



# Enbridge Accessibility Plan (2026-2029)

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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, telephone or by filling out this [Online Form](#). Feedback may be directed to the Customer Ombudsman at:

Attention: Office of the Ombuds  
Enbridge Gas  
500 Consumers Rd.  
North York, ON  
M2J 1P8

Telephone 1-877-362-7434  
Toll Free: 1-866-817-6836  
Bell Relay: 1-800-855-0511

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 progress made against this plan annually.

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

Enbridge is committed to identifying, removing, and preventing accessibility barriers for persons with disabilities in accordance with the ACA and its regulations.

This 2026–2029 Accessibility Plan builds on Enbridge’s previous Accessibility Plan and reflects the organization’s continued compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and other applicable accessibility requirements. This plan reflects the maturation of Enbridge’s accessibility practices, carrying forward commitments from the previous plan while simplifying language and scope to align with current regulatory expectations.

This plan applies to Enbridge entities and activities that are subject to federal regulation in Canada: Enbridge Employee Services Canada Inc (EESCI) and Westcoast Energy.

What has changed since the previous plan:

- This plan places greater emphasis on continuity and embedded practices.
- Descriptions have been simplified to focus on what Enbridge does, rather than detailed explanations of programs.
- Actions are framed as ongoing or incremental, reflecting maturity of existing practices.

### **IV. Consultations**

In developing this Accessibility Plan, Enbridge consulted with employees with disabilities and internal partners with accessibility expertise, including employee resource group representatives and subject matter experts.

Consultation focused on:

- Validating barriers that continue to affect employees and stakeholders
- Identifying where existing practices are working well
- Prioritizing actions that are realistic and sustainable
- Feedback received through consultation informed the refinement and prioritization of actions included in this plan

## Areas Described Under Section 5 of the ACA

Consistent with the ACA, this plan addresses the following priority areas. In many cases, actions described below continue commitments from Enbridge's previous Accessibility Plan.

### Priority Area 1: Employment

Current and ongoing practices:

- Information is available on our website's Careers page and job postings on how to access accommodations in the hiring process
- Workplace accommodation processes are in place and continue to align with AODA requirements
- Accessibility and inclusion learning is available to employees and people leaders

Planned actions:

- Continue promoting role-appropriate learning and awareness on digital accessibility for employees involved in the design, development, maintenance, or procurement of digital technologies
- Review existing accommodation guidance to ensure it reflects hybrid and flexible work arrangements
- Refresh manager focused resources to support accessible performance management and workplace practices

### Priority Area 2: Built Environment

Current and ongoing practices:

- Accessibility considerations are incorporated into new or renovated workplaces, where applicable
- Facilities teams manage physical accessibility at Enbridge worksites

Planned actions:

- Document and consolidate existing accessibility design considerations for federally regulated sites
- Improve awareness of accessible features and reporting channels for physical barriers
- Continue to address reported barriers through established facilities processes

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

Current and ongoing practices:

- Digital accessibility practices align with WCAG standards as required under AODA
- Continue to strengthen digital accessibility practices by aligning internal standards, guidance, and governance with evolving federal ICT accessibility requirements under ACA, including accessibility of web content, digital documents, and mobile applications

- Accessibility considerations are incorporated into major internal platforms and tools

Planned actions:

- Refresh internal guidance on creating accessible documents and presentations
- Reinforce accessibility expectations for newly developed or significantly updated internal digital tools
- Promote use of built in accessibility features in commonly used platforms such as Microsoft 365
- Support the development of accessibility statements and accessibility documentation for regulated digital technologies

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

Current and ongoing practices:

- Enbridge supports plain language and inclusive communication
- Alternate formats are available upon request

Planned actions:

- Encourage consistent use of accessible meeting and presentation practices
- Improve visibility of how to request alternate formats for communications

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

Current and ongoing practices:

- Accessibility considerations are addressed through existing procurement and risk management processes
- Continue to integrate accessibility considerations into procurement practices for digital products and services, including alignment with evolving federal ICT accessibility requirements and the use of accessibility documentation where appropriate

Planned actions:

- Update procurement guidance to more clearly reference accessibility considerations, where applicable
- Encourage early accessibility discussions for high impact purchases

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

Current and ongoing practices:

- Accessibility is considered in the design and delivery of programs and services
- Feedback is used to identify barriers and improvement opportunities

Planned actions:

- Identify high impact programs or services for accessibility review
- Encourage inclusive design principles during program development

### **Priority Area 7: Transportation**

Applicability: Transportation has limited applicability to Enbridge's federally regulated activities.

Planned approach:

- Monitor regulatory requirements and operational changes
- Address transportation related accessibility barriers if identified through feedback or business changes

## **VI. Reporting Our Plan**

The 2026–2029 Accessibility Plan continues Enbridge's work to identify, remove, and prevent accessibility barriers. By building on existing practices and focusing on realistic, achievable actions, Enbridge aims to meet its obligations under the *Accessible Canada Act* while supporting an inclusive and accessible environment. Actions may evolve in response to feedback, changes in legislation or regulatory guidance, or business and operational context.

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.