



# Action Plan for Handicapped Persons

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2019-2020

# Table of contents

- 1 Background
  - Definitions
- 2 Brief portrait of CDPQ and its areas of operations
  - Background
  - Our mission
  - Our team
  - Organizational structure
- 4 Commitment to reducing barriers to integration
- 5 Measures taken and maintained
- 7 Update of objectives and measures planned for 2019 – 2020
- 11 Developing the action plan
  - Complaints
  - Accommodation measures
  - Follow-up process and working group
  - Approval of the Action Plan
  - Publication and release of the Action Plan
- 12 Contacts and addresses
- 13 Appendix – Measures implemented in 2018 consistent with the Action Plan

# Background

Caisse de dépôt et placement du Québec (CDPQ) presents its 2019 – 2020 Annual Action Plan for Handicapped Persons that sets out measures already taken and those planned to reduce barriers to the integration of people with disabilities. This document is an update of the 2019 – 2020 Action Plan that was posted to CDPQ’s website in July 2019.

This Action Plan was prepared to reconcile the purpose of the section of the related Act with CDPQ’s mission (see page 2). To do so, we enlisted the assistance of our real estate 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 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 operations

## 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

"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.

As at December 31, 2019, CDPQ employed **1,285** people throughout its offices in permanent, casual and internship positions. Of this number, **1,125** employees were located in its offices in Québec.

As at December 31, 2019, **six (6)** CDPQ employees in Québec had voluntarily reported having a handicap as defined by the Act. They hold positions at different levels in the organization.

## Organizational structure

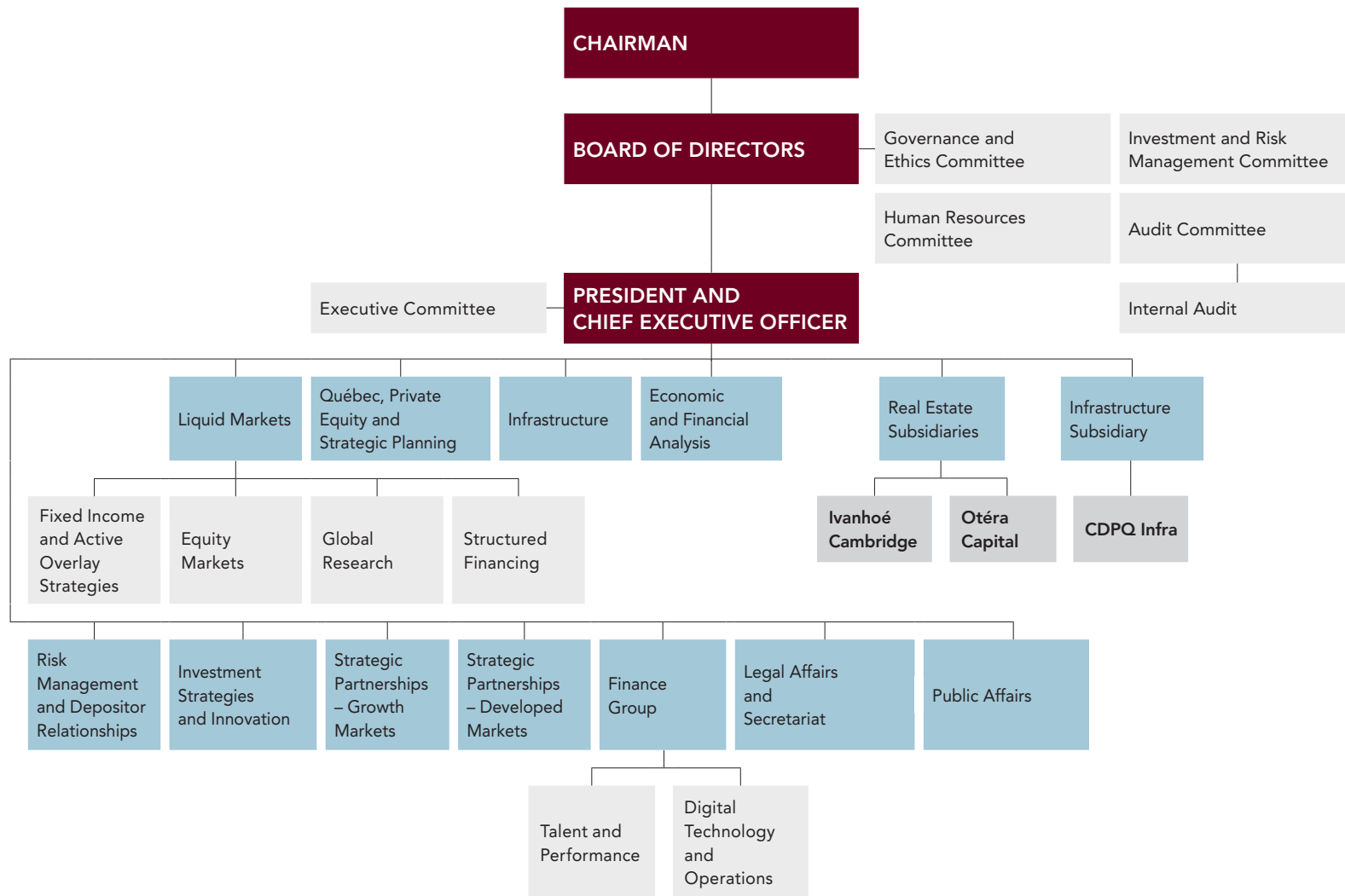
CDPQ has an organizational structure that enables it to deal effectively with the increasing complexity of its role as an investor. The structure reflects CDPQ's determination to adopt governance best practices. It is also designed to derive maximum benefit from human and physical resources.

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.

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

## ORGANIZATIONAL STRUCTURE

(as at December 31, 2019)



## 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 and Inclusion, Global Health and Work

Environment teams and representatives from Ivanhoé Cambridge (CDPQ's main building manager in Québec). We have also consulted two handicapped employees to better identify the barriers and nuisances encountered in their daily activities, as well as related solutions. Their comments are taken into consideration by the working committee.

# Measures taken and maintained

Accessibility of premises	Identification of people with reduced mobility	Reception practices (vis-à-vis the general public)
<p>The Édifice Jacques-Parizeau (EJP) office building was opened in 2003. It was constructed to surpass the basic criteria of the Building Code.</p> <p>The work environment was made easily accessible to handicapped persons through the following:</p> <ul style="list-style-type: none"> <li>• Access ramps</li> <li>• Reserved parking spaces</li> <li>• Auditory signals and visual signage in elevators</li> <li>• Buttons to open elevator doors within the reach of people of any height</li> <li>• Extra-wide walkways and passages</li> <li>• Workstations designed to take into account any employee's physical profile</li> <li>• Up-to-date emergency plan</li> <li>• Training session for the evacuation brigade</li> <li>• On the Parquet level (the first floor of EJP), men's and women's washroom doors that open automatically</li> <li>• Doors that open automatically on all floors providing access to the garage</li> <li>• Layouts developed for a quick response to new needs</li> <li>• As needed, possibilities offered by our suppliers to meet special accessibility requests to accommodate employees' physical limitations</li> <li>• Addition of signage for quick and easy identification of elevators providing access to the ground floor</li> <li>• Identification of an ergonomist to provide advice and make any necessary adjustments</li> </ul>	<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"> <li>• Individuals on the list are informed of the safety measures and actions to be taken in case of an emergency</li> </ul>	<p>Purchase of two portable teletypewriters to ensure that people with hearing disabilities are received courteously</p> <ul style="list-style-type: none"> <li>• Training of the personnel concerned</li> </ul>

## Measures taken and maintained (continued)

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



## Update of objectives and measures planned for 2019 – 2020

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Status and 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"> <li>• Verify the feasibility of installing additional automatic doors</li> <li>• Install additional automatic doors on the first floor</li> </ul>	Door installations	Work Environment team	<ul style="list-style-type: none"> <li>• Original deadline: Q1 2020</li> <li>• Status: Measures completed in 2019</li> </ul>	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"> <li>• Increase visibility by placing decals on the glass at eye level</li> <li>• Integrate this practice in the Projet Ouverture (improvement of work spaces)</li> </ul>	Number of adapted glass structures	Work Environment team	<ul style="list-style-type: none"> <li>• Original deadline: Q3 2019</li> <li>• Status: Measures ongoing</li> <li>• Achievements: Pilot project launched</li> <li>• New deadline: Q2 2020</li> </ul>	• 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"> <li>• Create two drop-off spaces reserved for drop-offs (one on each street)</li> <li>• Train security personnel</li> </ul>	<ul style="list-style-type: none"> <li>• Create two drop-off spaces</li> <li>• Train security personnel</li> </ul>	Work Environment team	<ul style="list-style-type: none"> <li>• Original deadline: Q2 2020</li> <li>• Status: Measures ongoing</li> <li>• New deadline: Q2 2020</li> </ul>	<ul style="list-style-type: none"> <li>• City of Montréal</li> <li>• Ivanhoé Cambridge</li> </ul>

## Update of objectives and measures planned for 2019 – 2020 (continued)

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Status and deadline	Interdependence and limitations
Difficulty finding handicap-reserved parking spaces in the underground parking, as the users for those spaces are not aware they are available	<ul style="list-style-type: none"> <li>Facilitate the use of parking spaces for handicapped persons</li> <li>Better inform people of the available spaces</li> </ul>	<ul style="list-style-type: none"> <li>Improve signage and markings in the underground parking lot</li> <li>Improve communication on the Intranet site</li> </ul>	<ul style="list-style-type: none"> <li>Changed signage</li> <li>Information published on the Intranet site</li> </ul>	<ul style="list-style-type: none"> <li>Work Environment team: signage</li> <li>Talent and Performance team: communications</li> </ul>	<ul style="list-style-type: none"> <li>Original deadline: Q4 2020</li> <li>Status: Measures nearing completion</li> <li>Achievements: New signage in the parking and addition of new parking spaces</li> <li>New deadline: Q1 2020</li> </ul>	<ul style="list-style-type: none"> <li>Ivanhoé Cambridge</li> <li>Interdependence with our parking service providers</li> </ul>
Confusion regarding the process for accommodation requests	<ul style="list-style-type: none"> <li>Clear process and forms and easy to find on CDPQ's Intranet</li> </ul>	<ul style="list-style-type: none"> <li>Review the accommodation request process and its communication</li> </ul>	<ul style="list-style-type: none"> <li>New communication</li> </ul>	Talent and Performance team	<ul style="list-style-type: none"> <li>Original deadline: Q4 2020</li> <li>Status: Measure ongoing</li> <li>Achievements: New communication prepared, but not published on the Intranet</li> <li>New deadline: Q1 2020</li> </ul>	N/A

## Update of objectives and measures planned for 2019 – 2020 (continued)

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Status and deadline	Interdependence and limitations
Lack of training for those responsible for preparing the Action Plan for Handicapped Persons	<ul style="list-style-type: none"> <li>Train the manager and share good practices</li> </ul>	<ul style="list-style-type: none"> <li>Take the Office's training</li> </ul>	<ul style="list-style-type: none"> <li>Training completed</li> </ul>	Talent and Performance	<ul style="list-style-type: none"> <li>Original deadline: Q2 2019</li> <li>Status: Measure completed in 2019</li> </ul>	N/A
Lack of clarity as to how handicapped employees can contribute to the next Action Plan	<ul style="list-style-type: none"> <li>Increase dialogue with handicapped employees to develop the Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>Organize workshops with handicapped employees to remove barriers to their full workplace integration</li> </ul>	<ul style="list-style-type: none"> <li>Workshop completed and ideas incorporated into the Action Plan</li> </ul>	Talent and Performance team	<ul style="list-style-type: none"> <li>Original deadline: Q4 2019</li> <li>Status: Measure ongoing</li> <li>Achievements: Some of the target population participated in interviews</li> <li>New deadline: Q2 2020</li> </ul>	N/A
Lack of handicap accessibility for our procurement process (Section 61.3 of the Act)	<ul style="list-style-type: none"> <li>Analyze the possibility of opening up relevant public tenders for products and services to companies included in the CQEA and assess its impact</li> </ul>	<ul style="list-style-type: none"> <li>Conduct the analysis and assess its impact</li> </ul>	<ul style="list-style-type: none"> <li>Analysis completed</li> </ul>	Procurement team	<ul style="list-style-type: none"> <li>Original deadline: Q4 2019</li> <li>Status: Measure modified</li> <li>New deadline: Q4 2020</li> </ul>	<ul style="list-style-type: none"> <li>Ivanhoé Cambridge</li> </ul>

## Update of objectives and measures planned for 2019 – 2020 (continued)

Obstacle	Objective	Measure	Indicator	CDPQ team responsible	Status and deadline	Interdependence and limitations
Lack of explicit criteria in the procurement process for fostering the acquisition or lease of goods and services adapted for handicapped persons (Section 61.3 of the Act)	<ul style="list-style-type: none"> <li>Take into account in the procurement process to acquire or lease goods and services and their handicap accessibility</li> </ul>	<ul style="list-style-type: none"> <li>Analyze the possibilities of including explicit criteria in our calls for tender when relevant</li> </ul>	<ul style="list-style-type: none"> <li>Analysis completed</li> </ul>	Procurement team	<ul style="list-style-type: none"> <li>Status: New measure for 2020</li> <li>Deadline: Q4 2020</li> </ul>	N/A
Workspace design must by default be modified for people with reduced mobility	<ul style="list-style-type: none"> <li>Create workspaces that by default are accessible to people with a mobility handicap</li> </ul>	<ul style="list-style-type: none"> <li>In light of the Projet Ouverture (new workspace design for each floor), incorporate furniture choices and layout that fosters the integration of handicapped persons</li> </ul>	<ul style="list-style-type: none"> <li>Installation completed</li> </ul>	Work Environment team	<ul style="list-style-type: none"> <li>Original deadline: Measure not planned</li> <li>Status: Measure ongoing</li> <li>Achievements: Some of the floors of Édifice Jacques-Parizeau were modified</li> <li>Deadline: Q4 2021</li> </ul>	Measures related to the Projet Ouverture
Lack of space for people with reduced mobility to prepare their lunches in the cafeteria on the first floor	<ul style="list-style-type: none"> <li>Adapt the main cafeteria to better fit the realities of handicapped persons, beginning with people with reduced mobility</li> </ul>	<ul style="list-style-type: none"> <li>On the first floor (common area for all employees), install a microwave in a less busy area to facilitate access for handicapped persons</li> </ul>	<ul style="list-style-type: none"> <li>Installation completed</li> </ul>	Work Environment team	<ul style="list-style-type: none"> <li>Original deadline: Measure not planned</li> <li>Status: Measure completed</li> </ul>	<ul style="list-style-type: none"> <li>Ivanhoé Cambridge for installation</li> </ul>

# Developing the action plan

## Complaints

CDPQ has not received any complaints in 2019 from employees or members of the public with respect to handicapped persons.

## Accommodation measures

CDPQ has not received any requests for accommodation in 2019 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:

- Strategic Alignment and Transformation (Talent and Performance)
- General Health (Talent and Performance)
- Work Environment (Digital Technology and Operations)

Since July 2019, one handicapped person is a permanent member of the working group responsible for developing and monitoring the Action Plan.

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 2019 – 2020 Action Plan for Handicapped Persons was approved by the Talent and Performance Management Committee in July 2019. The update of the 2019 – 2020 Action Plan was approved by the Talent and Performance Management Committee in February 2020.

## Publication and release of the Action Plan

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. An accessible version of the Action Plan will be available on CDPQ's website. An accessible version of the report will be available after the report is published. Please contact Maxime Chagnon, Head of Global Media Relations at 514 847-5493 or [medias@cdpq.com](mailto:medias@cdpq.com) with any questions.

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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"> <li>Analyze the feasibility of working with social economy companies</li> <li>Analyze the possibility of financing a CQEA company</li> </ul>	<ul style="list-style-type: none"> <li>Meetings held with CDPO's sectors likely to use the services of a social economy company</li> <li>Financing provided</li> </ul>	<ul style="list-style-type: none"> <li>Advisor, Responsible Investment and Procurement</li> <li>Advisor Director, Philanthropy and Institutional Sponsorships</li> </ul>	2018	Measure completed
Little knowledge of adapted companies that foster hiring disabled people	Further promoting accessibility for disabled persons in our procurement process	<ul style="list-style-type: none"> <li>Analyze the possibility of opening up relevant public tenders to companies included in the CQEA</li> </ul>	Favourable opinion from adapted companies	Contract Administrator	2018	Measure 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 house-keeping 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	Measure completed

## Appendix — Measures implemented in 2018 consistent with the Action Plan (continued)

Obstacle	Objective	Measure	Indicator	Responsibility	Deadline	Status
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	Measure completed (not planned)
Opportunity to further facilitate the movement of handicapped persons, even though the width of corridors and works spaces is adequate	Facilitate the mobility of handicapped persons in office spaces (between cubicles)	Widen corridors during the Projet Ouverture (employee space renovation project in the Jacques-Parizeau building)	Integration in the Projet Ouverture	Work Environment team	2018	Measure completed (not planned)