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Maintain a feedback process that enables customers to comment on the provision of our services to persons with disabilities. We welcome feedback as it encourages continuous improvement in accessibility to our services.
- Feedback may be submitted by telephone, email or in writing.

Union Gas Limited will take the following steps to ensure all publicly available information is made accessible upon request by **January 1, 2016**:

- Implement a solution to accommodate requests for information and communications by telephone, email or in writing
- Make requests for information and communication available in an alternate format or with communication support.
- Conduct consultation sessions to ensure the alternate format or communication support is appropriate and meets the needs of the person making the request.

Union Gas Limited will take the following steps to conform with WCAG 2.0, Level AA by **January 1, 2021**:

- In 2014, Union Gas will conduct an assessment of the company's existing website relative to WCAG 2.0 Level AA. This assessment will incorporate an automated scan, a manual visual inspection and a functional review with assistive technology.
- In 2014, Union Gas will begin implementing any identified changes and will be fully compliant with WCAG Level AA by 2021.

Employment

Union Gas Limited is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Union Gas Limited will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Notify job applicants who 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, a Union Gas representative 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.
- When making offers of employment, a Union Gas representative will notify successful applicants of its policies for accommodating employees with disabilities.

Union Gas Limited will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- A Return to Work and Accommodation process currently exists at Union Gas Limited managed and supported by Health Services and EH&S. A review of these existing processes will be performed in 2014-2015 to enhance and meet AODA compliance by January 1, 2016

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Union Gas Limited is using performance management, career development and redeployment processes:

- Union Gas's performance management processes will be reviewed and assessed for compliance with AODA standards. This work is expected to be performed in 2014-2015 to meet compliance by January, 1 2016.

Public Space Accessibility

Union Gas is committed to maintaining the accessible parts of our public 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 public outdoor eating area – both regular and emergency maintenance

Facilities management will monitor all public spaces to ensure public areas are maintained and accessible. Facilities management will ensure Union Gas complies with AODA standards pertaining to public space accessibility.