

Progress Report Accessibility Plan – JCCBI December 2024

General Information

This progress report (the “**Report**”) on the implementation of the accessibility plan (the “**Plan**”) is part of the work we have carried out to identify, remove and prevent barriers to accessibility for people with disabilities.

The Corporation

The Jacques Cartier and Champlain Bridges Incorporated (the “**Corporation**”) is responsible for the Jacques Cartier Bridge, the Quebec Bridge structure, the Estacade, the federal sections of both the Bonaventure Expressway and the Honoré Mercier Bridge, as well as the Melocheville Tunnel. Our activities include managing, maintaining and rehabilitating these infrastructures. Our mission is to ensure the safety and longevity of these infrastructures, as well as user mobility. Our vision is to become a leader in major infrastructure management as an innovative expert, a mobility leader, and a social and urban contributor.

The Corporation and Accessibility

Social commitment, inclusion and equality are an integral part of our values. As the manager of federal infrastructures of importance to Greater Montreal and the Quebec City area, we consider it essential to participate in efforts to promote and facilitate accessibility for people with disabilities. We are committed to identifying, removing and preventing barriers in our policies and practices.

Feedback Process

In order to support our accessibility initiatives, any feedback you may provide on the implementation of the Plan and on barriers to accessibility will be essential and taken into consideration.

The Senior Director, Legal Affairs and Human Resources and Corporate Secretary is the designated person responsible for accessibility. He receives the feedback provided to the Corporation on accessibility issues. For more information on how to submit feedback, please see the description of the feedback process at the end of this Report.

Contact us about Accessibility

To obtain the Plan, the Report or the description of our feedback process in another format, please contact us by one of the following means:

The Jacques Cartier and Champlain Bridges Incorporated

1225, Saint-Charles Street West, 5th floor
Longueuil, Quebec J4K 0B9

Phone: 450-651-8771

Website form: <https://jacquescartierchamplain.ca/en/contact-us/>

Email: accessible@pjcci.ca

Consultations

In order to prepare the Report, we sought feedback from the community on the Plan, as well as on our activities and practices.

To do this, we set up an online survey and shared it with our subscribers and posted it on our website and to our social media accounts. The survey closed on November 30, 2024.

The feedback we received during the consultation period helped support the implementation and improvement of the Plan and our accessibility efforts

Employment

We are committed to promoting a healthy, fair, diverse and inclusive work environment by adapting our organizational practices and drawing inspiration from best practice.

Our concerns about accessibility in the field of employment cover all stages of an employee's career path, including recruitment, hiring and integration.

The Corporation works with its employees to provide a work environment that is adapted to their situation and needs, whether in terms of the workspace plan, which is assigned to each staff member and for which a personalized ergonomic assessment service is available, in terms of work organization, career advancement and professional development, or as regards the return to work. Where special needs are identified, the Corporation is taking and will continue to take appropriate measures or accommodation agreements to meet individual needs and ensure that the conditions of employment are appropriate to the situation.

Measures for flexible working hours and hybrid working mode are in place to meet individual needs. These work conditions are proactively communicated on the *Careers* page of the Corporation's website.

In addition, during the reference period, the Corporation published the ergonomic options available in the Microsoft operating system and office automation tools to better inform staff members of the adapted work tools available. The Corporation has also tested and installed narration software in its portfolio of authorized software to adapt the work of certain employees.

We are continuing our reflections and pursuing the development of our actions by focusing on communication, information sharing and awareness-raising among members of our staff, with the aim of developing leadership, commitment and involvement at all hierarchical levels, in the promotion of a culture that includes equity, diversity, health and wellness in all aspects of the work environment.

Built Environment

The Corporation is continuing its efforts to ensure that its workspaces are accessible to people with disabilities.

As the Corporation's head office is located in a rental building, the responsibilities for accessibility are shared between the Corporation and the lessor. As confirmed by the latter, the building is currently accessible to people with disabilities.

During the reference period, the pilot project for the office refurbishment was delivered in compliance with the regulatory accessibility requirements. For example, the minimum width of corridors was respected, as well as the required circulation distances between the workspaces.

Whatever the project for the redesign of the Corporation's workspaces, particular attention is systematically paid to their accessibility, in order to recognize, remove and prevent barriers both inside and outside our offices.

In addition, measures are in place to ensure that all entrances to the building used by our operations and maintenance team are systematically cleaned, cleared of snow and that abrasives are spread, so that the access ramp is always accessible, in both summer and winter.

Communications

Equal access to information is essential, and the Corporation wants to help remove the barriers in this area. We are always looking to improve the way we convey information in a way that is accessible to the community. Our concerns in this area are as much about popularization and simple, clear and concise language, as they are about using language that is inclusive and respectful. During the reference period, we continued our efforts to communicate information in the most accessible, respectful and inclusive way possible, according to the various target audiences. More specifically, to make JCCBI's activities easier to understand, we have opted to include several images in our communications to illustrate our large-scale projects, notably the future reconfiguration of the Bonaventure Expressway into a boulevard. These images, which accompany short descriptive texts, make it easier to understand the planned work and, above all, the facilities that will be in place in the area once the work is completed.

Information and Communication Technologies

In addition to what has been put in place over the last two years, work is continuing to simplify the publications on our website, notably the publication of hindrances. We are making sure that the messages published are more concise to make it easier to understand the work and the hindrances.

In addition, the Corporation's 2023-2024 Annual report was posted online in October 2024 in accordance with current accessibility standards.

Finally, JCCBI has had its website assessed against Level A accessibility standards. Essentially, 61% of the website meets Level A, and work is continuing to improve the accessibility thereof. The prioritized sections are **Careers** and **Contact Us**.

Procurement of Goods, Services and Facilities

In line with the initiatives undertaken previously, the Corporation continued its efforts during the reference period to ensure accessibility in the context of any acquisitions likely to have an impact on the work environment of the members of its staff.

As part of its procurement processes, the Corporation ensures that the relevant contractual documents are made available in a format that meets specific accessibility needs.

Design and Delivery of Programs and Services

As mentioned in the Plan, following a review of our policies, programs, practices and services, this area does not apply to the Corporation's activities and operations.

Transportation

As mentioned in the Plan, following a review of our policies, programs, practices and services, this area does not apply to the Corporation's activities and operations.

Description of the Feedback Process

The Senior Director, Legal Affairs and Human Resources and Corporate Secretary is the designated person responsible for accessibility.

As part of our work to identify, remove and prevent barriers, we will use the feedback that will be provided on the implementation of the Plan and on the barriers that will be identified in relation to our policies and practices. This feedback will be considered, notably, as part of the preparation of our progress reports, which will be published every year between the Plan updates.

There are a number of ways in which you can provide us with feedback:

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Longueuil, Quebec J4K 0B9

Phone: 450-651-8771

Email: accessible@pjcci.ca

Website form: <https://jacquescartierchamplain.ca/en/contact-us/>

Please note that it is possible to provide us with feedback anonymously. To do so, you can send your feedback anonymously by mail to the Senior Director, Legal Affairs and Human Resources and Corporate Secretary at the above address.

Although the preferred ways of providing us with feedback are those set out above, it is possible to provide us with feedback on our social networks, by means of private messages using, in such messages, the term "accessibility":

<https://twitter.com/pjcci>

<https://www.facebook.com/pontsjacquescartierchamplainbridges>

<https://www.linkedin.com/company/827089/admin/>

Feedback received in 2024

For the reference period, the Corporation received one feedback through its feedback process.