



Canada Development Investment Corporation

2024 Accessibility Plan Progress Report

December 2024



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1.0 Introduction

Canada Development Investment Corporation (CDEV) is a federal Crown corporation that provides the Government of Canada with a breadth of financial advisory services and expertise to help the country achieve its economic goals and maximize the value of its corporate assets. CDEV is made up of a dynamic and creative team of experts working on high-profile assignments and complex commercial transactions that contribute to the prosperity and the economic interest of the country, benefitting all Canadians. CDEV is committed to being a diverse and inclusive organization as the diversity of backgrounds, skills, experiences, and perspectives of its workforce is key to its success.

In this context, CDEV is committed to upholding its obligations under the [Accessible Canada Act](#) (2019). CDEV's first Accessibility Plan was published in December 2022 and the first annual progress report followed in December 2023.

CDEV established the following goals in its [Accessibility Plan](#):

- Employment – Improve recruitment, retention, and promotion of persons with disabilities
- Built environment – Enhance accessibility
- Technology – Make information and communications technology usable by all
- Services – Equip public servants to design and deliver accessible programs and services
- Culture – Build an accessibility-confident public service

The main accessibility highlights of the [2023 Progress Report](#) included:

1. The move to a new office space in Toronto with increased accessibility for employees and visitors.
2. The accountability for accessibility clearly resourced and identified through the hiring of a new Vice President of Communications and Public Affairs.
3. Revised language of CDEV's commitment to diversity and inclusion on the [Careers](#) page and job postings located on the CDEV webpage
4. Learning activities on accessibility to support ongoing accessibility awareness among CDEV employees.

This work continued in 2024 with the enhancement of the accessibility of CDEV's office spaces by implementing accessible technology policies, updating emergency procedures, and improving internal communications for accessibility. Initiatives such as training and onboarding updates also fostered a workplace culture focused on diversity, equity and inclusion (DEI).

CDEV is proud of its progress and looks forward to continuing the journey toward becoming a more accessible and inclusive organization for everyone.

2.0 General

2.1 About Canada Development Investment Corporation

While CDEV was initially created in 1982, and incorporated under the *Canada Business Corporations Act*, to manage a large portfolio of divestitures, it has evolved to undertake a broader range of activities, seeing its mandate expand to provide a breadth of financial advisory services and expertise to support the country's broader economic objectives. CDEV has five key pillars of expertise:

1. Asset Monetization
2. Managed Assets
3. Capital & Funding Solutions
4. Financial Advisory & Strategic Reviews
5. Indigenous Economic Participation

As part of these activities, CDEV manages certain investments and commercial holdings of the Government of Canada in the form of wholly owned subsidiaries for which it is responsible. CDEV is responsible for over \$60 billion of assets through the CDEV Group of Companies as owner and manager of eight diverse subsidiary businesses:

- Canada Eldor Inc. ("CEI")
- Canada Enterprise Emergency Funding Corporation ("CEEFC")
- Canada Growth Fund Inc. ("CGF")
- Canada Hibernia Holding Corporation ("CHHC")
- Canada Indigenous Loan Guarantee Corporation ("CILGC")
- Canada Innovation Corporation ("CIC")
- TMP Finance and its main subsidiary, Trans Mountain Corporation ("TMC")
- 16342451 Canada Inc.

There are no employees or physical offices for the following entities: CEI, CGF, CILGC, CIC, TMP Finance, and 16342451 Canada Inc. as CDEV provides all the necessary operational and governance functions for these entities in 2024. Therefore, this 2024 Progress Report applies to CDEV and these subsidiaries, whose operations are managed by CDEV employees in the same built environment.

In the case of CGF, CDEV and CGF have entered into an Investment Management Agreement ("IMA") with the Public Sector Pension Investment Board ("PSP Investments") and a subsidiary of PSP Investments, Canada Growth Fund Investment Management Inc. ("CGFIM"), formalizing the structure whereby CGFIM provides the full suite of investment management services to CGF. This report does not cover the investment manager, CGFIM, which is not a subsidiary of CDEV. CGFIM is captured in [PSP Investments' accessibility plan](#).

CHHC and TMC have prepared their own Accessibility Plans and Progress Reports:

- [CHHC Accessibility Plan 2022](#)
- [CHHC 2023 Accessibility Progress Report](#)
- [Trans Mountain Accessibility Plan 2022](#)
- [Trans Mountain 2023 Accessibility Plan Progress Report](#)

2.2 Contact Information

The Canada Development Investment Corporation welcomes feedback on this Accessibility Plan Progress Report and our [Accessibility Plan](#). You may request an alternate format of this progress report. To provide feedback or request an alternate format, please contact:

Attention: Vice President & Head of Communications and Public Affairs

Address:

Canada Development Investment Corporation

161 Bay Street, Suite 4540

Toronto ON M5J 2S1

Telephone number: 416-966-2221

Email address: accessible@cdev.gc.ca

For more information on our feedback process for accessibility at CDEV, please view [Our Feedback Process](#).

3.0 Consultations

CDEV partnered with an external accessibility consultant, BDO Canada, to support the consultation process. This involved conducting a series of thirty-minute interviews with four CDEV employees. These interviews provided valuable insights and feedback on the progress made towards removing barriers for persons with disabilities at CDEV. The information gathered from these interviews was used to inform this report. CDEV offered all employees the opportunity to provide feedback on accessibility.

The [Accessible Canada Act](#) is clear that persons with disabilities must be consulted during the development of an organization's Accessibility Plan and Progress Reports. To comply with this requirement, CDEV prioritized the review of this Progress Report by BDO Canada's Accessibility Consulting Team and their review committee. This team and committee include individuals with various types of apparent and non-apparent disabilities. Their input was crucial in ensuring that persons with disabilities were adequately consulted in the creation of this progress report.

4.0 Feedback

CDEV understands the importance of implementing the actions within our Accessibility Plan. CDEV received feedback on this progress report from persons with disabilities, including BDO's review committee. Overall, the feedback was positive. Persons with disabilities shared that they feel CDEV is making positive efforts to become more accessible. They also provided input on opportunities for CDEV to continue removing barriers to accessibility in the future. We have documented all feedback received. We will use the feedback to continue taking action to remove barriers to accessibility in 2025 and beyond.

5.0 Areas Described Under the Act

Under the *Accessible Canada Act*, federally regulated entities must report to the public on their policies and practices in relation to the identification and removal of barriers by publishing their Accessibility Plans, feedback processes and progress reports.

There are seven priority areas described under Section 5 of the *Accessible Canada Act*. These areas include:

Each priority area section will include:

- employment
 - the built environment
 - information and communication technologies (ICT)
 - communication, other than ICT
 - the procurement of goods, services, and facilities
 - the design and delivery of programs and services
 - transportation
- a short summary of the priority area
 - progress in removing or preventing barriers since January 1, 2024
 - any new barriers that have been identified since the publication of the CDEV Accessibility Plan and 2023 Progress Report
 - ongoing initiatives

5.1 Employment

CDEV is committed to removing and preventing barriers within the Employment priority area. This priority area considers the full employee lifecycle at CDEV. This includes recruitment, hiring, onboarding, development, promotion and exit from the organization.

Progress Since 2024

- We trained staff on emergency procedures, including how to safely evacuate people with mobility issues. We also updated the Emergency Procedures Policy to include information about emergency procedures for persons with disabilities.
- We modified the onboarding process to include asking for information about accommodations needed.
- We offer training on accessibility, including how to make documents and hiring processes accessible.
- We added accessibility awareness into company culture and employee activities, such as lunch-and-learn sessions.
- We added accessibility in our DEI activities to support our company culture.
- We implemented a new Human Resources Information System (HRIS). This provides employees access to their online personnel files, the ability to complete trainings, review policies in the onboarding module, as well as give and receive feedback for the purpose of continuous improvement.
- We conducted a “Great Place to Work” survey. CDEV was certified as a Great Place to Work in August 2024, with 100% of employees participating in the survey, highlighting community, pride, justice, camaraderie and team as some of the top scoring focus areas.
- We created a DEI team in 2024. We are ensuring that equity and inclusion are integrated into all aspects of our corporate and personal objectives.
- We revised our Performance Management Guidelines, which includes a requirement for all employees to have at least one personal objective that contributes to the ongoing cultural transformation journey of CDEV.

New Accessibility Barriers Identified

- We currently do not have a formal accommodations policy exists. Accommodations are provided as needed.

Ongoing Initiatives

- We are considering implementing a formal accessibility policy to ensure that all accessibility-related requests are treated in a similar manner.
- Flexible work arrangements are offered to all CDEV employees.
- We utilize Microsoft 365 and ensure that accessibility features, such as closed captioning, are enabled.
- Employees share that they feel accessibility-related requests are handled quickly.
- We continually track our progress on accessibility goals and compliance.

5.2 The Built Environment

CDEV recognizes the importance of an accessible built environment. The built environment includes all physical spaces that CDEV employees interact with as part of their work. This includes work from home spaces.

Progress since 2024

- At the end of 2023, CDEV moved to a new office in Toronto and opened a new office in Ottawa that both have accessibility-related features. The new space includes:
 - Large workstations for mobility device users
 - Height-adjustable desks
 - Private offices
 - Accessible washrooms with large stalls
 - Elevators with selection pads

New Accessibility Barriers Identified

- The main office doors do not open automatically and can take effort to open.

Ongoing Initiatives

- We will continually promote universal design principles in our built environment.
- We will continue to gather feedback from those who use our physical spaces to learn about barriers to accessibility.

5.3 Information and Communications Technologies (ICT)

Information and Communication Technologies (ICT) relates to all aspects of the technologies CDEV employees interact with as part of their job. CDEV is working towards advancing our technology and digital capabilities.

Progress since 2024

- We verified that all accessibility features in Microsoft 365 are enabled.
- We assessed CDEV's website to ensure it meets Web Content Accessibility Guidelines (WCAG) standards.
- New software has been assessed for accessibility.

New Accessibility Barriers Identified

- The current technology policy does not specifically mention accessibility.

Ongoing Initiatives

- We will review our technology policy and consider adding information about accessibility, if appropriate.

- We provide IT support for accessibility issues and respond quickly to requests for accessibility-related technology solutions.

5.4 Communications Other than ICT

This priority area defined under the ACA relates to all forms of internal and external communications. CDEV is working towards making all internal and external communications accessible.

Progress since 2024

- We raised awareness for National Accessibility Week (NAAW) through an internal notification and a LinkedIn post.
- Internal and external communications are checked for accessibility and plain language.
- We are working with design agencies that follow accessibility standards. Contracts signed with these agencies systematically include a clause regarding commitment to accessibility standards in the delivered products.
- The Vice President and Head of Communications and Public Affairs continues to review documents and communication materials to ensure they are accessible and inclusive.

New Accessibility Barriers Identified

- We do not consistently apply accessibility best practices to social media posts.
- Some sections of our publications continue to have accessibility barriers.

Ongoing Initiatives

- We will learn more about accessibility in social media and will ensure that all social media posts are considered for accessibility in the future.
- We will review our communications procedures and policies to ensure documents are consistently checked for accessibility.

5.5 The Procurement of Goods, Services and Facilities

This area covers all goods and services CDEV buys and the buying process itself. CDEV aims to work with providers who have high accessibility standards.

Progress since 2024

- Accessibility is included in the process of buying IT equipment and systems.
- We ensure that accessibility is a part of third-party contracts and purchases.

New Accessibility Barriers Identified

- No new accessibility barriers have been identified at this time.

Ongoing Initiatives

- We will monitor accessibility in our procurement processes to ensure accessibility is considered in our purchases.

5.6 The Design and Delivery of Programs and Services

CDEV manages investments and business interests owned by the Government of Canada. This includes buying and selling assets for the government. CDEV also shares information, reports, and other materials on its website.

Progress since 2024

- We are working to make the information and reports accessible for all.
- We respond to visitor's accessibility-related requests quickly.

New Accessibility Barriers Identified

- No new accessibility barriers have been identified at this time.

Ongoing Initiatives

- We will continually learn about accessibility and consider ways to better respond to the needs of persons with disabilities in our physical and virtual environments.

5.7 Transportation

Due to CDEV's limited involvement with transportation, barriers have not been identified under this priority area. CDEV commits to ensuring that all aspects of accessibility are being considered. Should CDEV become more involved with any form of transportation, a full accessibility review will be conducted.

6.0 Our Feedback Process

CDEV welcomes feedback on accessibility, especially from persons with disabilities. Feedback can be submitted by mail, phone or by email:

Attention: Vice President & Head of Communications and Public Affairs

Address: Canada Development Investment Corporation

161 Bay Street, Suite 4540

Toronto ON M5J 2S1

Telephone number: 416-966-2221

Email address: accessible@cdev.gc.ca

You can submit feedback anonymously or include your contact information. If you include contact information, we will confirm receipt within five business days. Immediate actions resulting from your feedback will be shared with you. Anonymous feedback will not receive a response but will still be reviewed and considered.

All feedback is saved in a central electronic folder for analysis and record keeping. We use this feedback to identify, prevent and address barriers promptly.

Alternate formats of the Accessibility Plan, Progress Reports and Feedback Process are available upon request.

7.0 Glossary

Accessibility

Accessibility refers to how services, technology, locations, devices, environments, and products are designed to accommodate persons with disabilities. Accessibility means giving people of all abilities equal opportunities to take part in life activities. The term implies conscious planning, design, and/or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making everything more usable and practical for all people.

Alternate Formats

Alternative formats refer to print, audio, or video materials that have been modified from their original format. Alternative formats present information in other ways so that everyone has equal access to the information. This can be very beneficial to persons with disabilities. Some common types of alternative formats are audio recordings, captions, braille, descriptive video, and large print. Alternative formats are sometimes referred to as accessible formats.

Barrier

According to the *Accessible Canada Act (2019)* “Barrier means anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with a physical, mental, intellectual, learning, communication or sensory impairment or a functional limitation.”

Disability

According to the *Accessible Canada Act (2019)*, *disability* is: “A physical, mental, intellectual, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, that, in interaction with a barrier, hinders a person’s full and equal participation in society.