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## AODA Policy Statement and Statement of Organizational Commitment to Accessibility

NextEra Energy Canada, LP 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.

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### **Disability:**

For the purpose of this policy, the term "disability" includes:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability;
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder; or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Employee:**

For the purposes of this policy, the term “employee” refers to any person regarding whom NextEra Energy Canada pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

- a. full-time employees
- b. part-time employees
- c. seasonal employees
- d. contract employees
- e. interns

**Service Animal:**

For the purposes of this policy, an animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Service animal” also includes a guide dog as defined under the Blind Persons’ Rights Act Section 1.

**Support Person:**

For the purposes of this policy, a “support person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

## Operating Principles

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**Accessible Communication**

*NextEra Energy Canada* and its employees will communicate with people with disabilities in ways that take into account each person’s particular disability.

**Service Animals and Support Persons**

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

- a. where services are provided at premises owned or operated by NextEra Canada; and,
- b. where the public or third parties have normally have access to such premises

## **Assistive devices**

*NextEra Energy Canada* is committed to serving people with disabilities who use assistive devices. We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services. Assistive devices include a broad range of devices, including wheelchairs, canes, walkers, hearing aids, computerized assistive devices (e.g. text to voice).

## **Disruption In Service**

*NextEra Energy Canada* will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Wherever possible, *NextEra Energy Canada* will reach out to individuals known to have a disability and who are anticipated to be impacted by the disruption in order to assist them in accessing our services.

## **Training**

*NextEra Energy Canada* will provide training to:

- a. All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of *NextEra Energy Canada*.
- b. All those who are involved in the development, approval, monitoring or implementation of *NextEra Energy Canada* customer service policies, practices and procedures about the provision of good and services to the public and/or third parties.

This training will be provided within 2 weeks of when the individual commences performing duties for *NextEra Energy Canada*. Additional training will be provided within 2 weeks of any revisions made to this policy and/or related procedures and practices.

Such training will include the following:

- a. A review of the purposes of the AODA and the requirements of its Customer Service Standard.
- b. How to interact and communicate with persons with various types of disability.
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- d. How to use equipment or devices available on *NextEra Energy Canada's* premises or otherwise provided by *NextEra Energy Canada* that may help with the provision of goods or services to a person with a disability.
- e. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

## **Feedback Process**

*NextEra Energy Canada* will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods or services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by e-mail to:

Carol Johnston  
390 Bay Street, Suite 1700  
Toronto, ON M5H 2Y2  
(416)995-5458  
[carol.johnston@nee.com](mailto:carol.johnston@nee.com)

The feedback process will specify the actions to be taken by *NextEra Energy Canada* in the event that a complaint is received. A response will be provided to the person making the complaint within 2 working days.

## **Responsibilities**

NextEra Energy Canada is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. NextEra Energy Canada will provide advice and direction on the implementation of this Policy.

Supervisors and managers will ensure that they and their employees are familiar with this Policy.

## **Monitoring and Contraventions**

Supervisors and managers will monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

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