



**ACCESSIBILITY STANDARDS POLICY (ONTARIO)**

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<b>Policy Name</b>	Accessibility Standards Policy (Ontario)		
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## 1. Statement of Commitment

EPCOR Utilities Inc. (“**EPCOR**”) and all of its subsidiaries in Ontario (“**EPCOR**”) is committed to ensuring equal access and participation for people with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”) and its associated regulations, including the *Integrated Accessibility Standards* regulation (“**IASR**”). EPCOR strives to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. This policy (the “**Policy**”) sets out EPCOR’s commitment to standards for accessibility across employment, customer service, information and communications.

## 2. Definitions

“**Accessible Format**” Includes but not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

“**Communication Support**” includes but not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

“**Guide Dog**” refers to a dog trained as a guide for a blind person that has completed a training program at a designated training facility as set out in *Guide Dogs*, RRO 1990, Reg 58.

“**Service Animal**” refers to an animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators, such as the vest or harness worn by the animal; or
- The person provides documentation from a designated regulated health professional permitted by the *IASR* regulation, confirming that the person requires the animal for reasons relating to the disability.

“**Support Person**” in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods, services, and facilities.

### **3. Guidelines**

#### **a) Accessible Employment**

This section does not apply to volunteers or other individuals who are not paid.

##### Hiring

Accommodation is available from the beginning of the recruitment process. Information regarding the availability of accommodation is included in all job postings. Applicants selected to participate in an assessment or the selection process are informed that accommodation is available upon request. Where accommodation is requested, EPCOR consults with the applicant and provides or arranges for suitable accommodation that meets their individual needs. The Accommodation Policy applies to all EPCOR employees.

##### Accessible Workplace Information

EPCOR ensures that new employees are aware of the policies and supports available for employees with disabilities as soon as reasonably possible and that all employees are informed of any updates to existing policies, including the following:

- Accommodation Policy; and,
- Ethics and Respectful Workplace Policy.

Upon request, EPCOR provides or arranges for the provision of accessible formats and communication supports for employees with disabilities regarding information needed to perform their job and other information that is generally available to all employees in the workplace. Individualized workplace emergency response information is also provided to an employee with a disability where necessary. An employee who requires workplace information in an accessible format or with communication supports should contact their manager. EPCOR consults the employee making the request to determine the best way to provide the accessible format or communication support.

##### Accommodations and Performance Management

EPCOR's accommodation plans are in accordance with the Accommodation Policy.

#### **b) Accessible Customer Service**

EPCOR makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods, services, and facilities, as long as this does not present a health or safety risk;
- Using alternative methods of access when necessary to ensure that customers with disabilities have access to the same goods, services, and facilities in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

Upon request, EPCOR provides a person with a disability with a copy of this Policy, or the information contained within it, in a format that meets their accessibility needs. Requests should be directed to the Manager, Customer Operations.

Persons with disabilities may use their own assistive devices as required when accessing goods or services or facilities, so long as there are no health, safety or accessibility concerns.

### Guide Dogs and Service Animals

A customer with a disability who is accompanied by a Guide Dog or other Service Animal is welcome to access premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law.

If it is not readily apparent that the animal is a Guide Dog or Service Animal, employees may respectfully ask whether an animal is a Guide Dog or Service Animal but must not ask the nature of the person's disability or purpose of the animal. If the animal is not a Guide Dog or Service Animal, the customer shall promptly remove the animal.

The customer who is accompanied by a Guide Dog or Service Animal is responsible for always controlling the animal. If not, the customer may be asked to remove their Guide Dog or Service Animal.

Information pertaining to the use of Guide Dogs and Service Animals found in this Policy is also provided in accessible formats that are available to all patrons and customers of EPCOR. These documents may be posted in a conspicuous place or on the website; if they are not posted, patrons will be made aware that they are available.

### Support Persons

If a customer with a disability is accompanied by a Support Person, EPCOR will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the Support Person. Consent will be obtained if confidential information is being discussed in the presence of the Support Person.

EPCOR may require a person with a disability to be accompanied by a Support Person while on the premises if the Support Person is required to protect the health or safety of the person with the disability or others in the workplace and there are no other reasonable measures that can be taken to ensure this. EPCOR consults with the person with the disability and assesses available evidence before making such a decision. Employees are informed of any such arrangements.

Information pertaining to Support Persons found in this Policy is also provided in accessible formats that are available to all patrons and customers of EPCOR, including being posted in a conspicuous place or on the website.

### Notice of Temporary Disruptions

EPCOR makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services. In some circumstances, notice may not be possible.

When disruptions occur without notice, EPCOR, informs customers what goods/services are disrupted, the reason for same, expected duration and alternative options available as reasonably possible by:

- Posting written notices in conspicuous places, including at the point of disruption and all entrances;
- Informing customers verbally upon arrival; or
- Any other method that is reasonable in the circumstances.

A document that covers the steps EPCOR takes in connection with a temporary disruption is available to anyone upon request and may be posted in a conspicuous place or on the website.

## Customer Feedback

EPCOR has established a feedback process on how goods, services, and facilities are provided to customers with disabilities. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail). EPCOR ensures the feedback process is accessible by providing or arranging for accessible formats and communication supports. These are available upon request.

EPCOR addresses feedback case by case and takes any actions necessary to remedy issues. Customers can submit feedback [accessibility@epcor.com](mailto:accessibility@epcor.com) or through the website. EPCOR will address the concerns in a timely manner.

A document that covers the details of the customer feedback process is available to anyone upon request. This information may also be posted in a conspicuous place or on our website.

### **c) Accessible Information and Communication**

EPCOR strives to provide information and communications to all in a format or manner that meets their needs, and arranges for the provision of accessible formats and communication supports for persons with disabilities upon request, including the feedback process and all publicly available safety and emergency information. EPCOR also ensures that its website and web content meet the standards required by the *IASR* to enable accessible information and communications online.

EPCOR posts the availability of accessible formats and communication supports on its website. Requests for accessible formats or communication supports should be submitted to the [accessibility@epcor.com](mailto:accessibility@epcor.com) or through the feedback form on the website. EPCOR consults the individual making the request to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.

### **d) Training**

Training is provided to employees, those who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company. Training is provided on the accessibility standards found in the *IASR* and the *Human Rights Code* that are appropriate for the duties of the individual.

EPCOR provides training as soon as practicable. Training is provided to new employees, volunteers, agents, and contractors. Retraining is provided in the event of changes to legislation, procedures, policies, or practices. Retraining is provided as soon as practicable to ensure compliance with EPCOR's policies and procedures. Employees may be required to attend additional accessibility-related training as circumstances dictate.

For all accessibility-related training, EPCOR keeps a record that includes the dates training was provided and the number of employees who attended the training.

Training is provided on the accessibility standards found in the *IASR* and the *Human Rights Code* that are appropriate for the duties individuals complete.

## Customer Service Training

Training is provided to employees and any other person who provides goods, services, or facilities on behalf of EPCOR. Training covers the topics as required in the AODA, including this Policy. EPCOR has a training policy in accordance with the *IASR*, which is available upon request, and is posted at a conspicuous place or on EPCOR's website.