



BC Hydro's Accessibility Plan

SEPTEMBER 2023

 **BC Hydro**
Power smart

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Message from our Chair:

Lori Wanamaker

As the Chair of the Board of Directors, I am responsible for working with the Board and with the executive team to deliver on the expectations of our shareholder and customers. This includes providing leadership to the Board, supporting the development of our corporate strategies, and engaging with the government on BC Hydro activities.

We seek to understand BC Hydro's workplace culture and practices to ensure that the work environment reflects BC Hydro's values. The Board takes keen interest in, and is regularly briefed on the implementation of inclusion, diversity, equity and accessibility programs. We are pleased to see BC Hydro embrace the opportunity that the **Accessible B.C. Act** offers. They have engaged teams from across the company to catalogue policies, processes and practices that support accessibility, and to identify gaps and barriers to access. They have also reached out to customers to uncover barriers or gaps in their access to BC Hydro programs and services.

This plan represents a new kind of transparency, accountability and engagement with employees and customers. I'd like to thank all those who took part in contributing to it.

I look forward to hearing feedback about the plan when it is published and will follow the progress and implementation of the plan with great interest.

Message from our President & CEO:

Chris O’Riley

I’m pleased to present BC Hydro’s first Accessibility Plan and look forward to sharing what we are doing at BC Hydro to support inclusion, diversity, equity and more specifically, accessibility.

BC Hydro has been engaged with government as the *Accessible B.C. Act* was developed and have utilized some of the approaches and tools that worked well for government in developing the Act. Like government, we engaged in extensive consultation with employees and customers to reveal gaps in our processes or unintended barriers to the inclusion of people with disabilities.

We are still learning about what it means to create a fully accessible and inclusive workplace. One of the ways we are learning is through our membership in the Presidents Group, which is a group of BC business leaders who champion more accessible, inclusive workplaces. The discussion amongst the leaders in this group, and the supports at the program level have been instrumental in expanding our understanding of what is required for the social and economic inclusion of people with disabilities. We’ve also learned the value of assessment, and how it can inform our work. We gained insight from the Presidents Group Inclusive Employer Self-Assessment, and the CAN WiN Four Pillars to Accessible Employment. The CAN WiN assessment tool measures program maturity in four areas: inclusion foundations, preparing the organization, adapting the recruitment process and engagement and retention of employees with disabilities.

We also engaged the Rick Hansen Foundation on evaluating the accessibility of our buildings. These processes help us understand our gaps and help us focus our efforts on the changes that will make the most difference to people.

While I am I am proud of our progress, and the work of the teams from across the company that are working to make BC Hydro more inclusive and accessible, including our new Accessibility Committee (AC), I know there is more to do. I welcome the transparency and the focus that the *Accessible B.C. Act* encourages, and I look forward to feedback from the public on our plan.



Message from our Accessibility Committee Chair: Andria Ink

We are pleased to share BC Hydro's first Accessibility Plan. The lived experience of our customers and employees was key to our providing meaningful feedback on this plan. My gratitude goes to each member of the Accessibility Committee who enhanced this plan by sharing their lived experience and helping us refine our actions. Our Accessibility Committee members were key contributors to this plan and will continue to offer guidance and advice as we execute plans to make BC Hydro more accessible.

Our methodology in creating this plan included using the Global Equality Disability Equality Index to get a baseline for how BC Hydro was doing from an accessible point of view. We also consulted with both customers and employees on the barriers they face when interacting with BC Hydro. We are very grateful for their guidance and input.

Finally, I am personally grateful to our committee members who shared their time, insight, wisdom, and guidance for the creation of this plan. It was an honour to facilitate meetings for such a dedicated, capable, and knowledgeable group of exceptional contributors. I look forward to our continued work together.



Territorial acknowledgment

BC Hydro acknowledges that our infrastructure is located on land where First Nations Peoples have title and rights and have lived since time immemorial. We recognize that BC Hydro's system and operations have affected the land, and we share a responsibility to act as stewards for the land. We acknowledge that constructing and operating our system has left lasting impacts on Indigenous Peoples, cultures, traditions, and ways of life which we deeply regret.

Introduction to BC Hydro's Accessibility Plan

BC Hydro's Accessibility Plan was created in response to the *Accessible B.C. Act*. **We recognize that 20.5% of British Columbians between the ages of 15 and 64 live with a disability**, visible or invisible; by extension, almost a quarter of our customers are living with a disability. In the spirit of, "nothing about us, without us," we conducted a series of consultations with people with disabilities, our employees, and customers.

In the development of our first Accessibility Plan, we conducted a baseline survey of our internal business units using questions from the **Global Equality Disability Equality Index**.

We also undertook the 4 Pillars Assessment Process with **Canada Partners in Workforce Innovation** (CAN WiN) and received a rating of mature.

In the creation of this plan, the following principles¹ were considered



1 Definitions adapted from the **B.C. Framework for Accessibility Legislation**.

INCLUSION

All British Columbians, including persons with disabilities, should be able to participate fully and equally in their communities.

ADAPTABILITY

Accessibility Plans should reflect that disability and accessibility are evolving concepts that change as services, technology and attitudes change.

DIVERSITY

BC Hydro's definition of diversity² includes, but is not exclusive to: ethnicity, age, experience, gender and gender identity, religion, ability, sexual orientation or family status. It also includes people with different ways of thinking. When diverse voices and perspectives are represented in society and the workplace, we make better decisions that reflect our changing society.

COLLABORATION

Promoting accessible communities is a shared responsibility and everyone has a role to play. Our plan will create opportunities for us to work together with communities to promote access and inclusion.

SELF-DETERMINATION

Our plan will seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.

² BC Hydro's key terms on inclusion and diversity (internal document)

UNIVERSAL DESIGN

The Center for Excellence in Universal Design defines Universal Design as “the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability, or disability.” Our plan seeks to meet the needs of all people (employees and customers) who interact with BC Hydro.

We recognize that some of our employees are living with disabilities, and should a workplace accommodation be required, we have an accommodation process in place to support our employees and meet our duty to accommodate. This process is a shared responsibility.

In 2021, we established an employee resource group, the AccessAbility Network, for employees living with disabilities and their allies. Our employee resource groups at BC Hydro are called networks.

BC Hydro's AccessAbility Network

Our AccessAbility Network is one of five employee resource groups that BC Hydro supports. The other four networks are:

- Cultural Exchange Network
- Pride Network
- RAIN Network (for Indigenous employees)
- Women's Network

Further information about these groups can be found on page 18.

Framework guiding our work

The following pieces of legislation underpin our work in the preparation of not only our Accessibility Plan, but the overarching inclusion, diversity, equity and accessibility programs at BC Hydro:

- **UN Declaration on the Rights of Persons with Disabilities**

- Promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity

- **Canadian Charter of Rights and Freedoms**

- The *Canadian Human Rights Act*, passed in 1977, prohibits discrimination in the context of federal employment and the provision of goods, services, facilities or accommodations generally available to the public. It prevents discriminatory practices based on a number of grounds, including race, national or ethnic origin, sex, and disability

- **Accessible Canada Act**

- This Act gives accessibility standards for new rules and regulations such that organizations across Canada will remove barriers to accessibility. The mandate of the Minister responsible for the *Accessible Canada Act* is to create a barrier-free Canada by January 1, 2040

- **BC Human Rights Code**

- This Code fosters a society in British Columbia in which there are no impediments to full and free participation in the economic, social, political, and cultural life of British Columbia. It prohibits discrimination against persons with a physical or mental disability in many areas including accommodation, service and facility, tenancy, and publication
-

- **Accessible BC Act**

- This legislation seeks to identify, prevent and remove barriers and guides the work on accessibility standards based on the experiences of persons with disabilities

- Existing BC Hydro policies

- **Code of Conduct Policy**: sets out what is expected of every employee in light of our responsibilities as BC's largest Crown Corporation. The Code helps us act in a way that reflects our values
- Guidelines for working with people with severe allergies (internal link for BC Hydro employees)

- Internal Values: BC Hydro has 6 guiding values:

- We are safe
- We are here for our customers
- We are one team
- We include everyone
- We act with integrity and respect
- We are forward-thinking

About our Accessibility Committee

The purpose of the Accessibility Committee is to raise awareness about accessibility and inclusion of people with disabilities (PVD) and help to identify, prevent, and remove both internal and external barriers at BC Hydro. Once barriers are identified, the committee will assist in the planning process to remove/mitigate barriers for PVD and ultimately provide feedback on BC Hydro's Accessibility Plan. The Accessibility Committee will give BC Hydro an opportunity to better understand and reduce accessibility challenges that PVD face.

Our committee is a blend of internal and external members with lived experiences and varying degrees of expertise in the field of accessibility and inclusion. We have ten internal members, four external members and two of our members identify as Indigenous. Committee meetings and activities are facilitated by BC Hydro's inclusion, diversity, equity and accessibility (IDEA) team. A representative from our internal communications and properties teams may also attend meetings as observers.

We recruited internal members through an invitation to employees with lived experiences of disability posted on our intranet and made our selection to ensure diversity on our committee, including, gender, type of disability, committee experience, position, and geographical location. In terms of our external members, we invited each one of them personally based on their respective fields of expertise. Committee members are listed in [Appendix A](#).



Consultation conducted

In preparing our plan, we received both internal and external feedback on barriers at BC Hydro.

Our employee resource group, the AccessAbility Network, identified several barriers on behalf of their employee membership. Feedback and suggestions from a variety of sources were used to inform this plan including some emailed feedback on accessibility matters.

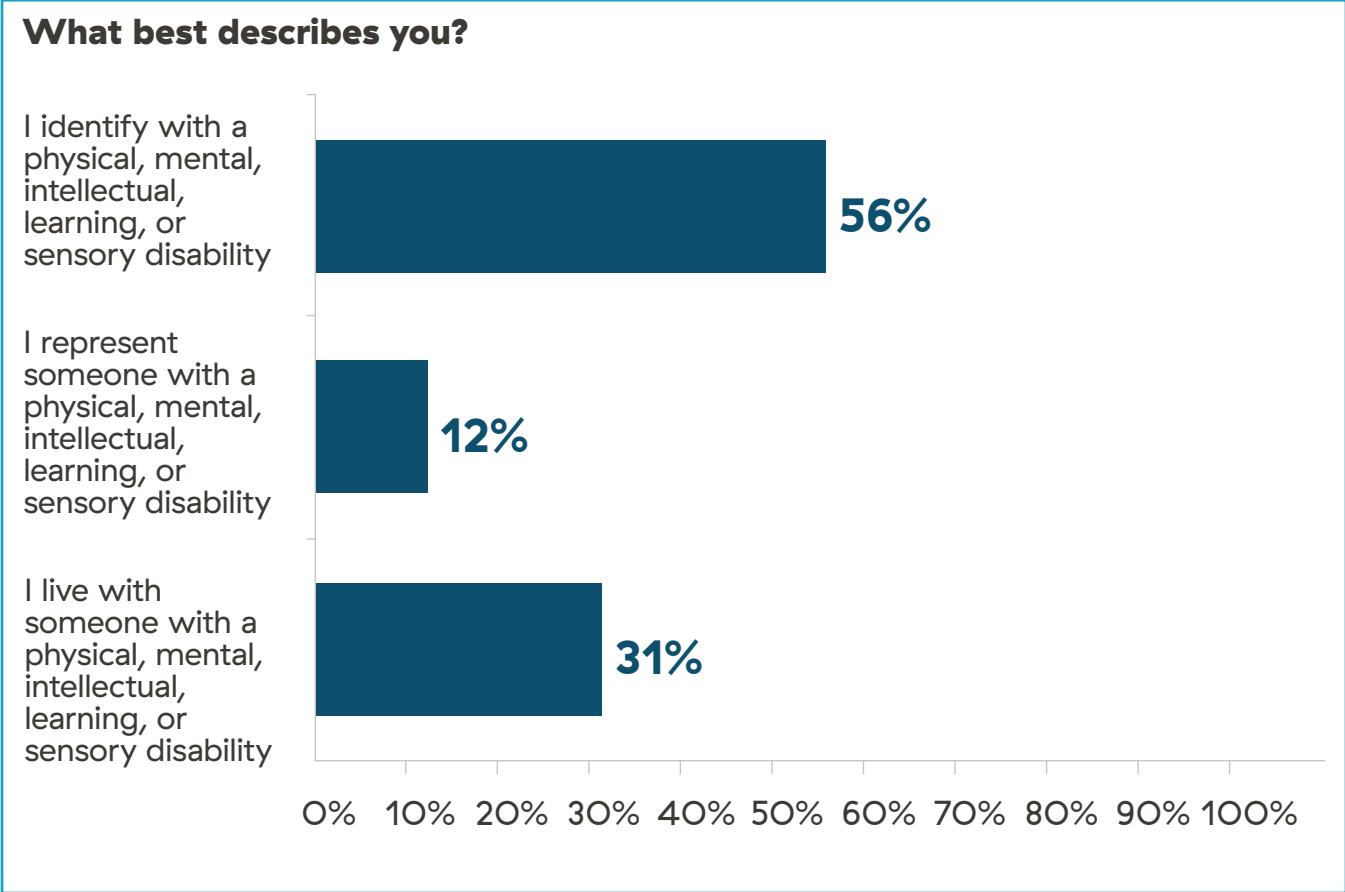
We reached out to our customers with a survey to determine what barriers they face when interacting with BC Hydro. Please see Appendix B to view the survey questions. This survey will remain open until the fall of 2023, so we can glean feedback from a wide variety of BC Hydro customers. Initially, we included our survey link in targeted invitations to disability support organizations.

By the end of June 2023, we received 996 completions of our survey. The key themes from the open-ended comments were:

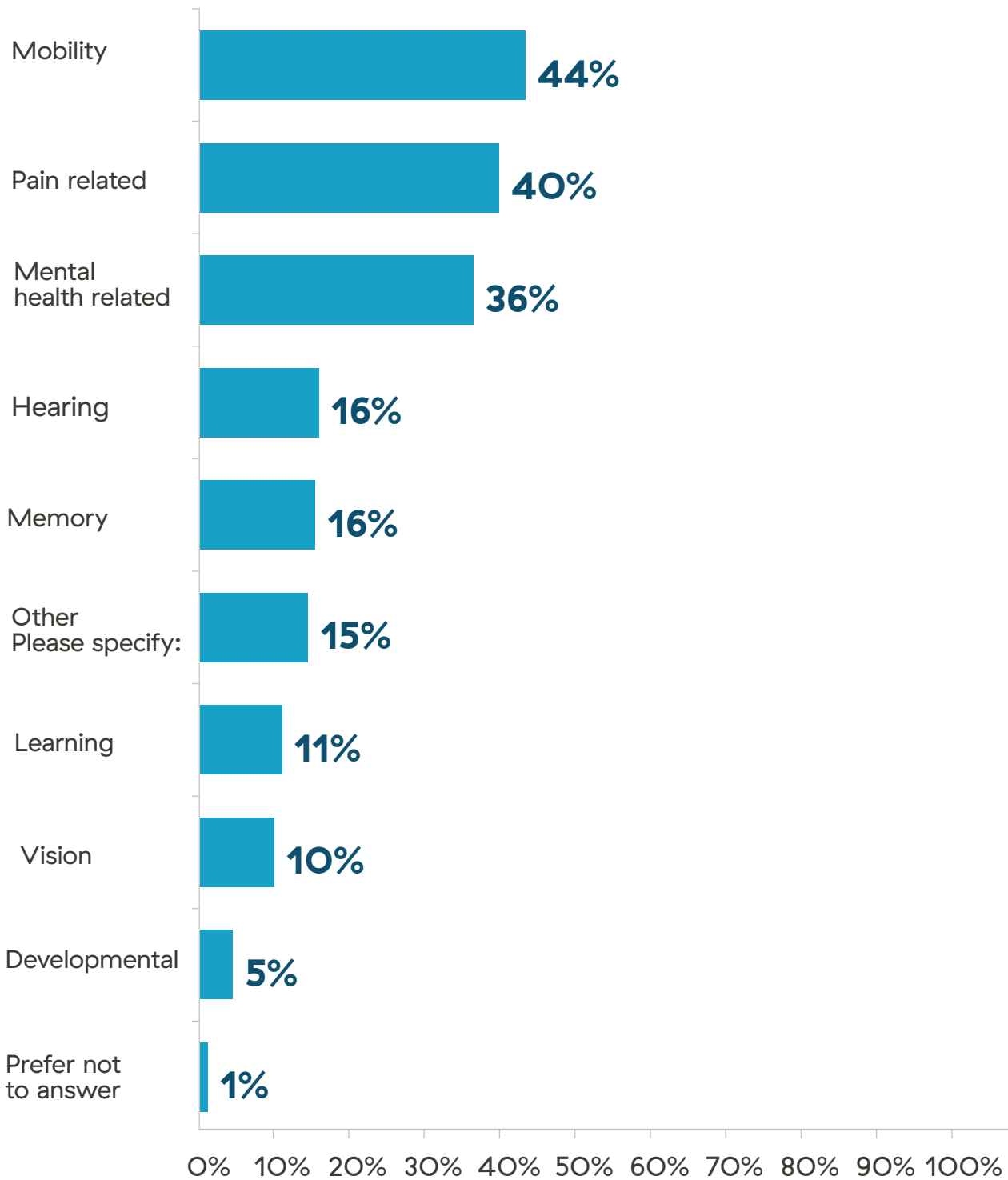
- Affordability
- Patience for customers with disabilities in our contact center
- Customers requiring reminders to pay their bills on time

We were very pleased with the initial response to our customer barrier survey and the demographic information of participants is illustrated below.

Figures 1&2: Demographic of Survey Participants



Which type of disability (disabilities) do you identify with?





Our 3-Year Plan (2023–2026)

BC Hydro's Accessibility Plan will focus on the following 5 priorities:

1. Continued focus on building an inclusive and accessible workplace
2. Improving access to information and clear, accessible communication
3. Improvements to our buildings to make them easier to navigate for everyone
4. Reducing barriers in our recruitment process
5. Ensuring customers with disabilities can access BC Hydro services and programs

Priority 1: Continued focus on building an inclusive and accessible workplace

Our Inclusion, Diversity, Equity and Accessibility strategy is one of continuous improvement through applying an equity lens to BC Hydro systems (including policy), processes and practices. This includes education and practical tools and resources to increase inclusion and combat racism and discrimination. As we continue to execute this strategy, we aim to remove any attitudinal barriers people with disabilities face.

ACTIONS TO DATE AS OF JUNE 30, 2023:

- We set representation targets to inform our recruitment plans
- We track our progress toward building a workforce that reflects the diversity of our communities and customers
- We share our progress publicly Reporting on workforce diversity ([bchydro.com](https://www.bchydro.com))
- Executive Team attended workshop on the scope of disability
- Fully accessible Web-based training on Inclusion & Diversity for all employees (LEAD 175). As of June 30, 2023, almost 40% of our employees have completed this training
- Inclusive leadership training for people leaders (LEAD 133): Targets for completion 100% by March 30, 2024
- As of our fiscal year 2022, all people leaders must have a year specific objective related to inclusion and diversity
- Creation and delivery of crew leader-specific inclusive leadership training. As of June 30, 2023, 45% (182) of crew leaders have attended in-person training

- All of our Inclusion and Diversity training includes content on unconscious bias
- With Executive support, we established an employee resource group—the BC Hydro AccessAbility network in July 2021
- Monthly publication of content on our Inclusion Allies intranet site for all employees on topics related to accessibility, diversity, equity and inclusion
- Based on an employee survey and voluntary self-identification in September 2021, the representation of people with disabilities does not meet the available BC Workforce and continues to be an area of focus. In contrast, **BC Hydro's representation** of women, visible minorities and Indigenous Peoples exceeds the available B.C. Workforce



PRIORITIES FOR THE CALENDAR YEARS 2023—20263

Action	Responsible	Timeline
<p>Work with both internal and external stakeholders to increase awareness about accessibility and foster an inclusive culture</p> <ul style="list-style-type: none"> ○ Maintain relationships with CAN WiN, Open Door Group, Presidents Group 	<p>HR (IDEA & Recruitment Team)</p>	<p>Ongoing</p>
<p>Use Gender-Based Analysis (GBA) Plus to assess how diverse groups may experience our service and programs</p>	<p>HR Customer Service</p>	<p>Ongoing</p>
<p>Continue to support and grow our AccessAbility Network</p>	<p>HR (IDEA) Executive Sponsor</p>	<p>Ongoing</p>
<p>All people leaders (100%) at BC Hydro have completed Inclusive Leadership training</p>	<p>HR (People Development, Inclusion & Diversity)</p>	<p>100% by April 1, 2024 (end of F24)</p>
<p>Invisible/visible disability awareness-raising events are promoted and supported</p>	<p>Communications HR</p>	<p>Ongoing</p>
<p>Internal information campaign to promote awareness about visible and invisible disabilities</p>	<p>Communications HR AccessAbility Network</p>	<p>Ongoing</p>

3 BC Hydro’s fiscal year is April 1, 2023 to March 31, 2024. To simplify our plan for an external audience, we’ve used calendar years, except where indicated by “F24/F25/F26” which denotes our fiscal year.

Action	Responsible	Timeline
Refresh our diversity database	HR (Employee Listening)	Fall 2023
Accessibility will be a consideration for all internal and external meetings (physical space, communications and meeting format)	HR (IDEA) Communications	April 2024

Priority 2: Improving access to information and clear, accessible communication

We generate and deliver electricity to 95% of the population of B.C. and serve over five million customers. It's important that our customers receive important information about our service. We will take action to ensure that our information and communication is accessible to people with disabilities.

ACTIONS TO DATE AS OF JUNE 30, 2023:

- Improving the digital accessibility of BC Hydro.com and our intranet (Hydro Web)
- Updating brand and digital guidelines to meet Web Content Accessibility Guidelines (WCAG) 2.0 and then 2.1
- Reviewing and revising our brand elements/colours for accessibility
- Developed an inclusive language guide and an accessibility guide for employees

PRIORITIES FOR THE CALENDAR YEARS 2023–2026

Action	Responsible	Timeline
BCH website targets WCAG 2.0 and 2.1 compliance	Communications (Digital) Technology	Our external website will target accessibility standards: AA standard for WCAG 2.0 by 2025. WCAG 2.1 by 2026
Modify our social media channels to include close captioning, descriptive text and adding Alt Text to posts containing images	Communications (Digital)	April 2025
Use clear and easy to understand language on both external and internal communications materials	Communications	April 2024
Online training to be accessible as we migrate to our new learning management system	Training	April 2026
Continue to offer our customers bills in braille and seek alternative formats to serve our customers with disabilities (large format bills)	Customer Service	Ongoing

Action	Responsible	Timeline
Clarify our procedure & practices regarding assistive technology for PWD (employees)	HR (Recovery Services)	As required on an individual basis

Priority 3: Improvements to our buildings to make them easier to navigate for everyone

Our properties team has made accessibility a priority in our planning, project delivery and management in properties-managed BC Hydro facilities for both our employees and customers. Through open dialogue with HR, our AccessAbility Network and an inbox dedicated to accessibility, this team seeks feedback on a wide-range of accessibility-related factors such as:

- Accessible entrance (automatic doors and door openers)
- Accessible parking spaces
- Wayfinding signage
- Washrooms
- Lighting levels
- Ramps and curb cuts

ACTIONS TO DATE AS OF JUNE 30, 2023:

- Conducted Rick Hansen Foundation (RHF) assessments at our corporate offices (Dunsmuir, RHF Gold and Edmonds, RHF Silver)
- Properties department consults AccessAbility Network regarding facility retrofits or rebuilds
- Developed an inventory of all our washroom and line room facilities to identify potential inclusion, diversity and accessibility gaps, including women’s and universal facilities, and included new requirements in all new business cases by our properties team
- Using Gender-based Analysis (GBA) Plus, we included a focus on barrier-free and accessible EV charging station design elements in our EV Fast Charging Design & Operational Guidelines for Public DCFC Stations in British Columbia (Published March 2021)

PRIORITIES FOR CALENDAR YEARS 2023–2026

Action	Responsible	Timeline
Update emergency plans for PWD (see specific actions below for consideration)	Safety/Properties	April 2026
Accessible parking and EV charging at all Properties-managed locations	Properties EV Team (Customer Service)	Ongoing
Comfort Room/Cultural Room usage guide	HR (IDEA)	February 2024
Accessible wayfinding signage	Properties/HR	Ongoing

Action	Responsible	Timeline
<p>Kitchen areas will be made more accessible for PWD</p> <p>For example: crockery moved to an accessible height</p>	Properties/HR/ Occupants	April 2025
Automatic door openers as needed	Properties	April 2026
Washroom accessories (hand dryer, paper towel, soap dispenser) will be relocated in accessible washrooms	Properties	Ongoing/ Accommodation request
Incorporate features and elements from the Rick Hansen Foundation Accessibility Certification and Universal Design for buildings to make facilities more accessible	Properties	Ongoing/ Accommodation request
In our Customer Service locations, install Braille/raised letter signage	Properties/ Customer Service	August 2026
Explore accessibility audits for regional offices in coordination with building projects	Properties	April 2024
Explore an RHF Audit of our Public Use Management areas Hayward Lake and Buntzen	Safety	April 2026



PRIORITIES FOR CALENDAR YEARS 2023–2026

Our emergency procedures will include PWD; specifically:

- Review evacuation drill planning template to ensure that PWD are considered in emergency evacuation drill planning
- For employees with a workplace accommodation agreements, managers will be aware of any requirements with respect to evacuation procedures
- Explore the development of a buddy system to provide support to PWD in the event of an emergency and notify the Incident Commander and emergency personnel which refuge areas are occupied by PWDs

Priority 4: Reducing barriers in our recruitment process

We're building a workforce that reflects the diversity of our province. Our goal is to continue to be an employer of choice for candidates of diverse backgrounds, capabilities, thoughts, cultures, and ethnicities to help us deliver safe, reliable, clean power to the province.

ACTIONS TO DATE AS OF JUNE 30, 2023:

- Joined the **Presidents Group** (B.C. business champions for accessible workplaces) in 2017 and participate in the “Pledge to Measure” annually
- Set workforce diversity targets to reflect the diversity of the customers and communities we serve
- Set employment target of 10% which is the percentage of people in the labour market in the occupations that BC Hydro hires
- Improving our job descriptions to be more explicit about the inclusion of people with disabilities
- Increasing the confidence and ability of our recruitment team in providing appropriate accommodations for PWD within the recruitment process
- Used **CAN WiN Four Pillars Assessment** to determine our maturity as an accessible employer: ranked mature
- Completed the Presidents Group Accessible Recruitment Checklist to understand and identify gaps in our recruiting process (gaps are addressed below in our plan)

Action	Responsible	Timeline
<p>Work with our union partners Move UP and IBEW in collaboration to find avenues of employment and consider workplace accommodations for PWD</p>	<p>HR (Labour Relations)</p>	<p>Ongoing</p>
<p>Recruiting partners will take the Presidents Group: Creating Accessible Workplaces Certificate by 2025</p>	<p>HR (Recruiting)</p>	<p>(50% completion rate by end 2024, 100% completion rate by end 2025)</p>
<p>Rethink our interview process to be more inclusive and accessible for PWD; for example, consider limiting situation-based questioning, providing candidates with questions ahead of time, presentations versus formal interview panels, offer trial employment opportunities like internships, job shadows and working interviews</p>	<p>HR (Recruiting)</p>	<p>Ongoing</p>

Action	Responsible	Timeline
Provide recruitment referrals of people with diverse abilities to work in Call Centre positions and look at establishing a more targeted approach to engage candidates (CAN WiN action plan item)	HR (Recruiting)	Plan for Fall 2023 Cohort
Provide recruitment referrals of people with diverse abilities to work in Other BC Hydro opportunities—open positions (CAN WiN Action Plan item)	HR (Recruiting)	Ongoing
Explore building PWD candidate pools through employment programs	HR with external employment service organizations	Ongoing
Explore building candidate pools for identified high demand occupations, known continuous openings or positions with group hires	HR	Ongoing
Explore ways to augment full-time, part-time or temporary roles for persons with disabilities through internships, co-op, casual, or customized positions	HR	Ongoing

Action	Responsible	Timeline
Assess job postings to determine if a driver's license is an absolute requirement	HR with hiring managers	April 2025
Increase awareness among hiring managers of the capabilities of candidates with disabilities	HR	April 2024
Launch a communications campaign to attract qualified candidates with disabilities, making it clear we are actively working to make BC Hydro more accessible and inclusive	HR Communications	Ongoing



Priority 5: Ensuring customers with disabilities can access BC Hydro services and programs

Powered by water, BC Hydro safely provides reliable, affordable, clean electricity to its five million customers. We recognize that one in five British Columbians has a disability and we will strive to make our service barrier-free for people with disabilities.

ACTIONS TO DATE AS FOR JUNE 30, 2023:

- BC Hydro has implemented Gender-based Analysis Plus (GBA Plus) in the development of programs in customer service
- GBA Plus has been embedded into BC Hydro's Structured Decision-Making, training delivery and on line materials
- Established supports for Call Centre agents to access if customers have speech or hearing impairments
- Established accessible in-person customer service at our buildings
- Offer large print bills and bills in braille
- Conducted Customer barrier survey—open until September 30, 2023

PRIORITIES FOR 2023—2026

Action	Responsible	Timeline
<p>Market BC Hydro in-person Customer Service to groups supporting accessibility in BC:</p> <ul style="list-style-type: none"> ○ We will ensure organizations and groups that work with our customers that have various accessibility needs are aware of our in-person support 	<p>Customer Service Operations</p>	<p>April 2024</p>
<p>Accessibility Training for Customer Service Representatives (CSRs)</p> <ul style="list-style-type: none"> ○ We will work to develop and deliver training for our CSRs to ensure awareness and soft skills that acknowledge and address specific accessibility needs of our customers 	<p>Customer Service Operations</p>	<p>April 2025</p>

Action	Responsible	Timeline
<p>Explore opportunities to discover or allow for self-declaration of specific needs of our customers when interacting with us.</p> <ul style="list-style-type: none"> ○ We will explore options for uncovering specific accessibility needs of our customers to allow us to better meet their needs 	<p>Customer Service Operations</p>	<p>April 2025</p>
<p>Consider engaging with usability studies to verify that our communications options work effectively with screen reading and other assistive technology</p>	<p>Customer Service/ Communications (Digital)</p>	<p>April 2025</p>



Monitoring and evaluation

Monitoring: A monitoring report will be produced on an annual basis and delivered at the F24 Q4 meeting of the Accessibility Committee.

Evaluating: BC Hydro will conduct a review and evaluation of our Accessibility Plan every three years from adoption in September 2023.

Conclusion

The publication of BC Hydro’s Accessibility Plan is just the beginning of our journey to identify, remove and prevent barriers for our employees and customers with disabilities. While our plan reflects many actions already taken and many more to execute, we recognize that we will need to continuously improve and learn from our customers and employees to make BC Hydro barrier-free.

How to give us feedback

Give us feedback on accessibility at BC Hydro in the following ways:

- Take our customer **barriers survey** (open until Sept. 30, 2023)
- Give us a call 1 800 224 9376
- Email us: **AccessibilityFeedback@bchydro.com**
- Complete our online form at **bchydro.com/accessibility**
- Write to:
Accessibility Feedback at BC Hydro
10th Floor
333 Dunsmuir Street
Vancouver, BC V6B 5R3

Spotlights

Spotlight #1: Employee networks

Our employee networks contribute to our values and our Statement of Respect, Inclusion and Diversity Principles by performing an important role in engaging employees in conversations about what inclusion means at BC Hydro, and in identifying systemic barriers that may be impacting their membership.

The networks also function to help employees build leadership skills, develop a better understanding of the business and build relationships across the company. The work that the employee networks do in creating a more inclusive workplace and creating a safe space for employees to come together to share their experiences is an integral part of our Inclusion and Diversity strategy.

Each employee network has executive sponsorship which provides direct access for the network leadership to executive leadership. All employee networks have



small budgets for events and promotion; employees who are on network leadership teams can charge up to 10% of their time for their work with the network.

BC HYDRO HAS 5 EMPLOYEE NETWORKS:

BC Hydro's **AccessAbility** Network

AccessAbility Network provides an inclusive community for people living with and working with disabilities and their allies to improve accessibility and reduce bias through support, advocacy and education. The AccessAbility Network provides feedback on policy, built environment and other plans and processes that impact people with disabilities.

BC Hydro's **Cultural Exchange** Network

The Cultural Exchange Network (CxN) connects members of different cultures together to promote the principles of equality, fairness of opportunity and inclusiveness for all employees regardless of their background and help make BC Hydro a Top Diversity Employer.

BC Hydro's **Pride** Network

BC Hydro Pride Network was set up to provide a safe, inclusive space for LGBT2Q+ (lesbian, gay, bisexual, transgendered, queer or questioning, two spirited) employees, contractors, and their allies to come together and help make BC Hydro a great place to work.

BC Hydro's RAIN Network

The RAIN Network hopes to engage all Indigenous employees—First Nation, Metis and Inuit, on how the employee network can best support all Indigenous employees throughout the province.

BC Hydro's Women's Network

The BC Hydro Women's Network (BCHWN) is an employee network that was established in 2004 to support and connect women throughout the organization.



Spotlight #2: Our Respect, Inclusion and Diversity Principles:

1. We will uphold human rights consistent with the Human Rights Code.
2. We will build a workforce that reflects the diversity of our communities and customers and gather data to measure our progress toward employment equity.
3. We will regularly review our hiring and promotion practices, particularly to address systemic barriers and biases facing particular groups.
4. We will educate ourselves on inclusion and diversity and support each other as we learn.
5. We will learn to recognize unconscious bias and provide employees with skills to act and perform their work consistent with our values.
6. We will be open to differing cultures, backgrounds, identities, ideas, approaches and perspectives.
7. We support people who report exclusion, harassment and bullying and will ensure they can report incidents without fear of retaliation.
8. We will ensure that everyone feels safe to focus on their work and that all employees are able to contribute to their fullest potential.
9. We will seek advice and feedback from our employees, including our employee networks, about their lived-experience and support people to be comfortably open about themselves at work.

10. We will all hold one another accountable to be respectful and inclusive.

These principles are included in BC Hydro's Code of Conduct policy. This training is mandatory for all employees, and knowledge refreshers are conducted annually.

Spotlight #3: Accessible buildings

When planning for upgrades to our North Vancouver District Office, we consulted with our Accessibility and Pride Networks for feedback into the building's design to make it more accessible and inclusive. Our North Vancouver office is the first facility to adopt this consultative process. Going forward, as we upgrade or build new facilities, we will adopt new to include all of the following:

- Universal and all gender / accessible locker rooms, drying rooms, washroom, and shower facilities
- Comfort / prayer / cultural rooms
- Enhanced lighting and security provisions
- Improved HVAC (noise control and improved air quality)



- Automatic door openers on high use doors and pathways
- EV charging at accessible parking locations
- Focus on accessible pathways for ease of routing, visibility, signage, doors opening

Spotlight #4: National AccessAbility Awareness Week May 28–June 3, 2023

In honour of National Accessibility Week May 28 to June 3, our AccessAbility employee network held a panel discussion on allyship and how to be helpful to people living with disabilities. The panel shared their experiences living with or supporting others with disabilities. This event created a safe space to break down barriers and open conversations. Over 175 employees attended this fully accessible, online event.

The discussion on this topic was extended through content on the May Inclusion Allies page (our internal resource for inclusion, diversity, equity and accessibility content) “Allyship for people living with disabilities” which provided resources, tools and practical actions to inform and support allies.

Spotlight #5: Partnerships

We are proud to partner with many disability employment service organizations. We are committed to workforce inclusion of PWD.



June 2023: A meeting between the teams of CAN WiN and BC Hydro's recruiting team exploring some of the ways candidates with disabilities can be supported through the recruitment and employment processes at BC Hydro.

We are a proud partner of Canada Partners in Workforce Innovation (CAN WiN), an innovative recruitment approach helping BC employers meet workforce needs and connecting people with disabilities/people with diverse abilities to careers with respectful, inclusive employers.

BC Hydro is a proud member of the Presidents Group, a network of 25 change-driven BC business leaders who are champions for more accessible, inclusive workplaces.



Appendices

Appendix A: Committee members

- Andrew Wanamaker–Briggs
- Andria Ink
- Ann McDowall
- Bree Skinner **stepped down August 25, 2023
- Greg William
- Jake Cody
- Jeff Thorlacius
- Tony Jensen
- Tracy Cooke
- Val Monkman
- Yat Li (External)
- Melissa Lyon (External)
- Sharareh Saremi (External)
- Anu Pala (External)

BC Hydro also extends its gratitude to Mike Prescott and Amy Amantea for their support in reviewing our plan.

Appendix B: Barrier survey

To get more insight into what barriers our customers face when interacting with BC Hydro, we're conducting a survey which opened on May 30 and remains live on our website: bchydro.com/accessibility

Accessibility



Let's talk accessibility

We're committed to identifying, removing and preventing barriers across our services and programs for our customers, jobs seekers and our employees. We include everyone – it's one of [our core values](#) – and we want everyone's experience with us to be inclusive and barrier-free.

Accessibility survey

We'd like to know if you or anyone in your household encounters barriers when interacting with BC Hydro. Please take our short survey to share your experience and/or recommendations.

[Take the accessibility survey](#)

If you require our survey in another format, please contact us at accessibilityfeedback@bchydro.com or give us a call at 1 800 224 9376.

Resources

- [Our statement of respect, inclusion and diversity](#)
- [Reporting on workforce diversity](#)

SURVEY QUESTIONS:

We'd like to learn more about your experience with BC Hydro as it relates to any barrier you may encounter when doing business with us.

A barrier is defined as an obstacle or anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. Barriers can be systemic, physical, attitudinal, technological, sensory, or related to information and communication. Barriers could include physical access to our offices for in person business and public recreation areas, viewing information on our website or through our social media channels, engaging with BC Hydro through our call center or online and applying for jobs online.

For privacy reasons, please do not identify yourself or others in your comments or in any open text boxes. If you would like to provide our feedback in another format, please call 1 800 224 9376 or email [**AccessibilityFeedback@bchydro.com**](mailto:AccessibilityFeedback@bchydro.com). We will be pleased to provide our survey in a format that is accessible to you.

Q1. Do you identify as, represent, or live with someone who has a physical, mental, intellectual, learning, or sensory disability?

- Yes
- No
- Prefer not to answer

Q2. If so, please specify the type of disability. Select all that apply:

We are seeking this information because we want to ensure that our Accessibility Plan includes the voices of people with various disabilities.

- Vision
- Mobility
- Developmental
- Hearing
- Pain-related
- Learning
- Memory
- Mental-health related
- Other. Please specify:
- Not applicable
- Prefer not to answer

Q3. What are the things that get in the way (barriers) of you or someone you know being able to interact or do business with BC Hydro?

For privacy reasons, please do not identify yourself or others in your comments.

Q4. What would make it easier for you to interact or do business with BC Hydro?

Before you go, we'd like to know about your experience with our in-person customer service locations, if applicable.

Q5. Do you use our in-person customer service kiosks?

- Yes, Vancouver (333 Dunsmuir Street)
- Yes, Vernon (1401 Kalamalka Lake Rd)
- Yes, Surrey (8475 128 St)
- Yes, Victoria (4440 W Saanich Road)
- Yes, Nanaimo (400 Madsen Road)
- Yes, Prince George (3333 22 Ave)
- No

Q6. If so, how can we improve your in-person experience with us?

Thanks for taking time to give us your valuable feedback. We'll use your insight to address barriers in our forthcoming Accessibility Plan. This information will help us make BC Hydro more accessible for everyone.

Appendix C: Implementation timeline

In development



