

Bruce Power

Accessibility Plan

Dated: June 1, 2025

Bruce Power proudly supports the rights of people with disabilities to equal access in employment and services. In accordance with our organizational obligations under the Accessible Canada Act, S.C. 2019, c. 10 (“ACA”) and the Accessible Canada Regulations, on June 1, 2023, Bruce Power published a comprehensive [Accessibility Plan](#) (the “Plan”) to assist in identifying and removing barriers, as well as preventing new barriers from emerging through our policies, programs, practices, structure, and services offered by Bruce Power. This Plan was developed based on feedback from our employees and the public with disabilities.

To further demonstrate our commitment, we have prepared an updated Progress Report. This report outlines the significant strides we have made since the publication of our Plan, and our last Progress Report. It highlights the specific actions taken to address identified barriers, the measurable outcomes achieved, and the ongoing initiatives aimed at fostering an inclusive environment. The progress report is structured in accordance with the ACA requirements and the guidelines provided in the progress report guide, ensuring transparency and accountability in our efforts to enhance accessibility for all.

1. General

To provide feedback or request a copy or alternative formats of the Bruce Power Accessibility Plan, progress reports and/or feedback process description, please contact us. We are dedicated to ensuring accessibility and value input to enhance our services. Feedback is crucial in helping us meet our commitments to the Accessibility Canada Act (ACA). For assistance, please reach out to:

Diversity, Equity and Inclusion, Bruce Power

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c/o B10 Human Resources – Diversity, Equity & Inclusion, Manager

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Additionally, feedback can be provided anonymously through our online [survey](#). This feedback will help us improve our accessibility efforts and better serve our community.

2. Progress under Section 5 of the ACA

Bruce Power's initiatives to support individuals with disabilities, are integrated into our Inclusion program. These initiatives are reviewed annually to assess progress. They concentrate on key areas as outlined in Section 5 of the ACA, including employment, built environment, information and communication technologies, procurement of goods and services, delivery of programs and services, and transportation. Our progress report details the specific actions undertaken, and the ongoing efforts to enhance accessibility.

a) Employment

Bruce Power has made notable progress in supporting people with disabilities in employment. Here are some key initiatives that enhance support for people with disabilities in employment:

- Updated our recruitment branding materials to emphasize our commitment to inclusion and to highlight our diverse workforce. By incorporating inclusive language and showcasing diverse visuals, aimed to attract a broader talent pool, including those who identify with a disability and reinforce our dedication to creating an equitable and welcoming environment.
- Reinforced our commitment in recruitment advertisements, and inviting applications from underrepresented groups, including people with disabilities.
- Notify candidates about the availability of accommodation for applicants with disabilities at no cost to the candidate, in our recruitment processes. Reinforced through our frequently asked questions portion of our careers page on our external website.
- Our Recruitment Team challenges themselves to meet market availability when sourcing candidate pools. This helps us continue to close employment gaps within our workforce.
- Recruiters encourage candidates to identify any accommodation required throughout the hiring process to ensure full and equal participation at every stage of the process.
- Recruiters maintain privacy with respect to disclosure and the reason for it when a candidate self-identifies.
- If a selected applicant requests accommodation, Bruce Power consults with the applicant and provides or arranges for the provision of suitable accommodation in a manner that considers the needs of the applicant.
- For job postings, recruiters, hiring managers, and HR business partners openly discuss the benefits of hiring a more inclusive workforce, as well as representation equity employment gaps during kickoff meetings. Additionally, recruiters formally share learning resources to challenge bias.
- Enhanced our self-identification survey through our Human Resource Information System expanding the definition of disability to include both visible and non-visible disabilities.
- Bruce Power has a comprehensive process for developing individual accommodation and return-to-work plans for employees, including those with a disability.
- Ensures inclusive representation in leadership development opportunities, ensuring employees from the designated groups are fairly represented in our nominated training and development

- Inclusive leadership training is provided to leaders at all levels of management across the site, including Union Team Leads. This training program is assessed and upgraded annually with insights from the Inclusion program to empower leaders in managing the changing social and economic dynamics of the workforce.
- Delivered training on inclusive learning styles to educators across site to support a more inclusive and effective learning environment by incorporating a variety of instructional methods and materials that cater to different learning styles removing barriers in our learning environments.
- Developed an Inclusion Policy, publicly promoting our commitment on our external/internal website
- Developed the Healthy Workplace Strategy, where Bruce Power places a strong emphasis on mental health resources and support, focusing on overall mental well-being. Site-wide promotions of available programs and resources are conducted bi-monthly to ensure continuous awareness and accessibility.
- Increased financial support for mental health services, ensuring that our employees have better access to the care they need.
- Partnered with our benefits provider to bring awareness and access to resources catered to support individuals who identify with a mental health condition in the workplace. The resources include free virtual therapy, a one-year complimentary subscription to internet based cognitive behavioural therapy and access to a customized mental health and wellness library.
- Increased our vision care benefits for prescription eye wear and laser eye surgery, ensuring enhanced support for our employee's vision care needs.
- In 2025, we are updating our Accommodation Policy and process to be more inclusive of workplace disabilities and supportive for staff, ensuring equal opportunities and enhancing overall workplace satisfaction.
- Tackled systemic barriers in our corporate documents by empowering owners to update and develop corporate governance with more inclusive language. This effort supports designated groups, ensures content is relatable to employees, fosters respect and value, and shapes an inclusive culture.
- Enhancing our Inclusion resource library by improving its digital format and adding new learning resources, to make it more accessible and user-friendly. This ensures that all workers can easily access relevant Inclusion learning materials to support their career.
- Enhanced our Mentorship Program to increase engagement and promoted the Program specifically to the four designated groups, including people with disabilities, to support development and career progression.
- Conducted an Employee Engagement survey which included questions related to psychological safety, belonging and inclusion.
- Review exit interviews/surveys and analyze data for equity trends that may be creating barriers for people with disabilities.
- Partnered with the Millwright Council and Build a Dream to launch the "Intro to Millwright" pre-apprenticeship program, aimed at bridging employment equity gaps, including people with disabilities in the skilled trades.

- Partnered with Easter Seals on a mentorship program to help students with disabilities finish their education and obtain career advice. This program provides resources and support to help these individuals succeed in their careers.
- Bruce Power collaborates with external organizations on inclusion to advance the industry. Partnerships like Electricity Human Resources Canada's (EHRC) Leadership Accord on DEI help to foster an inclusive workplace for people with disabilities and collectively drive progress within the energy sector.

Accommodation

Bruce Power's Accommodation team related to disabilities is composed of on-site medical professionals, including occupational health nurses, a family physician, and a recently added Occupational Health Physician and Nurse Practitioner, HR professionals, along with top-tier support and resources. This team proactively supports our staff by respecting workers' needs and confidentiality while providing the necessary tools and resources for meaningful work participation.

b. The Built Environment

Our Accessibility Plan for the built environment ensures that our facilities are designed and maintained to be inclusive and accessible to everyone. We prioritize universal design principles, continuous improvements, and compliance with accessibility standards to create spaces that are welcoming and usable for all.

The Bruce Power Visitors Centre is fully accessible, incorporating equitable practices and featuring new interactive exhibits. Open year round, the Centre invites the public to explore the world of nuclear energy. During the summer months, Bruce Power offers accessible bus tours of the site, providing an inclusive opportunity for the community to learn more about our operations.

When building or renovating facilities that support Bruce Power's business, we consider accessibility needs from the design phase, ensuring alignment with standards and compliance with building codes. Our commitment to accessibility is reflected in every aspect of our infrastructure, striving to create environments that are both functional and welcoming for everyone. Since the implementation of our Accessibility Plan, Bruce Power has undertaken several upgrades to enhance accessibility within the built environment:

- We have significantly decreased waiting times for accessible materials and equipment previously impacted by the pandemic, ensuring that site accessibility and programming are not significantly affected.
- To support employee well-being, we have added two additional dedicated rooms for quiet space, personal reflection, meditation, and prayer, bringing the total to nine locations across the site and satellite locations, which cater to people with non-visible disabilities.
- Office furniture at the stations has been upgraded with ergonomic sit/stand workstations and chairs to promote comfort and accessibility.
- Evaluations of our barrier-free parking have concluded our amenity of accessible parking exceeds standards.

- Accessible privacy change stalls have been designed and installed in the station changerooms, adhering to accessibility standards to provide employees with a safe and barrier-free space to change.
- As we standardize our reflection rooms in 2025 across both site and satellite locations, we will equip these spaces with sensory-free headphones to enhance the well-being of our neurodiverse employees, including those with other disabilities.

c) Information and Communication Technologies (“ICTs”)

Bruce Power employs the comprehensive Microsoft suite of tools, including but not limited to Microsoft 365, Outlook, Word, Excel, PowerPoint, Teams, and OneNote, each of which incorporates built-in accessibility features. These functionalities allow users to tailor their experience according to their specific requirements, such as adjusting text size, utilizing screen readers, or enabling keyboard shortcuts. Furthermore, Microsoft 365 complies with widely recognized accessibility standards, including the Web Content Accessibility Guidelines (WCAG) and the Microsoft Accessibility Standards (MAS), ensuring that Microsoft's products are designed with accessibility considerations from the outset. Employees are encouraged to consult Microsoft Accessibility Help to enhance their user experience, and information regarding these resources is available on our intranet for easy access. Support is provided for vision, hearing, neurodiversity, learning, mobility, and mental health disabilities. Additionally, Bruce Power is committed to making all publicly available information accessible upon request and ensuring that all existing websites and content meet WCAG 2.0, Level AA standards. Beyond leveraging the Microsoft Suite, we have initiated several measures since the development of the Plan to ensure our digital tools and resources are inclusive for all users:

- Enhanced conference rooms with advanced visual and audio technology to support hybrid meetings, thereby increasing accessibility for engagement and participation.
- Added closed captions to our monthly safety videos and all-hands meetings to support hearing impaired workers, ensuring that everyone has equal access to vital information.
- Incorporated transcription in Teams meetings to provide real-time text translations of spoken dialogue. Full transcripts can also be accessed, saved, and shared to support comprehension.
- Full transcripts are provided for corporate podcasts to ensure additional avenues of communication are accessible for all employees.
- Transitioned internal communications to Modern SharePoint to enhance intranet accessibility with improved navigation and search functionality.
- Implemented images and graphics to include alt text descriptions, and text within graphics is avoided to enhance readability for assistive technologies.
- External materials have been updated to incorporate clear language, readable fonts, adequate color contrast, and compatibility with screen readers, enhancing engagement.
- We are actively working to eliminate PDFs on our external website, transitioning to displaying information directly on webpages to enhance screen reader compatibility and mobile responsiveness.

c.1) Communication, other than ICT

Bruce Power is dedicated to making all forms of communication accessible to everyone, including those with disabilities, through methods and processes that do not involve digital or electronic technologies. We offer printed materials in alternate formats upon request. Although there was no specific feedback to address in this area, we remain committed to continuous monitoring and actively seeking feedback for ongoing improvement.

Printed Materials

Bruce Power ensures that all printed materials comply with accessibility standards, adhering to plain language guidelines and use formatting styles that enhance readability, ensuring our printed communications are accessible to everyone, including those with disabilities.

Emergency Management Systems

Bruce Power's Emergency Management Systems ensure that each visitor to our site is assigned a sponsor responsible for their safety. We provide comprehensive emergency response information to all visitors, including those with disabilities, to ensure their well-being during any emergency event. An emergency event on site includes:

- Audio alarms for building evacuations, complimented by lights on some of the building fire alarms.
- Visual alarms in the main elevators, activated during an Emergency Response or Station Emergency tone.

d) Procurement of Goods, Services and Facilities

When procuring new or leased facilities, Bruce Power rigorously reviews each space or design in accordance with the ACA. Our goal is to ensure that all new or leased facilities are designed with accessibility in mind, incorporating features such as barrier-free parking, pathways, entrances and doorways, seating, washrooms, and emergency routes. Although there was no specific feedback to address in this area, we remain committed to continuous monitoring and actively seeking feedback for ongoing improvement.

e) The Design and Delivery of Programs and Services

Bruce Power is dedicated to ensuring the design and delivery of our programs and services are accessible to visitors and the community we serve. Although there was no specific feedback to address in this area, we remain committed to continuous monitoring and actively seeking feedback for ongoing improvement. Here are some amenities we offer our visitors:

Assistive devices

We ensure that our staff are trained and familiar with the assistive devices that may be used by customers and clients with disabilities while accessing our goods and services.

Service Animals

Bruce Power welcomes people with disabilities and their service animals. Service animals are permitted in all areas of our premises that are open to the public.

Support Persons

Individuals with disabilities who require a support person are allowed to have that person accompany them on our premises that are open to the public.

f) Transportation

Bruce Power actively considers and implements alternative transportation solutions to ensure everyone can access our facilities comfortably and safely. We provide accessible parking at all our occupied locations to accommodate those with mobility needs. Whether through shuttle services, ride-sharing options, or specialized transportation arrangements, we strive to meet the diverse needs of our employees and visitors. Our goal is to create an inclusive environment where accessibility is a priority, and we continuously evaluate and improve our transportation options to support this commitment.

3. Consultations

In alignment with the principle of “Nothing Without Us,” Bruce Power has meticulously developed our Accessibility Plan through comprehensive consultation with individuals who identify with a disability including our workforce and community. To strive for excellence, we have benchmarked our accessibility program by consulting various organizations, public policies, accessibility plans, and progress reports.

Soliciting feedback on our company's Accessibility Plan and Progress Report is an essential component of our commitment to inclusion. Additionally, we maintain an ongoing dialogue with our tri-partite Committee, which includes union lead representatives. This Committee, which convenes quarterly, plays a pivotal role in reviewing and providing input on the Plan, progress to the Plan, as well as developing and supporting initiatives. Feedback from union members is another anonymous avenue employees may leverage to consult on programming.

4. Feedback

With the publication of the Bruce Power Accessibility Plan in 2023 and the subsequent release of progress reports, employees and the public are invited to provide feedback on the Plan, its implementation, and opportunities for improving site accessibility.

Feedback Process

To ensure thorough and inclusive feedback, we issued a confidential and anonymous survey accessible through our internal and external websites, inviting individuals to review and provide input on our Accessibility Plan. Recognizing the importance of continuous engagement, we have made the survey available year-round and actively promote it through our internal communication channels and networks. This survey allows Bruce Power to receive direct feedback from people with disabilities, with our primary focus on identifying, eliminating, and preventing barriers across the priority areas outlined in the ACA. We remain steadfast in our commitment to engaging with our staff and communities as we implement this Plan and report on our progress.

The feedback we have received has led to the development and initiation of new programs, which have been reported as progress to the Plan.

Bruce Power's commitment to supporting workers with mental health conditions is unwavering. We will continue to seek opportunities to grow and promote our Healthy Workplace program. Additionally, our Accommodation Policy and process have been reviewed and is currently being updated to better support the our workforce and assist leaders in navigating the process.

As part of our planning for the remainder of 2025, we will continue to review and consider feedback, seeking or creating opportunities to incorporate it into our workplace initiatives and the 2026 Accessibility Plan.