



Human Resources Compliance

Enbridge Accessibility Progress Report (2024)

I. General

At Enbridge, our goal is to be the first-choice energy delivery company in North America and beyond – for customers, communities, investors, regulators, policymakers and employees. As a diversified energy company, we are uniquely positioned to help accelerate the global transition to a cleaner energy future, and we're doing it in ways that are ethical, sustainable and socially responsible. Our commitment to environmental, social and governance (ESG) leadership has been embedded in our culture and how we operate our business. As we focus on meeting energy and environmental needs, we are keeping people at the forefront and reinforcing our commitment to inclusion and accessibility. We know that creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Enbridge will build on our current efforts through the execution of our initial Accessibility Plan as required under the Accessible Canada Act. This Progress Report outlines the status of our detailed Accessibility Plan actions.

At Enbridge, we welcome feedback from members of the public, employees and groups representing the interests of people with disabilities. You can provide your comments by mail, email, telephone or this [Customer Feedback Form](#). The Customer Ombudsman is designated to receive accessibility feedback and will coordinate with internal subject matter experts responsible for each of the seven priority areas to meet obligations described under the Accessible Canada Act as required. Feedback may be directed to the Customer Ombudsman at:

P.O. Box 650
Scarborough,
Ontario
M1K 5E3

Email: ombudsman@enbridge.com

Telephone: 416-495-6155

Toll Free: 1-866-817-6836

Bell Relay: 1-800-855-0511

Fax: 416-495-5021

Alternate Formats

Enbridge will provide any information relating to its Accessibility Plan and/or feedback process in various accessible formats (including print, Braille, audio format, or electronic format) upon request. Please contact the Customer Ombudsman to request these documents or for more information.

II. Progress Report

This progress report applies to Enbridge at an enterprise-wide level, including the two Canadian federally regulated companies: Enbridge Employee Services Canada Inc. (EESCI) and Westcoast Energy.

1. Employment

Actions	Status
Increase enterprise-wide representation of employees with disabilities.	In progress
Enhance the careers section of our website to increase visibility to candidates with disabilities, highlighting our commitment to their inclusion in our workforce.	In progress
Continue to provide information on our website's Careers page and job postings on how to access accommodations in the hiring process.	Ongoing
Update the Duty to Accommodate process, and guide managers in understanding their responsibilities in the accommodation process.	In progress
Promote accessibility-related tools, resources and events, including encouraging participation in activities for the National Disability Employment Awareness Month in October each year.	Ongoing
Using the Disability Equality Index, benchmark our current recruitment, selection and onboarding practices against leading accessibility practices in other energy companies and different industries.	Completed
Implement greater disability knowledge sharing and support for all employees.	In progress
Continue to ensure all new internal learning content is developed according to web content accessibility guidelines (WCAG) standards.	Ongoing

2. Built Environment

Actions	Status
Ensure workplace accessibility by evaluating that all workplaces have appropriate accessibility features.	In progress
Utilize the Diverse Abilities Network (DAN) employee resource group as internal stakeholders to provide suggested design and accessibility changes to the built environment.	Ongoing
Look at ways to improve emergency measures for people with disabilities.	In progress

3. Information and Communications Technologies

Actions	Status
Consider accessibility in all information technology purchased by Enbridge.	Ongoing
Continue to offer learning sessions to all employees on the use of accessibility features embedded in internal systems and tools.	Ongoing
Continue to conduct accessibility reviews on existing older systems to understand gaps.	Ongoing

4. Communication, other than Information and Communications Technologies

Actions	Status
<ul style="list-style-type: none">All new Enbridge external and internal website/intranet content will be developed to be accessible.	Ongoing
<ul style="list-style-type: none">Ensure that internal communications are published with a focus on clear, concise and plain language.	Ongoing
<ul style="list-style-type: none">Ensure that in-person town hall meetings and events held at the regional level are accessible.	Ongoing
<ul style="list-style-type: none">Offer sign language interpretation, upon request, for all major live-streamed events and meetings.	Ongoing
<ul style="list-style-type: none">Ensure Enbridge brand guidelines include important information on accessibility (color contrast ratio, typography, video production) to ensure our communications are inclusive and effective for everyone.	Ongoing

5. Procurement of goods, services, and facilities

Actions	Status
<ul style="list-style-type: none">Identify and integrate business practices to ensure inclusive selection processes.	Ongoing
<ul style="list-style-type: none">Include accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services and confirms that they will abide by the requirements of the Accessible Canada Act.	In progress
<ul style="list-style-type: none">Maintain the commitment to our Responsible Procurement Policy	Ongoing

6. Design and delivery of programs and services

Actions	Status
Leverage the mandatory requirement to consult with persons with disabilities by creating a committee of employees from the Diverse Abilities Network (DAN) employee resource group to review and provide feedback on programs and services.	Completed
Develop and promote guidelines on how to apply the accessibility lens when reviewing company programs and services.	In progress
Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.	In progress

7. Transportation – Not applicable

III. Consultations & Feedback

Enbridge consulted with the Diverse Abilities Network Employee Resource Group throughout the past year regarding accessibility, disability inclusion within the workforce, and the Accessibility Plan.

Between June 1, 2023 and June 1, 2024, Enbridge did not receive any feedback from the public regarding its accessibility efforts or its Accessibility Plan.