

# Enbridge Accessibility Plan (2023-2026)

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## I. General

This information is provided for the purposes of providing feedback and for requesting alternate formats of the plan and/or feedback process.

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 new obligations described under the Accessible Canada Act as required.

Enbridge welcomes 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 by filling out this [Customer Feedback Form](#). Feedback may be directed to the Customer Ombudsman at:

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

Email: [ombudsman@enbridge.com](mailto:ombudsman@enbridge.com)

Telephone: 416-495-6155

Toll Free: 1-866-817-6836

Bell Relay: 1-800-855-0511

Fax: 416-495-5021

Acknowledgement of receipt will be provided in the same manner as the feedback was received, unless it is requested using a different channel or format.

### 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. The Accessible Canada Act

The Government of Canada held consultations with persons with disabilities and the disability community and heard from more than 6,000 Canadians about what an accessible Canada means to them. This consultation informed the creation of the Accessible Canada Act (ACA).

The ACA, which came into force on July 11, 2019, and its purpose is to make Canada barrier-free for persons with disabilities by January 1, 2040. Federally regulated companies must identify, remove and prevent barriers to accessibility, and include people with disabilities in the process. It includes seven priority areas for action:

- employment
- built environment
- information and communication technologies
- communication

- procurement of goods, services and facilities
- design and delivery of programs and services
- transportation

Under the ACA, federally regulated companies must report to the public on their policies and practices in relation to the identification and removal of barriers by publishing their accessibility plans, feedback processes and progress reports. Each company employer is also required to develop an accessibility plan and report on progress made against this plan annually.

This accessibility plan applies to Enbridge at an enterprise-wide level, including the two Canadian federally regulated companies: Enbridge Employee Services Canada Inc. (EESCI) and Westcoast Energy. For the purposes of developing an accessibility plan, Enbridge will identify and remove accessibility barriers that may exist in its operations enterprise-wide, including those of EESCI and Westcoast Energy.

### **III. Statement of Commitment**

At Enbridge, our goal is to be the first-choice energy delivery company in North America and beyond – for customers, communities, investors, regulators and policymakers, and employees. As a diversified energy company, we are uniquely positioned to help accelerate the global energy transition, and we are doing it in ways that are ethical, sustainable, and socially responsible. We are advancing new low-carbon energy technology – including hydrogen, renewable natural gas, and carbon capture and storage. We also recognize the importance of a secure, reliable, and affordable supply of energy, which we deliver every day through our core businesses.

We move about 30% of the crude oil produced in North America, we transport 20% of the natural gas consumed in the U.S., and we operate North America's largest natural gas utility by volume. Enbridge was an early investor in renewable energy, and we have a growing offshore wind portfolio.

Enbridge Inc. is headquartered in Calgary, Canada. We have a workforce of about 16000 people, primarily in the United States and Canada. We value safety, integrity, respect, inclusion, and high performance. More than anything else, we aim to make a difference, economically and socially – as an industry leader, as a responsible corporate citizen and as an employer.

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 development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture. This plan was developed following the notion of “nothing without us.” This means that people with disabilities were involved and consulted in the planning, development, and drafting of this plan. This document sets out our plan for reducing barriers over the next three-year period in the seven priority action areas identified by the ACA.

## **IV. Consultations**

Our values of Safety, Integrity, High Performance, Respect and Inclusion are at the core of our culture. We want to be a company where everyone experiences the same outcome for their efforts; a culture that's welcoming and inclusive for everyone. We understand how important it is to listen to our employees and leaders to understand the best ways to meet our company's needs.

In the summer of 2021, we partnered with inclusion champions and members of our Inclusion Network (of Employee Resource Groups) to conduct 10 voluntary focus groups across our company with employees who self-identify as having a disability. Our goal was to listen deeply to employees' experiences and perspectives. Each session was split into two parts: accounts of experiences through hiring, development, belonging and achieving career success at Enbridge; and input on how our plans could meet the needs of our company, and what actions might be missing from our approach.

Due to disability being an umbrella term covering all impairments, activity limitations, and participation restrictions – whether physical or mental – we heard a wide range of experiences from employees with disabilities. Many expressed the importance of accommodations and the frustration and confusion that can come with requesting adjustments to their job or work environment.

We heard employees speak about their fears and concerns over how their disability could impact their development and career progression. For example, when a disability necessitates more time off or more accommodations than the typical employee, many employees worry about the impact on their performance review.

Finally, several employees felt that Enbridge had made good progress toward broad inclusion. Still, there are opportunities to support inclusive and accessible spaces that meet the needs of all employees and help everyone achieve their full potential.

## **V. Areas Described Under Section 5 of the Accessible Canada Act (ACA)**

### **Organization-wide: The Inclusion Strategy**

Enbridge is committed to fostering a culture of inclusion across its operations. The company emphasizes the importance of creating connections across differences and ensuring equal opportunity for all.

Our work is guided by a multi-year Inclusion strategy that champions fairness and equal opportunity for everyone. It inspires us to execute programs and actions that move the organization towards its vision: “We Are Better Together.” The strategy is refreshed regularly to stay current and meet emerging workforce needs. It has three main goals:

- 1) **Engage & Empower Employees:** Educate and equip people to connect on a personal level, amplify others, and consciously include.
- 2) **Embed Equity:** Embed policies, programs, and practices that promote equal opportunity and anti-discrimination.
- 3) **Elevate Talent:** Seek, develop, and retain people from all backgrounds and perspectives at all levels.

## Priority Area 1: Employment

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

The following goals have been created around accessibility and employment:

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

## Priority Area 2: Built Environment

The "built environment" area ensures that workspaces and the work environment are accessible for all.

Enbridge has buildings and facilities across Canada and the United States. Some are larger offices in cities, while many are in rural parts of the countries, and they are a combination of owned and leased spaces with different levels of accessibility. We are currently assessing the state of accessibility of our buildings in greater depth. We are aware that there are barriers in some locations, such as heavy doors, and we are working to improve accessibility in all spaces.

The following goals have been created around accessibility and the built environment:

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

### **Priority Area 3: Information and Communication Technologies (ICT)**

“Information and communication technologies” are various technological tools used to send, store, create, share or exchange information.

Barriers to accessibility in information and communication technologies at the Enbridge tend to relate to a lack of knowledge of existing accessibility supports. For example, Enbridge uses the Microsoft Office suite in its day-to-day business, including Microsoft Teams to host meetings and communicate with each other, and these include many built-in accessibility features. However, many Enbridge staff are simply not aware of these features. Making these features better known across the organization is a way to leverage these existing supports to improve accessibility.

The following goals have been created around accessibility and ICT:

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

### **Priority Area 4: Communication, other than ICT**

This area requires that organizations provide barrier-free access for the public, clients and employees to all the communications that the company produces for this audience.

The following goals have been created around accessibility and communication:

- All new Enbridge external and internal website/intranet content will be developed to be accessible.
- Ensure that internal communications are published with a focus on clear, concise and plain language.
- Ensure that in-person town hall meetings and events held at the regional level are accessible.
- Offer sign language interpretation, upon request, for all major live-streamed events and meetings.
- 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.

### **Priority Area 5: Procurement of Goods, Services and Facilities**

The “procuring (buying) goods, services and facilities” area ensures that accessibility is considered at the beginning of the buying process.

The following goals have been created around accessibility and procurement:

- Identify and integrate business practices to ensure inclusive selection processes.

- 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.
- Maintain the commitment to our Responsible Procurement Policy

## **Priority Area 6: Design and Delivery of Programs and Services**

When designing and delivering Enbridge's internal and external programs and services, accessibility considerations must be part of the process from the beginning.

The following goals have been created around accessibility and the design and delivery of programs and services:

- 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.
- Develop and promote guidelines on how to apply the accessibility lens when reviewing company programs and services.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

## **Priority Area 7: Transportation**

This area of focus in the Accessible Canada Act covers the transport of people and goods.

Enbridge relies on transportation in several ways. While headquartered in Calgary, it has regional offices in other parts of Canada, and some employees need to travel between these offices and to other sites that may be away from reliable transportation infrastructure, such as on field inspections. In cases where an employee requires accessibility features to operate an Enbridge vehicle, an accommodation would have to be made.

Commercial airlines and vehicle rental establishments usually have accommodations for persons with disabilities. Commercial transportation service providers may not always be able to provide an accommodation, such as for underserved locations or destinations.

Enbridge is committed to continually improving its travel policies and processes in the coming years to ensure that any barriers to accessibility are identified and solutions are made available.

## **VI. Reporting Our Plan**

As required by the Accessible Canada Act, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities.

## VII. Definitions

**Accessibility:** Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by all.

**Barrier:** The Accessible Canada Act defines a barrier as “anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

**Disability:** The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”