



Accessibility Policy - NPower Canada 2022

Statement of Commitment:

NPower Canada is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. The Company recognizes the diverse needs of all our clients and the public that may be affected by the goods and services that we provide and will respond by striving to provide services and facilities that are accessible to all.

Customer Service Standards

Service Animals, Support Persons & Assistive Devices

NPower Canada welcomes people with disabilities and their service animals. Service animals are allowed on parts of our premises open to the public. Persons with a disability accompanied by a support person will be allowed to have that person accompany them on our premises. We will ensure our staff are trained and familiar with assistive devices that may be used while accessing our services. We will notify customers and stakeholders of this through this policy.

Notice of Temporary Disruptions

In the event of temporary disruptions to services or facilities we will provide notification promptly via clearly posted notices on our website, phone system, and premises, that includes info on the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services that may be available.

Staff Training

Npower Canada will provide training to employees and volunteers on providing accessible services, and on Ontario's accessibility laws and Human Rights Code. Training will also be provided to individuals responsible for developing our policies. Training will be provided on an ongoing basis to new employees at the start of their employment, and whenever changes to our accessibility policies may occur.

Feedback Process

NPower Canada makes the feedback processes accessible to customers and stakeholders upon request. Those wishing to provide feedback may do so via email, telephone, mail or in person. We will review the feedback and work to improve. If you would like to contact NPower Canada regarding our Accessibility Policy, or for Accessibility inquiries - please email us at accessibility@npowercanada.ca

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Information and Communications Standard

NPower Canada will communicate with people with disabilities in ways that take into account their disability. We will train staff on how to interact and communicate in an accessible manner.

Accessible Formats and Communication Supports

Unless deemed unconvertible, NPower will strive to provide or arrange for accessible formats and communication supports for persons with disabilities, upon request and within a timely manner. We will take into account accessibility needs and consult with the individual making the request to ensure suitability.

Accessible Websites and Web Content

NPower Canada will ensure that our website and web content conform to Web Content Accessibility Guidelines (WCAG).

Recruitment, Assessment and Selection

NPower Canada shall notify applicants through each job posting and when requested, that we will endeavour to accommodate people with disabilities during the recruitment, assessment and selection processes.

Individual Accommodation Plans and Return to Work Process

NPower Canada will review accommodation requests. Any accommodations will include individual accommodation plans. This also applies to employees returning to work after an absence due to a disability.

Performance Management, Career Development & Advancement and Redeployment

NPower Canada will take the accessibility needs of employees with disabilities into account and will ensure accessibility requirements are adhered to with regard to performance management, career development and redeployment.

Review

We will review these policies and practices as legislative or organizational changes occur.