

Integrated Accessibility Standards Regulation (IASR) Policy

1. APPLICATION

Horizon Utilities Corporation (“Horizon Utilities”) is committed to providing a barrier-free environment by identifying, removing and preventing barriers that may limit people with disabilities, in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11). This policy applies to all Horizon Utilities owned facilities.

2. PURPOSE

This policy establishes the Integrated Accessibility Standards Regulation (IASR) for Horizon Utilities and its affiliates in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

3. POLICY STATEMENT

Horizon Utilities is committed to:

- Promoting a barrier-free work environment where all employees can contribute meaningfully;
- Where deemed necessary, incorporating accessibility features during the design, sourcing and procurement processes;
- Ensuring that our information and communications to employees, associates, customers and stakeholders are accessible;
- Ensuring Human Resources and Health and Safety information, processes and practices are accessible;
- Ensuring all employees receive the appropriate training on the Regulation;
- Providing a feedback process that is accessible to persons with disabilities and provides or arranges for the provision of accessible formats and communication supports upon request.

Our Accessibility Principles:

- To support initiatives that remove barriers and promote or increase equitable access.
- To promote a healthy, barrier-free work environment where employees can participate fully in all aspects of their job.
- To provide, through our ongoing work, a range of accessibility services and support for people with disabilities.

- To ensure that our information and communications to employees, associates, customers and stakeholders are accessible.
- To implement the [Multi-Year Accessibility Plan](#) as our commitment to providing a barrier-free environment for employees, associates, customers and stakeholders.

May 26, 2014