



# Canada Infrastructure Bank

## ACCESSIBILITY PROGRESS REPORT

2024-25



# Table of Contents

- General..... 4
- Areas described under Section 5 of the *Accessible Canada Act* (the “Act”) .....6
  - Employment..... 6
  - Built environment..... 9
  - Information and communication technologies (ICT) ..... 10
  - Communication, other than ICT .....11
  - The procurement of goods, services and facilities.....13
  - The design and delivery of programs and services.....15
  - Transportation..... 16
- Consultations..... 17
- Feedback .....20
- Glossary ..... 21

## Accessibility

The CIB is committed to creating a barrier-free experience for all employees, job-seekers, clients, suppliers and other stakeholders. For any questions about Accessibility or to request any accommodations, please contact your CIB representative or email [accessible@cib-bic.ca](mailto:accessible@cib-bic.ca).

# About the CIB and our Accessibility Plan

The CIB was formed in June 2017 with a mandate to invest in revenue-generating infrastructure which benefits Canadians and attracts private capital. Since that time, the organization has grown to approximately 150 employees with the head office in Toronto, and regional offices in Montreal and Calgary.

As a small and relatively new Crown corporation, the CIB has diligently worked towards building an accessibility program that meets the needs of employees and stakeholders and is appropriate to our size and the type of work we do.

In 2022 we developed our inaugural three-year Accessibility Plan describing the actions that the CIB would prioritize to remove and prevent barriers in 2023, 2024 and 2025. In December 2023, we published our first annual accessibility progress report. We are committed to delivering on our Accessibility Plan and this report is an overview of what we have accomplished in 2024.

We acknowledge that building a truly accessible workplace is an ongoing process. While we take pride in our achievements so far, we remain committed to continuously assessing, refining, and strengthening the plan to better support our employees, stakeholders, and partners in the long term.

# General

## Feedback process and contact information

The Canada Infrastructure Bank's (the CIB) accessibility feedback process welcomes feedback on matters of accessibility and our Accessibility Plan. You can provide the CIB with feedback by contacting our accessibility team:

- » Email: [accessible@cib-bic.ca](mailto:accessible@cib-bic.ca)
- » Phone: 1-833-551-5245
- » Mail: Accessibility team — Human Resources, 150 King Street West, P.O. Box 15, Toronto, ON, M5H 1J9

## Alternate Formats

You can request an alternate version of our feedback process, Accessibility Plan or progress reports by email at [accessible@cib-bic.ca](mailto:accessible@cib-bic.ca) or telephone at 1-833-551-5245.

Formats available:

- » Print
- » Large print (larger and clearer font)
- » Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- » Audio (a recording of someone reading the text out loud)

## Year 2 progress report — Overview

In the second year of our 2022-2025 Accessibility Plan, the CIB's Accessibility Working Group worked directly with both our Diversity, Equity & Inclusion (DEI) Advisory Committee and external advisors and made meaningful progress across our organization.

The CIB has launched an employment systems review to identify barriers to employment across equity deserving groups, which includes addressing barriers to hiring, promoting and retaining persons with disabilities. We expect to receive the results of this review by March 2025, and they will guide valuable improvements to our processes and practices.

Considerable efforts were made to educate our employees and raise awareness of topics such as: introduction to accessibility, disability and neurodiversity, assistive technology, challenging bias and fostering inclusion, and the CIB Accommodations Procedure. We supplemented this training with regular communication about leading accessibility practices.

The CIB has and will continue to implement accessibility modifications and upgrades in all of our offices. We will use our accessibility checklist, guidance and recommendations received from a Rick Hansen Foundation assessment.

Information technology, communication and procurement review processes have been enhanced to drive consistency in the CIB's accessibility practices. This includes actions such as better communicating our accessibility commitment and accommodations processes through CIB materials, incorporating accessibility principles and reviews in our procurement policy and processes, and reviewing the CIB's inventory of information technology tools to identify gaps in accessibility.

# Areas described under Section 5 of the *Accessible Canada Act* (the “Act”)

## Employment

### Overview

The CIB has made significant progress on employment initiatives over the last year as part of delivering our Accessibility Plan. We have trained our employees on disability inclusion and are reviewing our employment lifecycle (from recruitment to departure) to identify and eliminate barriers to equity deserving groups, including persons with disabilities.

### Key commitments and actions

- » Develop strategies to hire, develop, and retain more persons with disabilities at all levels within the CIB’s refreshed talent and development strategy:
  - » In fall 2024, the CIB began an employment systems review to identify and eliminate employment barriers, and to develop strategies to hire, develop and retain employees from equity deserving groups, including people with disabilities. We plan to use the findings from this review to develop strategies that will support hiring, developing and retaining a diverse workforce. We will report on what we have learned, and actions prioritized as part of our next three-year Accessibility Plan in December 2025.
  - » The CIB has updated its Code of Conduct with specific additions related to accessibility and the Accessibility Procedure. Training related to this modified Code of Conduct will be conducted early in 2025.
- » Develop and implement strategies to diversify the talent pipeline by partnering with employment organizations focused on employing persons with disabilities.
- » Through a partnership with an HR research firm, the CIB talent acquisition team is developing a recruitment strategy to include best practices for employing persons with disabilities.

- » The CIB completed research on job boards across Canada which focus on employing persons with disabilities. We plan to post our available positions on inclusive job boards from the beginning of 2025.
- » The CIB has identified recruitment firms that specialize in recruiting persons with disabilities across Canada and in Q4 F2024-25 will be inviting them to participate in a Vendor of Record program. This process will allow the CIB's talent acquisition team to create a strong partnership with firms that specialize in the recruitment of persons with disabilities.
- » The talent acquisition team is committed to learning and adopting best practices for recruiting and interviewing candidates with accessibility needs.
- » Continue to monitor employee self-identification data and compare to labour market availability to make sure the CIB provides equal employment opportunity to persons with disabilities:
  - » During 2024, the CIB reviewed the results of our inaugural employee self-identification survey relative to the labour market and will use the findings to support our Employment Systems Review and equity strategies.
  - » We are taking steps to enhance the self-identification questions to include leading practices for inclusive language and data practices.
  - » The employment systems review will reveal if there are any barriers or reservations employees have to self-identifying so that the CIB can proactively create a safe and welcoming space for disclosure.
- » Raise external stakeholder awareness of and monitor the effectiveness of the Accommodations Procedure:
  - » Through employee training and improvements to communication tools, the CIB has enhanced awareness of our Accommodations Procedure to our employees so that they are prepared to support any accommodation requests from applicants, suppliers and/or visitors. The CIB's recruitment team has completed training on providing accommodations to candidates during the recruitment process.

- » Deliver training on accessibility and disability inclusion to the CIB leadership team, people managers and all employees:
  - » In August 2024, the CIB engaged a guest speaker with lived disability experience to deliver a comprehensive accessibility and disability inclusion training open to all employees. The session educated employees on accessibility, disability and neurodiversity, how to challenge bias and foster a culture of inclusion, and reinforced knowledge of our accommodations process.
- » Continue to support the Accessibility Working Group and DEI Advisory Committee to deliver initiatives focused on accessibility
  - » This year, the CIB has updated its DEI governance structure. The former Diversity & Inclusion Committee was replaced with the DEI Advisory Committee, which now serves an advisory function to the DEI Leadership Committee with regards to the implementation of the CIB's DEI roadmap. The purpose of the DEI Advisory Committee is to provide guidance and support to the DEI Leadership Committee based on employees' diverse lived experiences and perspectives, and provide recommendations on the priorities, direction, and programs to enhance DEI initiatives, activities and actions in alignment with organizational strategy as per the CIB's DEI strategy and plan.
  - » The CIB established the Accessibility Working Group in 2023 to commit to advancing accessibility and to deliver on the Accessibility Plan. The group regularly updates the DEI Advisory Committee on their progress and planning related to accessibility and disability inclusion initiatives.

## Looking forward

- » Heading into 2025, we will complete the employment systems review that is currently underway and identify employment equity plans to enhance the employment experience for persons with disabilities and all equity deserving groups.
- » The employment systems review will be an important consultative input into the development of our next three-year Accessibility Plan, to be published at the end of 2025.

## Built environment

### Overview

The CIB developed a comprehensive accessibility checklist, drawing on insights from a review completed by the Rick Hanson Foundation. The review, report and associated checklist identified several office modifications for implementation in the CIB's three offices. This checklist is a roadmap for enhancing office accessibility and fostering a more inclusive and welcoming environment for employees and visitors.

### Key commitments and actions

- » Begin implementing the built environment improvements identified in our accessibility roadmap, based on the findings of the Rick Hansen Foundation review
  - » In the new Montreal office, we improved accessibility at entrances, installed a visitor management solution for sharing accessibility information, and modified the kitchen with accessible eating spaces and lowered cabinets for easier access.
  - » In our Toronto office, we have committed to enhance accessibility in the main kitchen by replacing the high-top kitchen table and chairs with a lowered set.
  - » Implement alternative communication supports on the CIB automated phone system for accessibility of all users
  - » We have added alternative communication supports to the CIB automated phone system for seamless connections for people calling our Toronto office.

### Looking forward

- » Continue to monitor the accessibility of our offices using the accessibility checklist provided by the Rick Hansen Foundation
  - » As we prepare for the new office expansion in Toronto next year, we are dedicated to creating a more accessible workspace. Using the insights from the Rick Hansen report, we strive to design an environment that promotes inclusivity for all employees and visitors.

- » We plan to implement the visitor management solution in our Calgary office to share accessibility information with external visitors and assist with collecting any accessibility requirements prior to the visit.
- » Continue to improve the built environment of our offices based on feedback we receive through our accessibility feedback process
  - » We will continue to collaborate with key staff, including the DEI Advisory Committee, to gather feedback on proposed changes to the office accessibility checklist. By actively engaging employees and valuing their insights, we will ensure everyone stays informed and help cultivate a genuinely inclusive environment that addresses everyone's needs.

## Information and communication technologies (ICT)

### Overview

This year, we reviewed our current technology and systems to ensure they meet the CIB's accessibility standards. This will drive our action plan for implementing solutions to address any gaps found in this review.

In parallel with these efforts, our focus has been on developing awareness of available assistive technologies. As technologies evolve rapidly, we are preparing a regular awareness training to be rolled out in the next fiscal year.

The IT department is reviewing all existing CIB systems to catalogue their compliance with accessibility standards. Development of formal guidelines for procurement of IT solutions is underway.

### Key commitments and actions taken to date

- » Accessibility will be considered in future development and/or procurement of IT technologies. Guidelines will be developed and made available to employees:
  - » We implemented a new procurement process that involves IT in the different stages of procurement. IT reviews any proposed systems including their accessibility standards compliance. Formal guidelines are in development and are expected to be published before the end of the current year.

- » Ensure ongoing delivery of the training on producing accessible digital assets:
  - » Training has been delivered to the IT team and will continue to be delivered on an annual basis.
  - » We are developing training materials focused on producing accessible documents. The materials are expected to be shared with the team before the end of 2024.
- » Develop a long-term information and communication technology accessibility strategy to make sure all current and future digital assets are accessible:
  - » A strategy is currently in development, focused on ensuring alignment with the published Accessibility Strategy for the Public Service of Canada. This will be completed in the current fiscal year.
- » Continue providing training to IT staff on digital accessibility and supporting persons with disabilities with assistive technology:
  - » Training has been delivered to the team. Formal training will be delivered annually.

## Looking forward

Given the increase in the variety of technologies used by the CIB, we will ensure that tools, resources and training available to employees and the CIB's IT team enhance digital accessibility and support persons with disabilities using assistive technology.

## Communication, other than ICT

### Overview

We continue to review our communication tools, identify barriers and gaps, and seek out opportunities for enhancements and training.

### Key commitments and actions taken to date

- » Develop relationships with accessible communication providers to use when needed (e.g., American Sign Language, Quebec Sign Language and Indigenous sign languages)

- » We reviewed providers recommended by peer organizations and members of the accessibility community. We reached out to a short list of these providers to establish connections that will help us access services on short notice if needed.
- » Continue to meet the WCAG 2.0 AA standard with ongoing monitoring and evaluation of the CIB public-facing website.
  - » We developed a review and reporting process to regularly monitor our website to ensure adherence to the WCAG 2.2 AA standard. We identify, track and address any issues on a quarterly basis.
- » Provide guidance to staff in the Communications and Public Affairs team on leading practices for accessible organization-wide communication
  - » The CIB uses social media as a primary tool to communicate with the public. The Communications and Public Affairs team received accessible social media communications training from a third-party provider.
  - » Team members participated in a range of training specific to their roles, including digital accessibility best practices and tools, advanced accessibility features in graphic design tools, and adding accessibility features to templates created in Microsoft Office products.

## Looking forward

Over the upcoming year, we will continue to

- » review our technology tools, identify barriers and gaps, and seek out opportunities for enhancements and training
- » continue to meet the WCAG 2.2 standard through ongoing monitoring and evaluation of the CIB public-facing website

## The procurement of goods, services and facilities

### Overview

We are working to enhance the inclusivity and accessibility of our procurement processes. In February 2024, the CIB adopted an updated Procurement Policy describing the principles, policies and procedures governing the procurement of goods and services. The updated Procurement Policy outlined the CIB commitments in its 2023-2025 Accessibility Plan, including accessibility considerations regarding the selection of suppliers, goods and services to meet the requirements of the Act. To date, all CIB staff received mandatory training on the updated Procurement Policy, which included an overview of the CIB's obligations under the Act and the importance of incorporating accessibility considerations when running a procurement at the CIB.

We recognize that true accessibility across our procurement practices must include procuring accessible goods and services, facilitating an accessible procurement process for suppliers, and procuring from suppliers owned by persons with disabilities.

### Key commitments and actions taken to date

- » Reviewed and implemented updates to the CIB's Procurement Policy and Procurement Procedure along with template documents used for procurement activities:
  - » The [Procurement Policy](#) was updated in February 2024 and approved by the Finance and Audit Committee of the Board. Section 4.5.2 of the Procurement Policy refers to the CIB's responsibilities under the Act, and commitments outlined in the 2023-2025 Accessibility Plan regarding incorporating accessibility considerations in the selection of suppliers, goods and service. As part of the amendments to the Procurement Policy, the CIB has adopted Principles for Suppliers that outline our expectations for suppliers who conduct business with, or provide goods and services to, the CIB.
  - » We have updated procurement templates to include the principles for suppliers.

- » The CIB will begin to collect information about the diversity of suppliers and their accessibility practices to better understand supplier diversity
  - » The Procurement Policy includes a new clause indicating that the CIB may also collect information about suppliers and their practices, including practices related to accessibility, diversity, equity and inclusion, and their goals and commitments to other environmental and social topics to inform best practices and address barriers.
- » Implement process to consistently communicate the CIB's commitment to accessibility and information about the accommodations process to suppliers
  - » The [Procurement Policy and Principles for Suppliers](#) are available on the CIB's website.
- » Provide training or guidance to the procurement team on leading practices for accessible procurement and communication with suppliers with disabilities.
  - » Employees received mandatory training on the Procurement Policy, which included an overview of our obligations under the Act and the need for accessibility considerations when running a procurement at the CIB.
- » Continue to support the DEI Advisory Committee to deliver initiatives focused on accessibility and disability inclusion
  - » The CIB's Associate General Counsel (Enterprise Legal) is actively participating in both the CIB's DEI Advisory Committee and the Accessibility Working Group. By bridging these two critical areas, the legal team ensures that the initiatives being advanced within the CIB are compliant with legal standards and aligned with our broader goals of accessibility and disability inclusion. This dual cohesive approach to policy development and implementation enables us to deliver impactful and sustainable accessibility initiatives across the organization.

## Looking forward

Over the upcoming year, we will continue to:

- » Review and update our standard contract templates and require suppliers to acknowledge of the CIB's expectations under the Principles for Suppliers, including our commitment to accessibility and processes.
- » Provide training to employees covering the CIB's obligations under the Act and policies, including leading practices for accessible procurement and communication with suppliers with disabilities.
- » Continue to work with current and prospective suppliers to communicate the CIB's expectations related to accessible procurement practices and objections set out in the CIB's Accessibility Plan.

## The design and delivery of programs and services

### Overview

We have reviewed our touchpoints with external stakeholders towards barrier-free interactions and effective accommodations processes.

### Key commitment and actions taken to date

- » We reviewed documents, forms, templates, and communications used to interact with partners and other stakeholders during the delivery of services to make sure that they reflect accessible practices:
  - » Educated departmental representatives on the importance of providing accessible documents and materials to clients
  - » Added accessibility features to all organizational documents, and added language directing users how to request alternate formats

## **Looking forward**

We are confident that the actions we take form a foundation for accessible interactions with our partners and external stakeholders. We continue to monitor feedback and research best practices to establish additional improvements.

## **Transportation**

This priority area from the Act relates to eliminating and preventing barriers within the federal transportation network. CIB does not provide transportation services to employees or customers therefore this area was not included in the scope of the Accessibility Plan. Any barriers related to travel relating to entering or navigating our offices would be reflected in the “Built environment” section of this plan.

# Consultations

## Overview

One of the CIB's Accessibility Plan's guiding principles is to embody the Government of Canada's "Nothing without us" strategy by actively consulting with persons with disabilities on key decisions and implementation of commitments within our Accessibility Plan.

The CIB performed accessibility consultations throughout the year aimed at:

- » Understanding leading practices to inform the CIB's implementation of accessibility commitments
- » Educating and engaging employees through training and surveys
- » Launching an employment systems review with focus groups and individual employee interviews.

## How we consulted persons with disabilities

Depending on the group being consulted with, we asked specific questions to understand existing barriers and seek feedback on the CIB's initiatives and progress report.

The CIB consulted with both employees and external accessibility advisors, including members of the disability community in the preparation of the progress report, including:

- » CIB's Accessibility Working Group
- » CIB's DEI Advisory Committee
- » Employee consultations
- » External accessibility advisors
- » Deloitte Canada
- » CIB's third-party accommodation advisor

## Internal consultations

### Accessibility Working Group consultations

The Accessibility Working Group is made up of CIB representatives across the areas of Human Resources, Office Services, Communications and Public Affairs, IT and Legal. The group meets bi-monthly (and more frequently as required) and consults and collaborates on initiatives in between meetings. In addition to leading the progress in their respective areas, the members of the Accessibility Working Group provide feedback to fellow members on initiatives being managed within other accessibility areas.

### DEI Advisory Committee and workforce consultations

To ensure diverse and comprehensive consultations, the Accessibility Working Group engaged employees across the CIB to seek feedback on accessibility initiatives. The DEI Advisory Committee provided feedback on the built environment updates, accessibility training materials, our employment systems review process and the annual Accessibility Plan progress report.

As part of training and regular accessibility communications throughout 2024, callouts were made to all CIB employees with disabilities, caretakers of persons with disabilities and employees affiliated with external disability networks inviting them to join an ongoing employee accessibility advisory team or employee resource group. Outside of the members of the Accessibility Working Group and DEI Advisory Committee, no further employees volunteered to participate. As we move into 2025, we will continue to engage employees through training, communications and focus groups in anticipation of developing an advisory team in the future.

## External subject matter advisor consultations

### Deloitte Canada

The CIB consulted with accessibility subject matter advisors from Deloitte Canada.

These consultations included:

- » ongoing review of accessibility initiatives design and implementation
- » obtaining feedback on the CIB's accommodations process and annual Accessibility Plan progress report from individuals identifying across a spectrum of disabilities

### CIB's third-party accommodation advisor

The CIB's third-party accommodations advisor responds to medical accommodation such requests but also to advise on potential tools, resources, and suppliers we should consider in preparation for possible future requests.

# Feedback

## **Accessibility feedback received**

In December 2022, the CIB implemented an accessibility feedback process about accessibility, our feedback process and our Accessibility Plan. Feedback can be submitted by email, phone or mail. The CIB has not received any feedback through this formal process since its implementation. Informal comments, feedback and discussion through consultations with our Accessibility Working Group, DEI Advisory Committee, external subject matter advisors, our workforce and other Crown corporations have helped shape our initiatives under this plan.

## **How the CIB has taken this feedback into consideration**

The feedback and perspectives shared by our employees, external subject matter advisors and other Crown corporations have been valuable in supporting the ongoing development and implementation of our accessibility practices. As an example, external consultations helped to scope our approach to engaging employees as part of our employment systems review. We will continue to seek feedback and monitor any feedback received.

# Glossary

## Accessibility

The degree to which a product, service, program or environment is available to be accessed or used by all.

## Accommodation

Any change in the working environment that allows a person with functional limitations in their abilities to do their job. Changes can include:

- » adjustments to the physical workspace
- » adaptations to the equipment or tools
- » flexible work hours or job-sharing
- » relocation of the workspace within the greater workplace
- » the ability to work from home
- » reallocation or exchange of some non-essential tasks for others, and
- » time off for medical appointments
- » accommodation (adjustments) can be temporary, periodic or long-term, depending on the employee's situation or changes in the workplace

## Barrier

Anything that hinders the full and equal participation in society of persons with an impairment. This includes:

- » physical
- » mental
- » intellectual

- » cognitive
- » learning
- » communication or sensory impairment, or
- » a functional limitation
- » Barriers can be physical, architectural, technological, or attitudinal. (Source: *Accessible Canada Act*)

## **Clients**

Individuals, businesses or their representatives served by or using services provided by the Canada Infrastructure Bank.

## **Disability**

Any of the following impairments that in interaction with a barrier hinders a person's full and equal participation in society:

- » Physical
- » Mental
- » Intellectual
- » Cognitive
- » Learning
- » Communication or sensory impairment
- » A functional limitation

*(Source: Accessible Canada Act)*

## **Employee**

A person employed by the Canada Infrastructure Bank.

## **Persons with disabilities**

Persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who:

- » consider themselves to be disadvantaged in employment by reason of that impairment or
- » believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment

Persons with disabilities include persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace (Source: Employment Equity Act).

## **Self-identification**

Self-identification is the term used for the collection of employment equity information voluntarily provided by employees, under the authority of the Employment Equity Act. The information is used for the purposes of analyzing and monitoring the progress of employment equity groups and for reporting on workforce representation (Source: Public Service Commission of Canada Self-Declaration Information).

## **Workforce availability**

For the core public administration, workforce availability refers to the estimated availability of people in designated groups as a percentage of the workforce population (Source: Employment Equity in the Public Service of Canada for Fiscal Year 2017 to 2018).

