



Multi Year Accessibility Plan

Last Reviewed and Updated December 2023

Initiative	Description	Action	Status	Compliance Date/ Last Review Date
Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirement under the accessibility standards referred to in this Regulation.	Policy on NT Power's standards for accessible customer service developed and reviewed annually for accuracy. Available on training intranet for employees to review annually.	Complete	Updated December 2023
Multi Year Accessibility Plan	Organizations shall, 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 requirement under this Regulation; b) post the accessibility plan on their website, if any and provide in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Multi Year Action Plan is completed. Updated plan to be posted on website.	Complete	Reviewed and updated December 2023
Self Serve Kiosks	Organizations shall have regard to the accessibility for person with disabilities when designing, procuring, or acquiring self service kiosks.	NT Power does not operate self serve kiosks.	N/A	N/A
Training	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 to pertains to persons with disabilities to a) all employees and volunteers and b) all persons who participate in developing the organization's policies; and c) all other person who provide goods, services or facilities on behalf of the organization.	Company wide training on the standards last provided Fall 2022. Reviewed with new employees as part of Orientation. Presentation available for reference on company training intranet site, set for annual employee review.	Complete	Company wide training last provided Fall 2022. Ongoing training provided to new employees as part of orientation program.
Feedback	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 supports, upon request.	We have a number of feedback avenues including website, email, phone, and in-person. If another option is requested, we will provide upon request. Details are posted on our website accessibility page.	Complete	Last reviewed December 2023
Accessible Formats & Communication Supports	Except as otherwise provided, every obligated organization shall upon request provide, or arrange for the provision of accessible formats and communication support for person with disabilities, a) in a timely manner that takes into account the persons disabilities ; and b) at a cost that is no more than the regular cost charged to other persons. The organization shall consult with the person making the request in determining the suitability of an accessible format or communication support and shall notify the public about the availability of accessible formats and communication supports.	Supports are in place to provide communication in requested formats. No additional costs will be charged for an alternate format. Details are posted on our website accessibility page.	Complete	Last reviewed December 2023
Emergency Procedures, Plans, Public Safety Information	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.	NT Power does not make our internal emergency plans available to the public but does post public safety items on our social media outlets.	N/A	N/A

Accessible Websites & Web Content	Organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Guidelines (WCAG) 2.0 initially at level A and increasing to Level AA and shall do so in accordance with the schedule set out.	NT Power website meets the AODA level A and AA compliance.	Complete	External review completed August 2021
Recruitment – General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Our job postings note accommodation will be provided in all parts of the hiring process. Applicants need to make their requirements known in advance when applying through our careers page.	Complete	Initiated in 2020
Recruitment and Selection	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. 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.	NT Power includes an accommodation statement in job postings, which are posted on external job boards and our website. In addition, there is a question in our application process asking if candidates require any accommodation so we can assist accordingly.	Complete	Initiated in 2020
Notice to Successful Applicants	Every employer, shall when making offers of employment, notify the successful applicant of its process for accommodating employees with disabilities.	NT Power includes a statement about the availability of an employee accommodation process when extending offers.	Complete	Reviewed and updated December 2023
Informing Employees of Supports	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. Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that takes into account an employee's accessibility needs due to disability.	The Duty to Accommodate is linked in our Code of Conduct policy. Specifics on the accommodation process for NT Power employees is included in our Accessibility policy. Policies are reviewed annually for accuracy and posted on our training Intranet site for annual employee review.	Complete	Policies last reviewed in 2023
Accessible Formats and Communication Support for Employees	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 a) information that is needed in order to perform the employee's job; and b) information that is generally available to employees in the workplace. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	We will provide or arrange to provide accessible formats and communication supports to employees who request it and will discuss the best format and support with the employee.	Complete	Reviewed December 2023

Workplace Emergency Response Information	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. If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace response information to the person designated by the employer to provide assistance to the employee. 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. 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.	NT Power will develop an individual emergency plan that considers various emergency situations in a timely manner, once we are made aware of a disability. With the employee's consent, individuals responsible to assist the employee will be provided with applicable details. The individual emergency plan will be updated as required.	Complete	Applicable policy details reviewed December 2023
Return to Work Process	Employers 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. 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.	This is included in our Return to Work process and individualized return to work offers are documented and signed off by the employee.	Complete	Process last updated June 2023
Performance Management	An employer that uses performance management in respect to 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 to employees with disabilities.	This is considered and noted in our Accessibility policy. Policy is located on our training intranet for yearly employee review.	Complete	Last updated December 2023
Career Development & Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.	This is considered and noted in our Accessibility policy. Policy is located on our training intranet for yearly employee review.	Complete	Last updated December 2023
Redeployment	An employer that uses redeployment shall take into account the accessibility needs of employees with disabilities , as well as individual accommodation plans, when redeploying employees with disabilities.	This is considered and noted in our Accessibility policy. Policy is located on our training intranet for yearly employee review.	Complete	Last updated December 2023