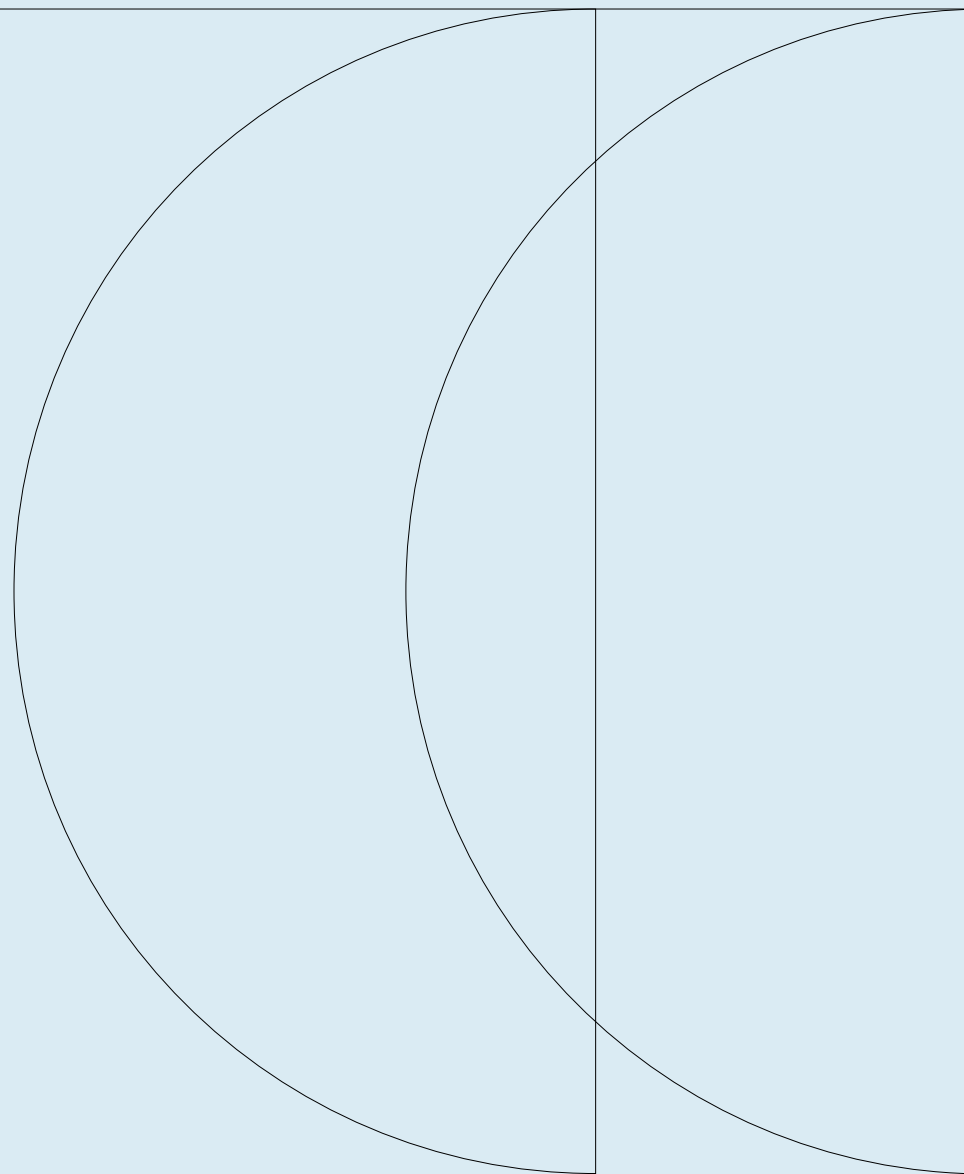




# Action Plan for Persons with Disabilities

## 2021-2022

Updated: May 2022



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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 is an update of the 2021–2022 Action Plan that was published on the CDPQ website in April 2021.

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 an annual 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. This action plan includes any other element determine 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 a 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 operation

## Background

CDPQ was created in 1965 by an Act of the National Assembly to manage the funds contributed to Québec'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.

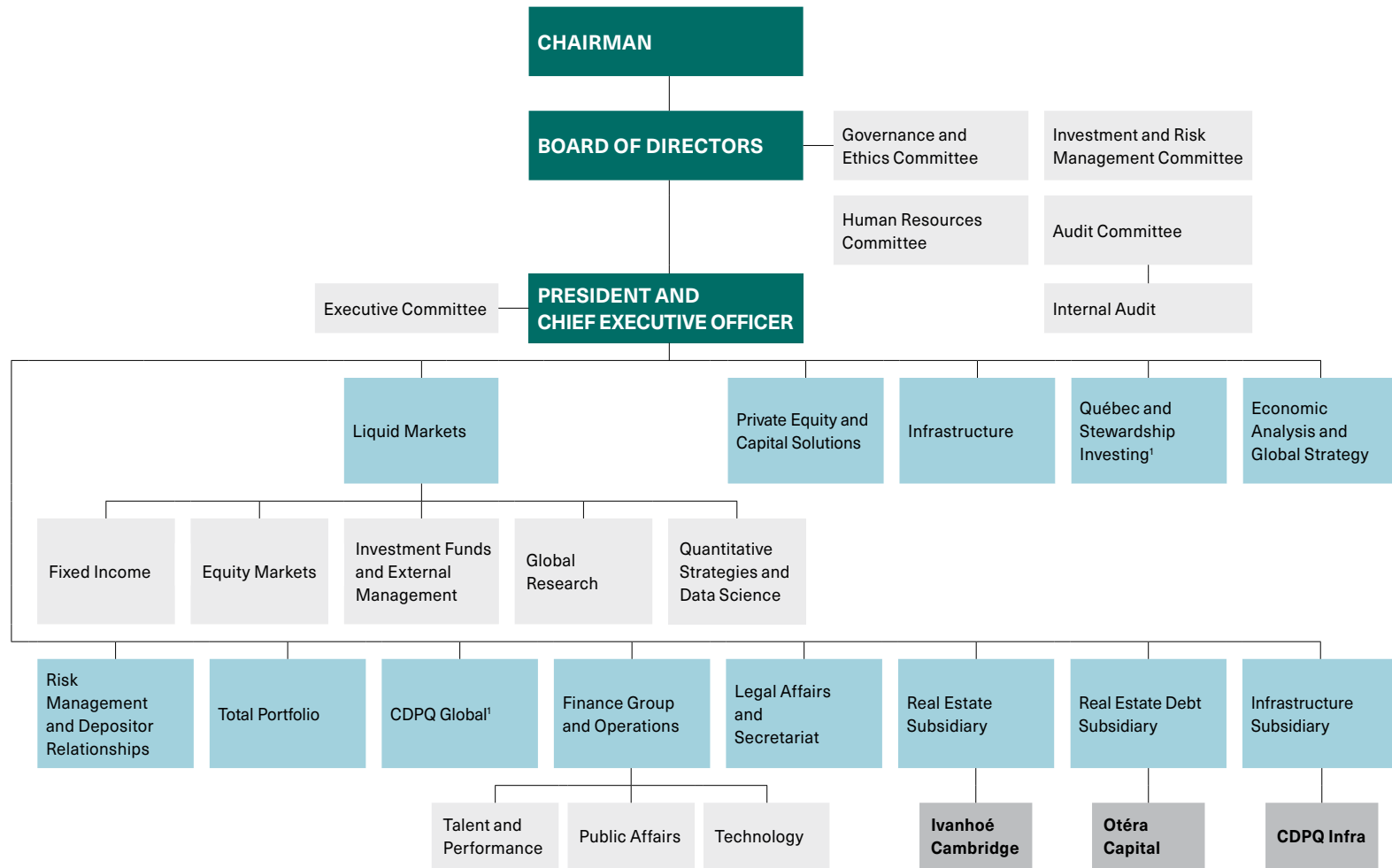
As at December 31, 2021, CDPQ employed **1,454** people throughout its offices in permanent, casual and internship positions. Of this number, **1,292** employees were located in its offices in Québec.

As at December 31, 2021, **27** 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, 2021)



1. Since January 2022, the Sustainable Investing team is included in CDPQ Global.

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## Commitment to reducing barriers to integration

CDPQ does not provide direct services to citizens in any aspect of its mission. However, 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. Work meetings were held with the Diversity and Inclusion, Global Health and Work Environment teams and with representatives of Ivanhoé Cambridge (manager of the main CDPQ building in Québec). Each element is reviewed by the relevant stakeholders so 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 disabilities 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	<b>Deadline</b> Ongoing  <b>Status</b> An intern with a disability joined the organization in 2021
1.2 Obtain candidates who identify as persons with disabilities	Establish a partnership with organizations specialized in the employability of persons with disabilities	Communicate with specialized organizations to create a partnership	Talent and Performance	<b>Deadline</b> Q2 2021 <sup>2</sup>  <b>Status</b> Measure completed
1.3 Foster equality in opportunities to interview candidates who identify as persons with disabilities	Also mention in job posting that persons with disabilities can obtain assistance for the pre-selection and selection process if they wish	Job listings modification completed	Talent and Performance	<b>Deadline</b> Q4 2021  <b>Status</b> Measure completed
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	Implementation of a voluntary identification questionnaire when candidates apply for jobs	Talent and Performance	<b>Deadline</b> Q2 2021  <b>Status</b> Measure completed

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

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

**OBSTACLE 2:** Lack of knowledge about the specific needs of persons with non-mobility-related disabilities.

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

Objective	Measures	Indicators	CDPQ team responsible	Status and deadline
2.1 Raise employee awareness of the existence of disabilities not related to mobility	Publish an internal communication explaining the different types of disabilities and inform employees of the possible accommodation measures	Communication published	Talent and Performance Public Affairs	<b>Deadline</b> Q4 2021 <b>Status</b> Measure completed
2.2 Expand our knowledge of obstacles encountered by persons with a neurodiversity disability <sup>3</sup>	Review of main obstacles encountered in the recruiting process Review of main employment obstacles	Internal publication of a reference document	Talent and Performance	<b>Deadline</b> Q4 2021 <b>Status</b> Measure completed
2.3 Raise awareness and train employees responsible for recruiting on the realities of persons with disabilities	Make available to the recruitment team a document setting out best practices in recruiting persons with disabilities	Disseminate a guide to the recruitment team and human resources business partners	Talent and Performance	<b>Original deadline</b> Q4 2021 <b>Status</b> Measure enhanced and renewed. In the process of being completed. Partnership with an employability organization to support the recruiting team <b>New deadline</b> Q2 2022

3. Neurodiversity refers to atypical neurological function. 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.



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

Objective	Measures	Indicators	CDPQ team responsible	Status and deadline
2.4 Propose accommodation strategies for current employees with neurodiversity disabilities	Make available to HR and managers with a 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	<p><b>Original deadline</b> Q4 2021</p> <p><b>Status</b> Measure enhanced and renewed. In the process of being completed.</p> <p>Partnership with an employability organization to support the recruiting team</p> <p><b>New deadline</b> Q2 2022</p>

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

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

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

Objective	Measures	Indicators	CDPQ team responsible	Status and deadline
3.1 Improve our understanding of specific needs upon hiring	Include a section on the application form for persons with disabilities to indicate their specific needs	Information capsule integrated into the process	Talent and Performance	<b>Deadline</b> Q4 2021 <b>Status</b> Measure completed
3.2 Improve the employee integration experience	Provide a customized information kit to all persons with disabilities	Number of customized information kits sent	Talent and Performance	<b>Original deadline</b> Ongoing <b>Status</b> Measure enhanced and renewed. The information kit will be posted on the intranet to be accessible to all employees. <b>New deadline</b> Q1 2022
3.3 Foster the integration of persons with disabilities into their teams	Support managers when they welcome a new employee with a disability	Number of managers supported in welcoming a new employee with a disability	Talent and Performance	<b>Deadline</b> Ongoing <b>Status</b> No manager has made a request to be supported
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 who were met	Talent and Performance	<b>Deadline</b> Ongoing <b>Status</b> Three people had a meeting in 2021

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 persons with disabilities	Analysis completed  Measures provided to stakeholders  Measures provided to persons with disabilities	Corporate Security team	<b>Deadline</b> Q1 2022  <b>Status</b> Measures completed
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	<b>Documentation</b> Measure completed  <b>Communication</b> Q1 2022  <b>Status</b> In the process of being completed
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	<b>Deadline</b> Ongoing  <b>Status</b> The application of section 61.3 was shared with the three new procurement team employees

4. Act to secure handicapped persons in the exercise of their rights, Québec (2004). Section 61.3 refers to accessible procurement.

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

Objective	Measures	Indicators	CDPQ team responsible	Status and deadline
4.4 Facilitate access to documents in adapted formats on our website (annual report, sustainable investment report, etc.)	Modify the website to include a clear message that documents found on it are available in adapted formats upon request	Modification made	Public Affairs	<p><b>Original deadline</b> Q4 2021</p> <p><b>Status</b> Measure enhanced and renewed. Install software to enable users to adjust the display according to their real-time needs. The software also lets users change the display of a PDF</p> <p><b>New deadline</b> Q3 2022</p>

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 to improve accessibility to the physical environment for persons with reduced mobility.

Objective	Measures	Indicators	CDPQ team responsible	Status and deadline
5.1 Facilitate access to the building and drop-off area security	Create two parking spaces reserved for drop-offs (one on each street) Training of security personnel	Creation of two parking spaces Training of security personnel	Work Environment team	<b>Deadline</b> Q4 2022 <b>Status</b> Ongoing
5.2 Create workspaces that by default are accessible to people with a mobility disability	Incorporate furniture choices and a layout that fosters the integration of persons with disabilities in the new setup	Installation completed	Work Environment team	<b>Original deadline</b> Q4 2022 <b>Status</b> Measure completed
5.3 Improve access to elevators	Present a formal analysis of obstacles, possible improvements and a cost estimate to the APPD Working Committee Implement the working committee's recommendations	Analysis presented to the working committee Recommendations implemented	Office layout team	<b>Deadline</b> Q4 2022 <b>Status</b> Measure completed  The study found that few or no changes can be made
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	<b>Deadline</b> Q2 2022 <b>Status</b> More than 30 doors were adapted in 2021. All main entrances have been adapted so far.

## Unplanned and completed measures in 2021

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Status and deadline
Glass doors and glass conference rooms walls pose a collision risk for the visually impaired	Reduce the risk of a visually impaired person accidentally colliding with a glass door, glass conference room wall or other structure	Increase visibility by placing eye-level decals on the glass	Number of adapted glass walls	Work Environment team	<b>Original deadline</b> Measure not planned <b>Status</b> Measure completed
Some washroom doors have to be manually opened	Make washrooms more accessible for persons with reduced mobility	Installation of automatic door (contactless) Addition of a lower decal bearing the logo for persons with reduced mobility	Number of washrooms adapted	Work Environment team	<b>Original deadline</b> Measure not planned <b>Status</b> All Block C washrooms have been adapted
Lack of knowledge about developing an action plan for persons with disabilities	Improve knowledge about developing an annual action plan for persons with disabilities	Train people responsible for the action plan on disability issues	Participation in OPHQ training	Talent and Performance	<b>Original deadline</b> Measure not planned <b>Status</b> Measure completed

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# Reporting

CDPQ adheres to the policy *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)*, which is intended to provide disabled persons equal access to services and documents made available to the public. This policy commits CDPQ to reporting on the following:

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

## Complaints

CDPQ did not receive any complaints from the public in 2021 related to accessibility to documents and services it offers to the public.

## Accommodation measures

CDPQ did not receive any accommodation request in 2021 related to accessibility to documents and services it offers to 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 has been reserved for a person with a disability within the working group responsible for developing and monitoring the Action Plan.

CDPQ's working group for 2021–2022 consists of representatives from business units that are directly involved in activities related to improving the employee experience and well-being of persons with disabilities, namely:

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

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

## Approval of the Action Plan

The 2021–2022 Action Plan for Persons with Disabilities was approved by the Talent and Performance Management Committee in February 2021.

## Publication and release of the Action Plan

The Action Plan for Person with Disabilities is available to employees and the general public on CDPQ's 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.

A paper copy of the Action Plan can be mailed upon request. 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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# Contacts

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

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Status and deadline
Lack of drop-off spaces on Place Jean-Paul-Riopelle and St-Alexandre Street for persons with disabilities	<b>Make drop-offs easier and safer</b>	Create two parking spaces reserved for drop-offs (one on each street)  Training of security personnel	Creation of two parking spaces  Train security personnel	Work Environment team	Status: On hold due to the pandemic and difficulties obtaining approval of changes from all stakeholders  New deadline: Q4 2021
Difficulty finding parking spaces reserved for persons with disabilities in the underground parking, as users are not aware they are available	<b>Facilitate the use of parking spaces for persons with disabilities</b>  <b>Better inform people of the available spaces</b>	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: communication	Measures completed
Confusion regarding the process for accommodation requests	<b>Process and forms are clear and easy to find on CDPQ's intranet site</b>	Review the accommodation request process and how it's communicated	New communication introduced	Talent and Performance team	Measure began and ongoing in 2021
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 CDPQ'S intranet site to request ideas from all employees, whether or not they are a person with disabilities, about the obstacles that persons with disabilities may encounter at CDPQ.  Measures completed in 2020

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

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Status and deadline
Lack of accessibility of our procurement process to persons with disabilities (Section 61.3 of the Act <sup>5</sup> )	Analyze the possibility of opening relevant public tenders for products and services to companies included in the CQEA and assess its impact	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 <sup>5</sup> )	Ensure that accessibility to persons with disabilities is taken into account during the procurement process when acquiring or leasing goods and services	Analyze the possibilities of including explicit criteria in our calls for tenders 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
Workspace design must by default be modified for people with reduced mobility	Create workspaces that by default are accessible to people with mobility disabilities	In light of 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	Achievement: Some of the floors in Édifice Jacques-Parizeau were modified  New deadline: Q4 2022

5. Act to secure handicapped persons in the exercise of their rights, Québec (2004). Section 61.3 refers to accessible procurement.