

# ACCESSIBILITY

## AT MANITOBA HYDRO —

## Manitoba Hydro's Accessibility Policy

### Policy

#### 1. Statement of Commitment

Manitoba Hydro is committed to achieving accessibility and meeting the needs and abilities of all people while ensuring their dignity and independence is maintained.

Manitoba Hydro believes in inclusion, values diversity, and recognizes the importance of improving access and removing barriers for its customers, public and employees. The corporation is committed to meeting the requirements of [The Accessibility for Manitobans Act](#) (Manitoba government web site).

#### 2. Policy Availability

The corporation will maintain its accessibility policy in a written format. It will be available to the public and will be provided in an accessible format when requested.

#### 3. Multi-Year Accessibility Plan

Manitoba Hydro's Accessibility Plan will be reviewed and updated every 2 years. The corporation will make the plan available to the public and provide it in an accessible format when requested.

#### 4. Information and Communications

When providing information to, or communicating with, a person with a disability, Manitoba Hydro will provide, on request, the information and communication in an accessible format or with a communication support. The corporation will work in consultation with the person with the disability to provide the information in a timely manner that takes into account the person's disability.

#### 5. Customer Service

Manitoba Hydro will strive to provide barrier-free access to goods and services that accommodates the needs of its customers. All accessibility requests will be tracked in the Accessibility Request Registry. The corporation will recognize and support members of the public who use assistive devices, support persons or service animals.

#### 6. Employment Accessibility

Upon request, Manitoba Hydro will offer accommodations to applicants during all phases of the recruitment process and will work with employees to provide workplace accommodations for temporary or permanent disabilities.

#### 7. Training

The corporation provides training to employees on accessibility requirements under [The Accessibility for Manitobans Act](#) and the Accessible Customer Service Standard. Training is mandatory for all employees. New employees are required to complete training within 30 days of starting employment. As new standards are developed, updates to training modules will be developed and delivered to employees.