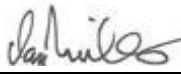


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1.0 Purpose

The following policy has been established by Energy+ Inc. (Energy+) to govern the provision of services within Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

Integrated Accessibility Standards include breaking down barriers with regards to accessibility, in the areas of Information and Communication, Employment, and Transportation. Energy+ is governed by this policy as well as the Accessibility for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Energy+ is committed to treating all people in a way that allows them to maintain their dignity and interdependence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

2.0 Scope

This policy applies to all persons who deal with members of the public on behalf of Energy+, whether the person does so as an employee, contractor, third party, student on placement or otherwise.

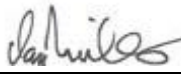
3.0 Definitions

Alternative Service: a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place.

AODA: Accessibility for Ontarians with Disabilities Act

Assistive Device: a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including a physical barrier, an architectural barrier, an

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information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Energy+: For the purpose of this document will refer to Energy+ Inc., or the Company

Contractor: a company or person with a formal or informal contract to do a specific job on behalf of Energy+

Disability: is a condition in which:

- (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 coordination, blindness or visual impediment, deafness, muteness, or physical reliance on a guide dog or other animal
- (b) a condition of mental impairment or 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
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established

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

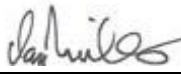
- o (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- o (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. O. Reg. 429/07, s. 4 (9).

Support Person: a person who accompanies a person with a disability

WCGA: World Wide Web Consortium Web Content Accessibility Guidelines

4.0 Method

This policy will be implemented in accordance with the time frames established by the regulation.

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Accessibility Plan:

Energy+ will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. Refer to Appendix 1 – Multi Year Accessibility Plan.

The Accessibility Plan will be reviewed and updated every five years, and will be posted on the company's website. Upon request, Energy+ will provide a copy of the Accessibility Plan in an accessible format.

Self-Serve Kiosks

Energy+ will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self service kiosks.

Training Employees:

Energy+ will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- all its employees
- all persons who participate in developing Energy+ policies; and
- all other persons who provide goods, services, or facilities on behalf of the company.

The training will be appropriate to the duties of employees and other persons. Employees will be trained when changes are made to the accessibility policy. New employees will be trained as required. Energy+ will keep a record of the training it provides.

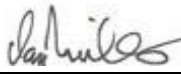
Feedback

We allow a variety of opportunities and methods for our customers to provide feedback to Energy+ as outlined in COR-104 Customer Surveys, Feedback, and Suggestions.

Energy+ will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, Energy+ will provide, or will arrange for provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

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Energy+ will consult with the person making the request in determining the suitability of an accessible format or communication support.

Energy+ will also notify the public about the availability of accessible formats or communication supports.

Accessible Websites and Web Content

All Energy+ Inc. public facing websites are currently compliant with WCAG 2.0 at level AA as required.

Energy+ will continue to provide ongoing website accessibility training to members of its website committee.

5.0 Employment Standards

Recruitment:

Energy+ will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process:

Energy+ will notify job applicants, when they are individually selected to participate further 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 submits a request for an accommodation, Energy+ will 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.

Notice to Successful Applicants:

When making offers of employment, Energy+ will notify the successful applicants of its policies for accommodating employees with disabilities.

Informing Employees of Supports:

Energy+ will continue to inform its employees of its policies (and any updates of these policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

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6.0 Accessible Formats and Communication Supports for Employees

Energy+ will consult with an employee to provide or arrange for the provision of accessible formats and communication supports for employees with a disability for information that is needed in order to perform the employee's job, and information that is generally available to all employees in the workplace, when requested.

7.0 Workplace Emergency Response Information

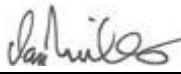
Energy+ will provide individualized workplace emergency response information to employees who have a disability in a timely manner, when made aware of the disability and need for accommodation. If the employee with a disability requires the assistance of another employee within their emergency response information, Energy+ will provide the information to that employee, upon consent from the individual with a disability.

Energy+ will ensure to review the Individualized Workplace Emergency Response Information when the employee moves to a different location; when the employee's overall accommodations needs or plans are reviewed; and when Energy+ reviews its general emergency response policies.

8.0 Documented Individual Accommodation Plans

Energy+ will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. **An employee can request an Individual Accommodation Plan through Human Resources. The accommodation plan will be developed in conjunction with the employee, Human Resources and with an expert evaluation. Energy+ reserves the right for evaluation by an outside medical expert for the purposes of completing the accommodation plan. The employee can also request that a representative of the bargaining unit be included in the development of their Individual Accommodation Plan. All information collected, and the accommodation plan itself, will remain confidential and stored securely. Human resources, the employee, and the employee's direct Management/Leadership Team member(s) are the only employees who will be privy to the information included in the Individual Accommodation Plan, as required for performance management.**

If required, the accommodation plan will be provided in an alternate format that takes into the account, the employees accessibility needs due to the disability. In the event that an Individual Accommodation Plan cannot be addressed due to lack of medical

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information or bona fide job requirements that cannot be accommodated the individual will be advised accordingly.

9.0 Return to Work Process

Energy+ maintains a documented return to work process for its employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work. The return to work process (HS-1004) outlines the steps Energy+ will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

The return to work process will not replace or override any other return to work process created by or under any other Statute (i.e. the Workplace Safety Insurance Act, 2007).

10.0 Performance Management, Career Development and Advancement & Redeployment

Energy+ will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

11.0 Related Documents

HS-1004 – Return to Work Assessment

12.0 Document Review

This document will be reviewed every five years or as required.

12.0 Revision History

| Version | Date | Description | Author |
|---------|---------------|--|------------|
| 1.0 | March 2014 | New policy | S. Go |
| 2.0 | July 2014 | Revised – updated based on Legislation changes | M. Almeida |
| 3.0 | November 2015 | Added in Compliance Items for 2016 | M. Almeida |