

 <b>INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan</b>		
	<b>Issued:</b>	<b>November 27, 2014</b>
	<b>Revised:</b>	<b>December 2020</b>
	<b>Version:</b>	<b>8.0</b>

**STATEMENT OF COMMITMENT**

*NextEra Energy Canada* is committed to leading respectfully by accommodating people with accessibility needs in a manner that is consistent with the principles of dignity, independence, integration and equal opportunity. *NextEra Energy Canada* bases all hiring and promotional decisions on individual merit, qualifications and competence as they relate to the particular position. We are committed to giving persons with disabilities the same opportunity and to access our services and allow them to benefit from these in the same place and in a similar way as others. By continuing to build a diverse and inclusive team, we are committed to removing barriers and meeting the requirements of the AODA and similar obligations and will work in ways that take into account each person’s particular accessibility needs.

Our Multi-Year Accessibility Plan outlines our approach to establish accessibility for persons with disabilities.

**Part I – GENERAL REQUIREMENTS**

Section	Initiative	Description	Action	Status	Final Compliance Deadline
3	Establishment of Accessibility Policy	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	An Accessibility Policy has been developed and implemented. <i>NextEra Energy Canada</i> is committed to accessibility and demonstrates that commitment by preventing, identifying and removing barriers that impede accessibility for persons with disabilities.  This document is available on NextEra’s website and can be provided in an accessible format upon request.	Compliant	January 1, 2015
4	Accessibility Plans	4.(1) Large organizations shall,	This document represents the multi-year Accessibility Plan (the <b>Accessibility Plan</b> ) which outlines <i>NextEra Energy Canada’s</i>	Compliant	December 31, 2014

Section	Initiative	Description	Action	Status	Final Compliance Deadline
		a) Establish, implement, maintain and document a Multi-Year Accessibility Plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;	strategy and associated initiatives to prevent and remove barriers. This plan will be reviewed and updated as required to ensure continued compliance, at minimum on an annual basis.		
		b) Post the accessibility plan on <i>NextEra Canada's</i> Canadian website and provide the plan in an accessible format upon request;	The Accessibility Plan is <i>available on NextEra Energy Canada's</i> website and can be provided in an accessible format upon request.	Compliant	February 28, 2015
		c) Review and update the accessibility plan at least once every five years.	While the requirement is to review and update the Multi-Year Accessibility Plan every 5 years, <i>NextEra Energy Canada</i> will review the Plan annually to ensure accuracy and compliance.	Compliant	February 28, 2015

Section	Initiative	Description	Action	Status	Final Compliance Deadline
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	<p>In line with the Integrated Accessibility Standards Regulation, <i>NextEra Energy Canada</i> has provided mandatory online training on the Customer Service Standard to all new employees and continues to train each new hire on either the AODA IASR for Employee or AODA AISR for Supervisor as part of the onboarding process.</p> <p>Our employees and representatives also receive training, to the extent and in the manner best suited to their roles, on the Ontario accessibility legislation and the Human Rights Code as it pertains to persons with disabilities. In our contractual arrangements, we ensure that service providers are trained on the Ontario accessibility legislation and the Human Rights Code as it pertains to persons with disabilities.</p> <p><i>NextEra Energy Canada</i> keeps records of deployment activities and updates relating to such training in accordance with regulatory requirements.</p>	<p>Compliant</p> <p>Compliant</p>	<p>January 1, 2014</p> <p>February 28, 2015</p>

## PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Final Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications support, upon request.	<p>A feedback process is established and outlined on <i>NextEra Energy Canada's</i> <a href="http://www.nexteraenergycanada.com/Accessibility/Our%20Commitment">Accessibility page of its website</a>; and in our Accessibility Policy at: <a href="http://www.nexteraenergycanada.com/Accessibility/Our%20Commitment">http://www.nexteraenergycanada.com/Accessibility/Our Commitment</a>.</p> <p>The feedback process permits persons to provide their feedback by email or telephone.</p>	Compliant	February 15th 2015

Section	Initiative	Description	Action	Status	Final Compliance Date
12	Accessible Formats & Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request, provide, or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p><i>NextEra Energy Canada</i> is committed to providing customer service in a manner that respects the dignity, independence, integration and equal opportunity and actively solicits feedback and comments via the website to ensure individual accessibility needs are met in a timely manner.</p> <p>In addition, there is a statement on our website's Accessibility page indicating that documents are available in various accessible formats upon request.</p>	Compliant	January 1st, 2015
		<p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Should an accessible format request be made by an individual, <i>NextEra Canada</i> will consult with the person to identify a format and/or support that meets their needs.</p> <p><i>NextEra Energy Canada</i> also provides employees with documents in accessible format upon request.</p>		
13	Emergency Procedures, Plans or Public Safety Info	<p>13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p><i>NextEra Energy Canada</i> has implemented an Employee Request for Emergency Assistance Form, which applies to all Canadian employees only and, as such, is only available on the intranet (Canada Resources page), with an associated procedure.</p> <p><i>NextEra Energy Canada</i> has and will ask employees for information about the disability supports that may be required in the event of an emergency. We will work with each employee who responds to its request for information in order to develop an individualized workplace emergency response plan. New employees will be asked whether they require assistance in the event of an emergency, in which case an</p>	Compliant	January 31, 2015

Section	Initiative	Description	Action	Status	Final Compliance Date
			individualized workplace emergency response plan will also be prepared in consultation with that employee. Individualized workplace emergency response plans will be updated as required and within thirty days of: (a) the employee moving to a different location in the organization; (b) a review of the employee's overall accommodation needs or plans; or (c) when NextEra reviews its general emergency response policies.		
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p><b>January 1, 2016</b> – <i>NextEra Energy Canada's</i> corporate website conforms with WCAG 2.0 Level A standards.</p> <p><b>January 1, 2021</b> All internet websites and web content conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded).</p>	Compliant  Compliant	January 1, 2016  December 2020

### PART III – Employment Standard

Section	Initiative	Description	Action	Status	Final Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<i>NextEra Energy Canada's</i> job postings and the Canadian careers website, provides notification to potential internal and external applicants about the availability of recruitment-related accommodations for disabilities.	Compliant	December 31, 2014
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they 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.	<i>NextEra Energy Canada's</i> job postings, the corporate careers website, and the intranet provides notification to potential internal and external applicants about the availability of recruitment-related accommodations for disabilities. <i>NextEra Energy Canada</i> will make suitable accommodations in	Compliant	September 2015

Section	Initiative	Description	Action	Status	Final Compliance Date
		(2) If a selected applicant requests an accommodation, the employer shall 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 due to disability.	consultation with the candidate. E.g. When inviting candidates in for an interview, as standard practice, we will say, "At <i>NextEra Energy Canada</i> , we want to ensure that our recruitment experience is fair and equitable for all. Do you require any accommodation for this interview or testing?"		
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<i>NextEra Energy Canada</i> notifies successful candidates of the company's policies for accommodating employees with disabilities. This notification language will be formalized within candidate offer letters. <i>NextEra Energy Canada's</i> accessibility policies are posted on <i>NextEra Energy Canada's</i> intranet so they are viewable by new hires.	Compliant	September 2015
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.  25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	In order to ensure a fair and consistent approach when an employee experiences an injury or illness, <i>NextEra Energy Canada</i> maintains a Disability Management Program and a Return to Work Program, and associated policies and procedures, which are designed to promote employee health and recovery through early intervention and active case management.  All new hires are informed upon hire of <i>NextEra Energy Canada's</i> policies to support persons with disabilities. <i>NextEra Energy Canada's</i> policies are posted on its intranet such that they can be reviewed by all employees and are available in accessible format upon request. <i>NextEra Energy Canada</i> provides notice to employees when changes are made to these policies.	Compliant	November 2015

Section	Initiative	Description	Action	Status	Final Compliance Date
		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<i>NextEra Energy Canada's</i> employees are informed of its various policies and procedures at the time of hire, including its policies and procedures regarding accommodating employees with a disability. In addition, <i>NextEra Energy Canada's</i> employee accommodation procedures and policies are accessible by employees on its internal website and are available in accessible format upon request. Employees are informed of changes to the policies and procedures when made.		
26	Accessible Formats & Communication Supports for Employees	<p>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p><i>NextEra Energy Canada</i> maintains policies and programs that clearly communicates about the availability of accommodations for disabilities, as well as policies and procedures relating to accessible communications.</p> <p>Upon request of an employee with a disability, <i>NextEra Energy Canada</i> will consult with the employee to provide accessible formats and communication supports for:</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	Compliant	January 1, 2015
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	<i>NextEra Energy Canada</i> has implemented Individualized Emergency Response Plans and an Employee Request for Emergency Assistance Form, all of which are available on the intranet (Canada Resources) along with an associated procedure.	Compliant	January 1, 2015

Section	Initiative	Description	Action	Status	Final Compliance Date
		<p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>4) Every employer shall review the individualized workplace emergency response information,  (a) when the employee moves to a different location in the organization;  (b) when the employee's overall accommodations needs or plans are reviewed; and  (c) when the employer reviews its general emergency response policies.</p>			
28	Documented Individual Accommodation Plans	<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at</li> </ol>	<p><i>NextEra Energy Canada</i> maintains a Disability Management Program and a Return to Work Program, that specifically responds to legislative obligations and incorporates best practices in accommodating employees with disabilities and/or with other applicable illnesses or injuries. All stakeholder responsibilities are clearly documented in these programs, and each accommodation is developed through an individualized planning process.</p> <p><i>NextEra Energy Canada</i> also has an Accommodation Procedure that sets out the steps for an employee to request accommodation. New hires are informed</p>	Compliant	November 2015

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		<p>the employer's expense, to determine if and how accommodation can be achieved.</p> <p>4. The steps taken to protect the privacy of the employee's personal information.</p> <p>5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>	<p>about this procedure and <i>NextEra Energy Canada's</i> Disability Management Program and a Return to Work Program. These policies and procedures are also posted on <i>NextEra Energy Canada's</i> intranet and are available in accessible format upon request.</p>		
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p>	<p><i>NextEra Energy Canada</i> maintains a Return to Work Program that supports employees and leaders with accessing and implementing successful accommodations. This includes how accommodations are requested, supporting documentation required to create an individual accommodation plan, how this information is kept private, when medical information is required and the purpose of such information, and the frequency in which the plans will be reviewed.</p>	Compliant	November 2015

Section	Initiative	Description	Action	Status	Final Compliance Date
		<p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>			
30	Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	<i>NextEra Energy Canada's</i> performance management processes take into account the accommodation needs of employees with disabilities, and <i>NextEra Energy Canada's</i> managers are trained on this topic.	Compliant	August 2015
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<i>NextEra Energy Canada's</i> career development and advancement processes take into account the accommodation needs of employees with disabilities.	Compliant	August 2015
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<i>NextEra Energy Canada</i> maintains a program that supports accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Compliant	August 2015