



# Action Plan for Persons with Disabilities

## 2021-2022

Updated: April 2021

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# Context

Caisse de dépôt et placement du Québec (CDPQ) hereby presents, in its 2021 – 2022 Annual Action Plan for Persons with Disabilities, measures already taken and those planned to reduce barriers to the integration of people with disabilities.

This Action Plan was prepared to reconcile the purpose of the section of the related Act with CDPQ's mission (see page 4). To do so, we enlisted the contribution of our subsidiary, Ivanhoé Cambridge.

Pursuant to section 61.1 of the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration* (below), government departments, most public agencies and the most populous municipalities in Québec must prepare, adopt and publish annually an action plan for persons with disabilities.

## Section 61.1

*Not later than 17 December 2005, every government department or public agency employing at least 50 persons and every local municipality with at least 15,000 inhabitants shall adopt an action plan identifying the barriers to integration handicapped persons encounter in the sector of activity of the department or agency, and describing the measures taken over the past year and those to be taken in the coming year to reduce barriers to integration in that sector of activity. The action plan includes any other element determined by the Government upon recommendation of the Minister, and must be prepared and published annually.*

## Definitions

Public agencies (R.S.Q., c. E-20.1, s.1, para. e. 1)

*A government agency or enterprise within the meaning of the Auditor General Act (chapter V-5.01).*

Person with a disability (R.S.Q., c. E-20.1, s.1, para. g.)

*A person with a deficiency causing significant and persistent disability, who is liable to encounter barriers in performing everyday activities.*

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# Brief portrait of CDPQ and its areas of operations

## Background

CDPQ was created in 1965 by an Act of the National Assembly to manage the funds contributed to Quebec's newly created universal pension plan, the Régime des rentes du Québec. In the decades that followed, other organizations also deposited their funds at CDPQ.

### OUR MISSION

*"CDPQ's mission is to receive moneys on deposit as provided by law and manage them with a view to achieving optimal return on capital within the framework of depositors' investment policies while at the same time contributing to Québec's economic development."*

*Section 4.1 of the Act respecting the Caisse de dépôt et placement du Québec*

## Our team

CDPQ has one of the largest specialized teams of fund managers in Canada and the world. The pool of employees is primarily comprised of university graduates.

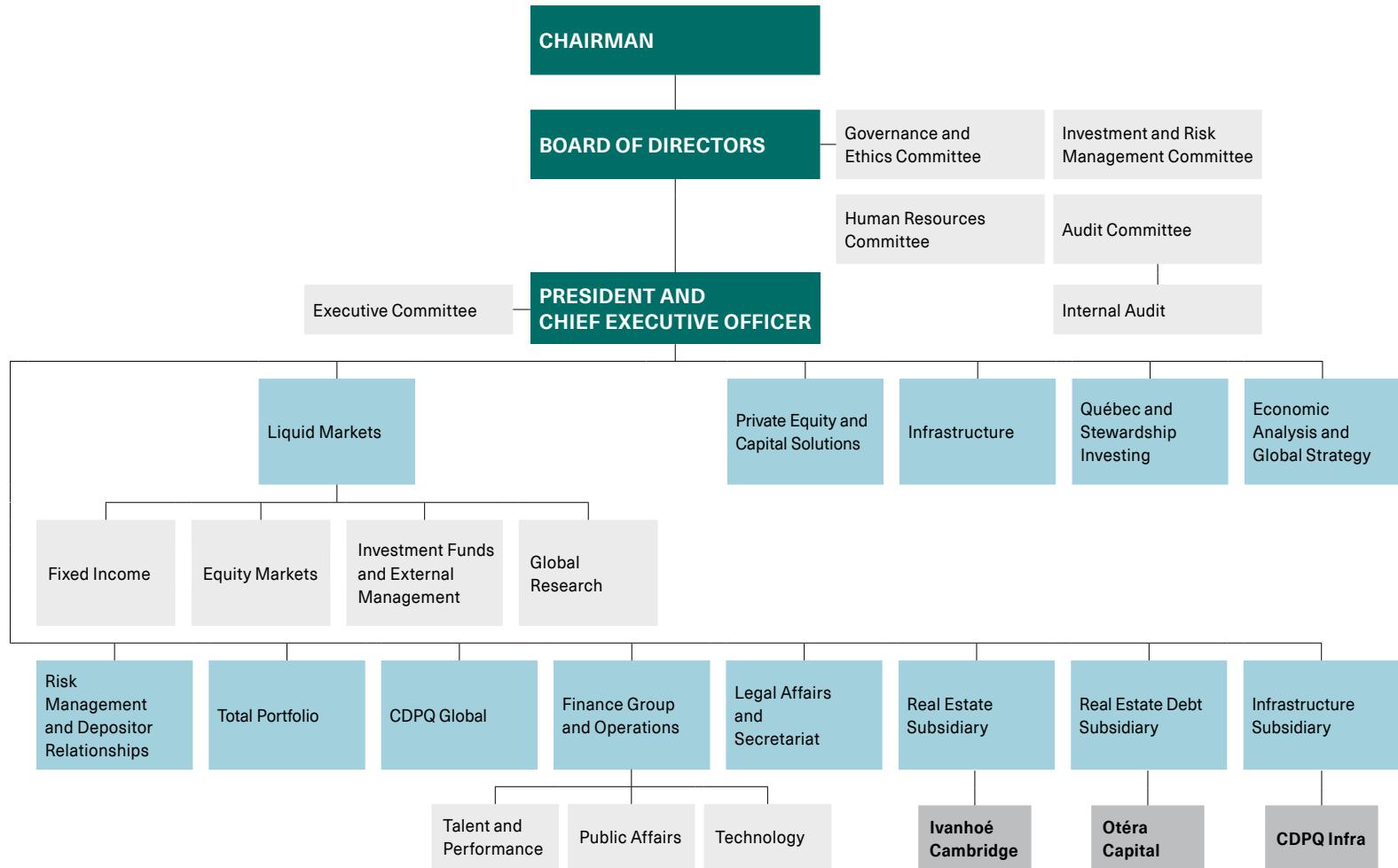
As at December 31, 2020, CDPQ employed **1,389** people throughout its offices in permanent, casual and internship positions. Of this number, **1,214** employees were located in its offices in Québec.

As at December 31, 2020, **six (6)** CDPQ employees in Québec had voluntarily reported having a disability as defined by the Act. They hold positions at different levels in the organization.

## Organizational structure

CDPQ's business office is in Montréal and its head office is in Québec City.

**ORGANIZATIONAL STRUCTURE**  
(as at December 31, 2020)



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## **Commitment to reducing barriers to integration**

CDPQ undertakes to proactively and dynamically deploy efforts to reduce or eliminate barriers to the integration of persons with disabilities into its various operations. As part of these efforts, the organization analyzes the physical, technological and social environment that it provides for persons with disabilities. Each element is reviewed by the relevant stakeholders to they can be adapted to current or future needs of all users.

# Update of objectives and measures planned for 2021 – 2022

**OBSTACLE 1:** Persons with disabilities are underrepresented among employees.

**OBJECTIVE 1:** Increase the representation of persons with a disability among employees.

Objective	Measures <sup>1</sup>	Indicators	CDPQ team responsible	Status and deadline
1.1 Provide first job experience opportunities	Provide one paid internship per year to a student with a disability	Have at least one intern with a disability per year	Talent and Performance	Ongoing
1.2 Obtain candidates who identify as a person with a disability	Establish a partnership with organizations specialized in the employability of persons with disabilities	Communicate with specialized organizations to create a partnership	Talent and Performance	Q2 2021 <sup>2</sup>
1.3 Foster equality in opportunities to interview candidates who identify as persons with disabilities	Also mention in job listing that persons with disabilities can obtain assistance for the pre-selection and selection process if they wish	Job listings modification completed	Talent and Performance	Q4 2021
1.4 Improve equal access to employment	Implement the necessary mechanisms to make it easier for persons with disabilities to self-identify when applying for a job	Implementing a voluntary identification questionnaire when candidates apply for jobs	Talent and Performance	Q2 2021

1. These measures are part of the equal access to employment program.

2. Note: Q1 = January to March, Q2 = April to June, Q3 = July to September, Q4 = October to December

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## Update of objectives and measures planned for 2021 – 2022 (continued)

**OBSTACLE 2:** Lack of knowledge on persons with disabilities' specific needs besides mobility.

**OBJECTIVE 2:** Raise employee awareness on disabilities other than to do with mobility and increase the knowledge of the Talent and Performance teams regarding the particular needs related to such disabilities.

Objective	Measures	Indicators	CDPQ team responsible	Status and deadline
2.1 Raise employee awareness on the existence of disabilities related to disabilities other than to do with mobility	Publish an internal communication explaining the different types of disabilities and inform employees of possible accommodation measures	Communication published	Talent and Performance Public Affairs	Q4 2021
2.2 Expand our knowledge of obstacles encountered by persons with a neurodiversity disability <sup>3</sup>	Review of main obstacles encountered during the recruiting process  Review of main employment obstacles	Internal publication of a reference document	Talent and Performance	Q4 2021
2.3 Raise awareness and train employees responsible for recruiting on the realities of persons with disabilities	Make available to the recruiting team a document setting out best practices in recruiting persons with disabilities	Disseminate a guide to the recruiting team and human resources business partners	Talent and Performance	Q4 2021
2.4 Propose accommodation strategies for current employees with neurodiversity disabilities	Make available to HR and managers and document setting out best practices for accommodating the main neurodiversity disabilities	Disseminate a guide to teams that handle accommodation requests and to HR	Talent and Performance	Q4 2021

3. Neurodiversity refers to atypical mental functions. This includes all neurologies, particularly neurodevelopmental disorders such as attention deficit disorder, with or without hyperactivity, dyslexia, dyscalculia, dysorthographia, dyspraxia, autism spectrum disorders, Tourette's syndrome and gifted or high intellectual potential.

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## Update of objectives and measures planned for 2021 – 2022 (continued)

### **OBSTACLE 3:** No job integration process specific for persons with disabilities

#### **OBJECTIVE 3:** Foster the integration process for persons with disabilities

<b>Objective</b>	<b>Measures</b>	<b>Indicators</b>	<b>CDPQ team responsible</b>	<b>Status and deadline</b>
3.1 Improve our understanding of specific needs upon hiring	Set aside a section on the hiring form for persons with disabilities to indicate their specific needs	Information capsule integrated into the process	Talent and Performance	Q4 2021
3.2 Improve the new employee integration experience	Provide a customized information kit to all persons with disabilities	Number of customized information kits sent	Talent and Performance	Ongoing
3.3 Foster the integration of persons with disabilities into their teams	Support managers when they welcome a new employee with disabilities	Number of managers supported in welcoming a new employee with disabilities	Talent and Performance	Ongoing
3.4 Foster the retention of persons with disabilities through adapted accommodations	Meet with employees with disabilities each year to verify if their situation has changed	Number of employees met with	Talent and Performance	Ongoing

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## Update of objectives and measures planned for 2021 – 2022 (continued)

**OBSTACLE 4:** Lack of knowledge of stakeholders and persons with disabilities with regard to measures in place.

**OBJECTIVE 4:** Improve the understanding of specific measures in place for persons with disabilities.

Objective	Measures	Indicators	CDPQ team responsible	Status and deadline
4.1 Improve the understanding of specific measures in the evacuation plan	Analyze the evacuation plan in place to identify the measures specific to persons with disabilities  Provide these measures to stakeholders and the persons with disabilities	Analysis completed  Measures provided to stakeholders  Measures provided to persons with disabilities	Corporate Security team	Analysis: Q4 2021  Communication: Q1 2022
4.2 Strengthen understanding of the procedure to follow when an accommodation request is submitted	Document the accommodation process to follow and our obligations when an accommodation request is received  Share the accommodation process with the relevant stakeholders	Accommodation procedure for a request involving reduced mobility submitted  Communication to stakeholders completed	Talent and Performance	Documentation: Q4 2021  Communication: Q1 2022
4.3 Raise the awareness of new procurement team employees on applying Section 61.3 of the Act <sup>4</sup> in our tendering process	Communicate the application of Section 61.3 to new procurement team employees	Number of new procurement team employees who received the communication	Talent and Performance  Procurement team	Ongoing
4.4 Facilitate access to documents in adapted formats on our website (e.g. annual report)	Modify the website to include a clear message that documents found on it are available in adapted formats upon request	Modification made	Public Affairs	Q4 2021

4. *Act to Secure Handicapped Persons in the Exercise of Their Rights with a View to Achieving Social, School and Workplace Integration* (2004). Section 61.3 refers to accessible procurement.

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## Update of objectives and measures planned for 2021 – 2022 (continued)

**OBSTACLE 5:** Possible lack of accessibility to certain buildings or floors for persons with disabilities.

**OBJECTIVE 5:** Continue improving accessibility to the physical environment for persons with reduced mobility.

<b>Objective</b>	<b>Measures</b>	<b>Indicators</b>	<b>CDPQ team responsible</b>	<b>Status and deadline</b>
5.1 Facilitate access to the building and drop-off area security	Create two parking spaces reserved for drop-offs (one on each street) Train security personnel	Creation of two parking spaces Training of security personnel	Work Environment team	Q4 2022
5.2 Create workspaces that by default are accessible to people with a mobility disability	Incorporate furniture choice and a layout that fosters the integration of persons with disabilities in the new setup	Installation completed	Work Environment team	Start: Q3 2021 Deadline: Q4 2022
5.3 Improve access to elevators	Present a formal analysis of obstacles, possible improvements and a cost estimate to the APDP Working Committee  Implement the working committee's recommendations	Analysis presented to the working committee  Recommendations implemented	Office layout team	Analysis: Q4 2021  Implementation Q4 2022
5.4 Improve access to conference rooms	Install automatic doors on the floors (conference rooms, main doors to access office spaces, etc.)	Analyze feasibility, impact, suppliers and costs  Number of doors installed before the end of the year  % of main doors adapted	Office layout team	Analysis: Q4 2021  Implementation: Q2 2022

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# Reporting

CDPQ adheres to the *Accès aux documents et aux services offerts au public pour les personnes handicapées* (access for disabled persons to documents and services offered to the public) policy which is intended to provide disabled persons equal access to services and documents provided to the public. This policy commits CDPQ to reporting of the following elements:

1. The number of complaints received and processed related to access to documents and services offered to the public;
2. Accommodation measures that the organization has adopted to allow persons with disabilities access to its documents and services.

## Complaints

CDPQ did not receive any complaints from the public in 2020 related to access to documents and services it offers to the public.

## Accommodation measures

CDPQ has not received any accommodation request in 2020 related to accessibility to documents and services it offers the public.

## Follow-up process and working group

The person responsible for the Action Plan for Persons with Disabilities will conduct a follow-up to ensure identified measures are implemented. The action indicators will make it possible to determine the level of progress made on each measure.

Since July 2019, one position is reserved for a person with disabilities on the working group responsible for developing and monitoring the Action Plan.

CDPQ's working group for 2021 consists of representatives from business units that are directly involved in activities for improving the employee experience and well-being of persons with disabilities, namely:

- Organizational evolution and culture (Talent and Performance)
- General Health (Talent and Performance)
- Work Environment (Digital Technology and Operations)

Representatives from Ivanhoé Cambridge (CDPQ's main building manager in Quebec) are also invited to participate in the CDPQ working group's quarterly meetings.

## Approval of the Action Plan

The 2021 – 2020 Action Plan for Persons with Disabilities was approved by the Talent and Performance Management Committee in April 2021.

## Publication and release of the Action Plan

The Action Plan for Persons with Disabilities is available to employees and the general public on the CDPQ website. It is posted on the Laws, regulations and policies page under the Governance tab in the About Us menu as well as on the Careers page.

Upon request, a paper copy of the Action Plan can be mailed. An accessible version of the Action Plan will be available on CDPQ's website. There may be a delay before the accessible version of this report is available.

For more information

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## Appendix — Measures implemented in 2020 consistent with the Action Plan

<b>Obstacle</b>	<b>Objective</b>	<b>Measure</b>	<b>Indicator</b>	<b>CDPQ team responsible</b>	<b>Status and deadline</b>
Glass doors and walls of meeting rooms are a visibility issue for the visually impaired	Reduce the risk that a visually impaired person accidentally collides with a glass door, meeting room wall, or other structure	Increase visibility by placing decals on the glass at eye level  Integrate this practice in the Projet Ouverture (improvement of work spaces)	Number of adapted glass structures	Work Environment team	Measures completed
Lack of drop-off spaces on Place Jean-Paul-Riopelle and St-Alexander Street for persons with disabilities	Make drop-offs easier and safer	Create two parking spaces reserved for drop-offs (one on each street)  Train security personnel	Creation of two parking spaces  Train security personnel	Work Environment team	Status: On hold due to the pandemic and difficulties with obtaining approval for changes from all stakeholders  New deadline: Q4 2021
Difficulty finding parking spaces reserved for persons with disabilities in the underground parking, as the users for those spaces are not aware they are available	Facilitate the use of parking spaces for persons with disabilities  Better inform people of the available spaces	Improve signage and markings in the underground parking lot  Improve communication on the intranet site	Changed signage  Information published on the intranet site	Work Environment team: signage  Talent and Performance team: communications	Measures completed
Confusion regarding the process for accommodation requests	Clear process and forms and easy to find on CDPQ's Intranet	Review the accommodation request process and its communication	New communication	Talent and Performance team	Measure began and ongoing in 2021

## Appendix — Measures implemented in 2020 consistent with the Action Plan (continued)

<b>Obstacle</b>	<b>Objective</b>	<b>Measure</b>	<b>Indicator</b>	<b>CDPQ team responsible</b>	<b>Status and deadline</b>
Lack of clarity as to how employees with disabilities can contribute their ideas to the next Action Plan	<b>Increase dialogue with employees with disabilities to develop the Action Plan</b>	Organize workshops with employees with disabilities to remove barriers to their full integration at work	Workshop completed and ideas incorporated into the Action Plan	Talent and Performance team	Measure modified: Article published on the CDPQ intranet to request ideas from all employees, whether or not they are persons with disabilities, about obstacles that persons with disabilities may encounter at CDPQ.  Measures completed in 2020
Lack of accessibility to persons with disabilities to our procurement process (Section 61.3 of the Act)	<b>Analyze the possibility of opening up relevant public tenders for products and services to companies included in the CQEAs and assess its impact</b>	Conduct the analysis and assess its impact	Analysis completed	Procurement team	Measure completed: The objective was modified during the year
Lack of explicit criteria in the procurement process for fostering the acquisition or lease of goods and services adapted for persons with disabilities (Section 61.3 of the Act)	<b>Take into account, in the procurement process to acquire or lease goods and services, their accessibility for persons with disabilities</b>	Analyze the possibilities of including explicit criteria in our calls for tender when relevant	Analysis completed	Procurement team	Measure completed: Criteria related to Section 61.3 were added to the supplier instructions in CDPQ's calls for tender

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## Appendix — Measures implemented in 2020 consistent with the Action Plan (continued)

<b>Obstacle</b>	<b>Objective</b>	<b>Measure</b>	<b>Indicator</b>	<b>CDPQ team responsible</b>	<b>Status and deadline</b>
Workspace design must by default be modified for people with reduced mobility	Create workspaces that by default are accessible to people with a mobility disability	In light of the Projet Ouverture (new workspace design for each floor), incorporate furniture choices and layouts that foster the integration of persons with disabilities	Installation completed	Work Environment team	Achievements: Some of the floors of Édifice Jacques-Parizeau were modified  New deadline: Q4 2022