

Accessibility Plan 2026-2029 December 2025

General Information

The Corporation has prepared its updated Accessibility Plan (the “**Plan**”) in compliance with its obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

This Plan is part of the efforts we have implemented to identify, remove and prevent barriers to accessibility for persons with disabilities.

The Corporation

The Jacques Cartier and Champlain Bridges Incorporated (the “**Corporation**”) is responsible for the Jacques Cartier Bridge, the Québec Bridge, the Estacade, and 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 be 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 Québec City area, we consider it our duty to participate in efforts to promote and facilitate accessibility for persons with disabilities. We are committed to identifying, removing and preventing barriers in our policies and practices.

Provide us with feedback

In order to support our accessibility initiatives, any feedback you may provide on the implementation of the Plan and on barriers to accessibility is important and will be 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 document.

You can use the contact information provided in the ***Description of the Feedback Process*** section to request a copy of our Plan and a description of our feedback process in the following alternative formats: print, large print, Braille, audio or electronic format compatible with adaptive technologies designed to assist persons with disabilities. We will provide you with the requested format as soon as possible. Braille and audio formats can take up to 45 days. Print, large print and electronic formats can take up to 15 days.

Consultations

In order to prepare the Plan, 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, which was shared on our website, on our social media accounts and with various associations of persons living with disabilities and/or caregivers. The survey closed on November 16, 2025.

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

Areas covered by section 5 of the Accessible Canada Act (ACA)

Employment

We deeply believe that equity is the best way to protect, and benefit from the numerous advantages of, diversity.

A diverse workplace is conducive to the emergence of intercultural exchanges, inclusion and recognition of the value of each individual.

Health and well-being at the Corporation are essential to the success of the organization, as well as to the physical and psychological health of all employees. An equitable, healthy, positive and inclusive workplace means a healthy, productive and innovative workforce.

Our concerns for accessibility in the field of employment cover all stages of an employee's career path, including recruitment, hiring, integration, employee retention, performance management and employment termination:

Barrier 1: The representation of persons with disabilities within the staff members is lower than their availability on the job market.

In order to get around this barrier, we will be informing and raising awareness among staff members about the different types of visible and non-visible disabilities, as well as cognitive biases. Understanding and de-stigmatization will encourage self-reporting and representativeness.

Barrier 2: The internal policy on equity, diversity, health and well-being in the workplace could be more explicit with regards to the notion of accessibility.

The policy will be updated in 2026 and will include principles of accessibility to ensure that the Corporation's practices foster an environment that is respectful, inclusive, equitable and free from systemic barriers. This will strengthen the organizational culture and help attract and retain staff through collaboration and collective engagement.

The Built Environment

We have identified the following barriers:

Barrier 1: Installation of a new office in Québec City: We have had the front door to our premises modified/changed to allow access for persons with reduced mobility.

Other than that, the building in which our Québec City offices are located already met our previously established accessibility requirements.

Barrier 2: Our fire alarms (head office) have no visual signals (flashing lights) to alert deaf persons in case of fire. We have therefore modified our evacuation plans accordingly. Floor managers have been given the names of the persons who might be affected by the absence of a visual alarm.

For the new building located at 104 Taschereau Boulevard in Longueuil, the Corporation continues to maintain the improvements already made since its construction in 2022. It's important to note that during the initial construction phase, the Corporation ensured that the installations met the standards required to make the building accessible.

Maintenance crews also ensure the usability of access ramps by clearing snow and spreading abrasives to make them safe. Any debris or garbage that could impede access is immediately picked up or removed.

In addition, sanitary equipment is cleaned and inspected daily to ensure that nothing interferes with its accessibility.

We are working to maintain and look after the equipment already in place.

In order to further pursue its efforts to improve accessibility of all its facilities, the Corporation continues to improve existing accessibility measures.

Twice a year, two members of the Operational Health and Safety Committees inspect the building and note any anomalies that could have a negative impact on mobility and/or safety. Based on their observations, corrective actions are immediately implemented in collaboration with management to ensure that the building remains accessible and safe.

Information and Communication Technologies

We have identified the following barriers:

Barrier 1: Special requirements for a specific employee (e.g. ambient noise, automatic reader, etc.)

Measure: Acquire the software or hardware needed to eliminate the obstacles (e.g., headphones to eliminate ambient noise, purchase of specific software, purchase of ergonomic hardware).

Communication, Other than Information and Communication Technologies

We have identified the following barriers:

Barrier 1: Visual accessibility

1. Standardize the pictograms and emoticons used in all our publications on social networks, making them easier to understand.
2. Create new, simplified, high-contrast maps of traffic hindrances, including a legend, traffic lanes and directions, for all the Corporation's infrastructures, making them easier to consult and locate.
3. Systematically integrate alternative text into each new image posted on the Corporation's website and in newsletters and social media publications, to make content easier to understand and promote greater accessibility.
4. Systematically integrate subtitles into all new videos from the Corporation to make content easier to understand and more accessible.
5. Create advertising visuals to standardize and simplify messages.
6. In 2024-2025, the Corporation opted to use a pre-recorded audiovisual presentation format for its 2023-2024 Annual Public Meeting (APM), enabling more than four times as many people to access content than a live event format used in the past. In 2025-2026, subtitles were added to the 2024-2025 APM video to enhance accessibility. In 2026-2027, the Corporation will be able to measure the impact of this new accessibility solution in light of the results from 2025-2026, and consider using this method for other similar presentations.

Barrier 2: Editorial accessibility

1. Standardize publications, both editorially and graphically, to make the Corporation's content easier to understand and more accessible.
2. Improve the process of converting certain documents into accessibility mode (Accessibility Plan, Accessibility Progress Reports, Corporation Annual Report), to make it easier and more accurate, eventually enabling us to publish more documents in accessibility mode.
3. Standardize incentives to action in the various publications to make them easier to understand, provide better guidance to Internet users and promote accessibility.
4. Simplify and standardize the vocabulary used in the various publications to facilitate the accessibility of the Corporation's content.

Barrier 3: Digital accessibility

1. Add QR codes to some of the Corporation's digital content to enable instant access to information on its website or other digital platforms and measure their use. QR codes with a high contrast between pattern and background are easier to read. Also, for many users, scanning a QR code with a cell phone is more intuitive and doesn't require you to remember a password, which has the effect of making the Corporation's content more accessible.
2. Explore plugin options or other tools to improve the overall accessibility of the Corporation's current website.
3. Measure the use of the accessibility mode of the new *History of the Original Champlain Bridge* section of the website, which was put online on November 17, 2025. A new feature was added to this section of the site, enabling the written content on each page to be read aloud in both French and English. Use this data for the Corporation's future digital projects.
4. Include accessibility requirements in the specifications to be used in the procurement process for selecting a new provider of the Corporation's website management and updating services, in order to improve the accessibility of the Corporation's current or new website.

The Procurement of Goods, Services and Facilities

We have not identified any new barriers. That being said, we are working to maintain and improve upon our existing procurement processes to ensure the accessibility of all our goods and services.

We remain vigilant in our needs analysis and procurement processes to prevent potential obstacles from arising, regardless of the type(s) of restriction(s) a person may have.

In particular, we continue to ensure that the goods we acquire are adapted to the users for whom they are intended, and that they meet their specific needs. This is achieved by working directly with said users.

With regards to the procurement process, we are maintaining the measures already put in place. This means that we continue to pay close attention to the specific needs of bidders, insofar as these are communicated to us (simplification of information, accessibility of certain information, etc.).

The Design and Delivery of Programs and Services

Following a review of our policies, programs, practices and services, this area does not apply to the Corporation's activities or operations.

Transportation

Following a review of our policies, programs, practices and services, this area does not apply to the Corporation's activities or operations.

Conclusion

The Corporation will monitor its progress to ensure that it achieves its accessibility goals and eliminates any barriers that have been identified.

In addition, we will publish annual reports on our progress in the implementation of the Accessibility Plan.

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 publication dates of the Plan updates.

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

The Jacques Cartier and Champlain Bridges Incorporated

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

Phone: 450-651-8771

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

Email: accessible@pjcci.ca

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 also possible to provide us with feedback through our social media accounts, by means of private messages mentioning the term "Accessibility":

<https://twitter.com/pjcci?lang=fr>

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

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