

Action Plan for Handicapped Persons 2019–2020

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Background

Caisse de dépôt et placement du Québec (CDPQ) hereby presents, in its 2019–2020 Annual Action Plan for Handicapped Persons, 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 5). 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 (the Act), government departments, most public agencies and the most populous municipalities in Québec must prepare, adopt and publish annually an action plan for handicapped persons.

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).

Handicapped person (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.

Brief portrait of CDPQ and its areas of operation

Historical

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

“The mission of [CDPQ] 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, 2018, CDPQ employed 1,178 people throughout its offices in permanent, casual and internship positions. A total of 1,045 employees were located in its Québec offices.

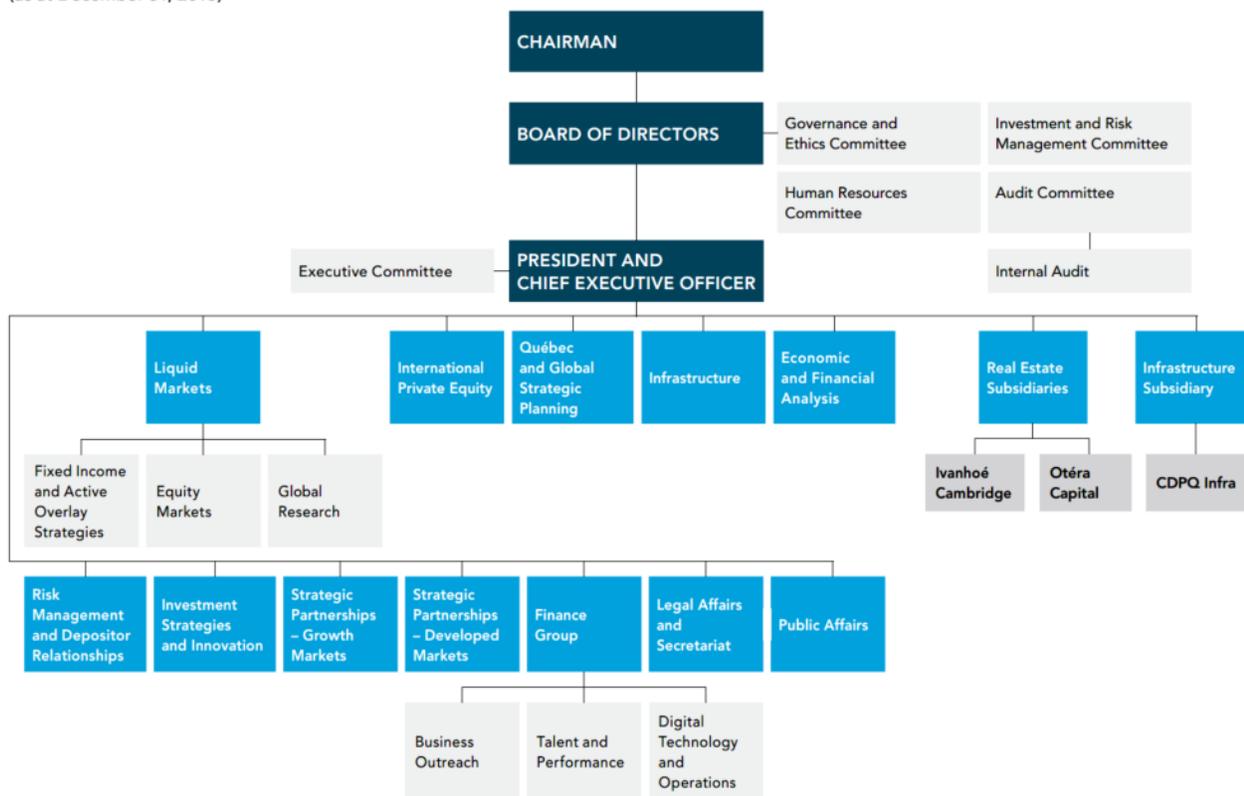
As at December 31, 2018, four (4) CDPQ employees in Québec had voluntarily reported having a disability as defined by the Act. They hold positions at different levels in the organization.

Organizational structure

CDPQ has an organizational structure that enables it to deal effectively with the increasing complexity of its role as an investor. The structure reflects CDPQ's determination to adopt best governance practices. It is also designed to derive maximum benefit from human and physical resources.

CDPQ's teams are organized along two main lines: the investment groups have a mandate to manage its holdings, while the general services groups support and complement the management teams.

ORGANIZATIONAL STRUCTURE
(as at December 31, 2018)



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

Commitment to reducing barriers to integration

CDPQ does not provide services directly to the public in any aspect of its mission. It undertakes, however, to deploy and maintain efforts to reduce or eliminate barriers to the integration of handicapped persons into its various operations.

In line with this initiative, CDPQ has adopted a deductive approach that consists of determining barriers to integration on the basis of an analysis of the environment that it offers handicapped persons. Work meetings have been held with our Diversity, General Health and Work Environment teams and representatives from Ivanhoé Cambridge (CDPQ’s main building manager in Québec). We have also consulted a handicapped employee to better identify the barriers and nuisances encountered in their daily activities. The employee’s comments have served as input for the new Action Plan.

Measures taken and maintained

List of measures taken and maintained:

<p>Accessibility of premises</p>	<p>The ultramodern Jacques-Parizeau building, built in 2003, goes beyond the basic criteria of the Building Code.</p> <p>Environment accessible to people with disabilities:</p> <ul style="list-style-type: none"> - Access ramps - Reserved parking spaces - Auditory signals and visual signage in elevators - Buttons to open elevator doors within the reach of people of any height - Extra-wide walkways and passages - Workstations designed to take into account any employee's physical profile - Up-to-date emergency plan - Training session for the evacuation brigade - On the Parquet level, men's and women's washroom doors that open automatically - Doors that open automatically on all floors providing access to the garage - Layouts developed for a quick response to future needs - As needed, our suppliers can meet special accessibility requests to accommodate employees' physical limitations. - Addition of signage for quick and easy identification of elevators providing access to the ground floor - Identification of an ergonomist to provide advice and make any necessary adjustments
<p>Identification of people with reduced mobility</p>	<p>Continual update of the list of people with reduced mobility. This list ensures quick identification of persons who need special assistance in an emergency. It is given to the Fire Department.</p> <ul style="list-style-type: none"> - Individuals on the list are informed of the safety measures and actions to be taken in case of an emergency.
<p>Reception practices (vis-à-vis the general public)</p>	<p>Purchase of two portable teletypewriters to ensure that people with hearing disabilities are received courteously</p> <ul style="list-style-type: none"> - Training of the personnel concerned

Information technology	<ul style="list-style-type: none"> - Remote access to email and various computer applications - Wireless network access within CDPQ's building - Modernization of workstations Larger screens allowing greater resolution as needed - Identification of suppliers that can provide any computer tools required to respond to handicapped persons' needs
Access to documents	<ul style="list-style-type: none"> - Identification of suppliers and signing of an agreement for the production of certain documents based on various reading options (sign language, Braille, audio and large print) if requested by an online user. - Analysis of corporate documents available on the Intranet site that need to be accessible to handicapped employees
Human resources best practices	<ul style="list-style-type: none"> - Statement in all job postings that CDPQ endorses the principles of equal employment - Statement on the website that CDPQ endorses the principles of equal employment - Standardization of the self-identification process for handicapped persons - Review of hiring processes and implementation of tools to promote equal employment opportunities for everyone - Systematic exit interview with people with a disability
CDPQ website and Intranet site	<ul style="list-style-type: none"> - Work to comply with the Québec Government's Standard for website accessibility SGQRI 008-01, based on the Web Contents Accessibility Guidelines WCAG 2.0 international standard.
Accessibility of information	<ul style="list-style-type: none"> - Creation of pages on the website containing CDPQ's statement and Action Plan for Handicapped Persons

New objectives and measures planned for 2019–2020

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Deadline	Interdependence and limitations
On the first floor, some washrooms adapted for handicapped persons have automatic doors, but not all of them.	Increase the number of washrooms on the first floor that are easily accessible for handicapped persons	<ul style="list-style-type: none"> - Verify the feasibility of installing additional automatic doors - Install additional automatic doors on the first floor 	Door installations	Work Environment team	Q1 2020	Ivanhoé Cambridge for installation
Glass doors and walls of meeting rooms are a visibility issue for people with low vision	Reduce the risk that a visually impaired person accidentally collides with a glass door, meeting room wall, or other structure	<ul style="list-style-type: none"> - 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	Q3 2019	Ivanhoé Cambridge
Lack of drop-off spaces on Place Jean-Paul-Riopelle and St-Alexander street for handicapped persons	Make drop-offs easier and safer	<ul style="list-style-type: none"> - Create two parking spaces reserved for drop-offs (one on each street) - Train security personnel 	<ul style="list-style-type: none"> - Creation of two parking spaces - Training of security personnel 	Work Environment team	Q2 2020	<ul style="list-style-type: none"> - City of Montréal - Ivanhoé Cambridge
Difficulty finding parking spaces reserved for handicapped people in the underground parking lot	<ul style="list-style-type: none"> - Facilitate the use of parking spaces for handicapped people - Better inform people of the available spaces 	<ul style="list-style-type: none"> - Improve signage and markings in the underground parking lot - Improve communication on the Intranet site 	<ul style="list-style-type: none"> - Changed signage - Information published on the Intranet site 	<ul style="list-style-type: none"> - Work Environment team: signage - Talent & Performance team: ensures communication 	Q4 2019	- Interdependence with our parking service providers and Ivanhoé Cambridge

Confusion regarding the process for accommodation requests	Make processes and forms clearer and easier	Review the accommodation request process and its communication	- New communication - Information published on the Intranet site	Talent & Performance team	Q4 2019	
Training required for the Action Plan manager	Train the manager and share good practices	Take the Office's training	Training completed	Talent & Performance team	Q2 2019	The Office's availability.
Lack of clarity as to how handicapped employees can contribute to the next Action Plan	Increase dialogue with handicapped employees to develop the Action Plan	Organize workshops with handicapped employees to remove barriers to their full integration at work	Workshop completed and ideas incorporated into the Action Plan	Talent & Performance team	Q4 2019	
Further promoting accessibility for disabled persons in our procurement process	Analyze the possibility of opening up relevant public tenders to companies included in the CQEA	Hold a meeting with relevant members from the Procurement team to evaluate the possibility	Hold the meeting and make a recommendation	Work Environment team	Q4 2019	Many services

Complaints

CDPQ has not received any complaints from employees or members of the public with respect to handicapped persons.

Accommodation measures

CDPQ has not received any requests for accommodation in 2018 with respect to our handicapped employees.

Follow-up process and working group

The person in charge of the Action Plan for Handicapped Persons will conduct a quarterly follow-up with the various people in charge (who make up a working group) to ensure that identified measures are implemented. The action indicators will make it possible to determine the level of progress made on each measure.

CDPQ's working group for 2019 consists of representatives from CDPQ business units that are directly involved in activities for improving the employee experience and well-being of handicapped persons, namely:

- Diversity (Talent and Performance)
- General Health (Talent and Performance)
- Talent Business Partner (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.

It is envisaged that by the end of 2020, one or more handicapped persons from CDPQ will join the working group.

Approval of the action plan

The 2019–2020 Action Plan for Handicapped Persons has been approved by the Talent and Performance Management Committee. During the first quarter of 2020, CDPQ will publish an update on the actions completed and those under way.

Publication and dissemination of the Action Plan for Handicapped Persons

The Action Plan for Handicapped Persons is available to employees and the general public on the Caisse de dépôt et placement du Québec website. It is posted on the Laws, regulations and policies page under the Governance tab in the About Us menu.

Upon request, a paper copy of the Action Plan can be mailed. Please contact Maxime Chagnon, Senior Director, Media and Public Relations, at 514 847-2098 or by email at medias@cdpq.com.

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Appendix

Measures implemented in 2018 consistent with the Action Plan

Obstacle	Objective	Measure	Indicator	Responsibility	Deadline	Status
People with a disability can suffer from social and economic inequalities	Foster social inclusion and reduce social and economic inequality	<ul style="list-style-type: none"> - Analyze the feasibility of working with social economy companies - Analyze the possibility of financing a CQEA company 	<ul style="list-style-type: none"> - Meetings held with CDPQ's sectors likely to use the services of a social economy company - Financing provided 	<ul style="list-style-type: none"> - Advisor, Responsible Investment and Procurement - Advisor Director, Philanthropy and Institutional Sponsorships 	2018	Action completed
Little knowledge of adapted companies that foster hiring disabled people	In our procurement process, further encourage the organization to promote accessibility for handicapped persons	- Analyze the possibility of opening up relevant public tenders to companies included in the CQEA	Favourable opinion from adapted companies	Contract Administrator	2018	Action deferred to 2019
Little knowledge of adapted companies that foster hiring disabled people	Promote awareness of adapted companies in Québec in connection with our mission of sustainable development and Québec's economic development	Through our subsidiary Ivanhoé Cambridge, during bids for public tenders for housekeeping services in the region of Eastern Canada, analyze the possibility of opening bids to CQEA companies	Favourable opinion from adapted companies	National Leader, Procurement, Ivanhoé Cambridge	2018	Action completed

CDPQ's annual report is not systematically published in an accessible format for handicapped persons with a visual impairment	Ensure that CDPQ's annual report is converted into an accessible version and published online in the weeks following its release.	Convert and publish CDPQ's annual report for 2017 in an accessible format, and repeat this process every year	Document published	Public Affairs team	2018	Action completed (not planned)
The width of passageways in work spaces is adequate, but could be larger to facilitate the movement of handicapped persons	Facilitate the mobility of handicapped persons in office spaces (between cubicles)	Widen passageways during the Projet Ouverture (employee space renovation project in the Jacques-Parizeau building)	Integration in the Projet Ouverture	Work Environment team	2018	Action completed (not planned)