

# OLD PORT

OF MONTRÉAL CORPORATION



ENVIRONMENT



ACCESSIBILITY



EQUITY, DIVERSITY AND INCLUSION



A DIVISION OF  
Canada Lands Company  
Société immobilière du Canada



# MESSAGE FROM MANAGEMENT

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The Old Port of Montréal Corporation (OPMC) proudly shares the second-year outcomes of its social responsibility program. Great headway was made this year by giving our activities greater structure and focusing on actions with the greatest impact. Our three social responsibility committees also aligned their strategies, allowing us to release our three charters on accessibility, the environment, as well as equity, diversity, and inclusion.

The OPMC is firmly on its way to becoming a leader in social responsibility practices. This report demonstrates the relevance of an organization's such as ours taking on this role, that is a recreational site welcoming thousands of local and international visitors each day. We appreciate how the richness of our expertise and activities can make a significant impact in our community.

Our committees will soon be releasing their 2023-2024 action plans which will feature inspiring new initiatives. We look forward to taking them on.

The engagement of our employees but also the general public is fundamental to the success of our social responsibility objectives. As such, we wholeheartedly welcome your feedback and suggestions.

Isabel Dansereau

COO, Attractions (Québec) and General Director

Old Port of Montréal Corporation



A DIVISION OF  
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Société immobilière du Canada



# ENVIRONMENT



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## MISSION

*Using a scientific approach to guide our actions in implementing best practices as they relate to sustainable development.*

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# ENVIRONMENT

## ACTIONS AND INITIATIVES

### On going

#### RETHINKING OUR FLEET OF VEHICLES

Our fleet of vehicles is renewed every ten years. Rather than systematically replacing every vehicle, a needs analysis is now performed to help downsize our fleet whenever possible.

### On going


#### SUSTAINABLE PROCUREMENT IMPROVEMENTS

Our Procurement Team has committed to engaging in continuing education activities to help improve our procurement practices in collaboration with Québec’s network for sustainable procurement practices (ECPAR, Réseau d'organisations pour l'approvisionnement responsable). We’ve engaged with a number of initiatives:

- A market analysis to explore best practices
- An analysis and review of our environmental sustainability structures
- Adoption of new environmental assessment criteria for our calls for tender


### Activités de l'ECPAR 2022-2023


Activités de la programmation 2022-2023 de l'ECPAR



Développer une politique d'approvisionnement responsable  
Formation


📶 Formation - Développer une politique d'approvisionnement responsable  
February 21st 2023, 9:00 am





Intégrer des critères d'achat responsable dans ses contrats et appels d'offres  
Formation

📶 Formation - Intégrer des critères d'achat responsable dans ses contrats et appels d'offres  
April 18th 2023, 9:00 am





Évaluer la durabilité de ses fournisseurs  
Formation

📶 Formation - Évaluer la durabilité de ses fournisseurs  
May 23rd 2023, 9:00 am





# ENVIRONMENT

## ACTIONS AND INITIATIVES

### ON GOING

#### OLD PORT MASTER PLAN

As part of the ongoing work tied to the Old Port Master Plan, the OPMC will be seeking SITES certification to support sustainable land development that is resilient to climate change. Ideas put forward in our Environment Committee’s action plan have been folded into the planned works, such as stormwater retention ponds, improved biodiversity management, and the electrification of certain site concessions. All components of the committee’s action plan are considered in the development of these master plans.

### ON GOING

#### ENGAGING WITH OUR ENVIRONMENTAL AMBASSADORS

Upgrading the OPMC’s environmental practices necessarily involves working with our stakeholders. Over the last year, surveys were used to gauge sustainable development awareness among our concession holders, our employees and site visitors, and residents of the Old Montréal sector, among others. The surveys also sought to understand their current and future level of engagement to help us develop meaningful collective actions. Various publications were also shared internally with our employees and concession holders to further promote awareness about current-day environmental issues.



# ENVIRONMENT

## ACTIONS AND INITIATIVES

**APRIL 2022**

### TECHNO GARDEN PROJECT MANAGEMENT LAUNCH

A new educational program for day-camp visitors will be launched in the summer of 2023 and its development was led by our Education Team using a project-based management approach. The Techno Garden will offer young visitors a chance to explore innovative technologies that support urban agriculture and to learn more about irrigation technologies and issues related to access to water.

**JUNE 2022**

### THREE-YEAR ACTION PLAN

The sustainable development firm Coésio worked with our Environment Committee to finalize its action plan. This three-year plan will be modified in keeping with evolving regulations and will be centred on three specific environmental issues: managing residual materials, managing greenhouse gases, and managing water and biodiversity on the Old Port site.

**JULY 2022**

### ON-SITE RECYCLING STATIONS

Our Woodworking Team built recycling stations that feature full-size recycling bins, allowing us to reduce plastic by eliminating the need for garbage bags, recycling bags, and composting bags. On-site composting stations will be strategically located near food trucks, and new signage was developed to help site visitors use the stations. We also worked with Consignation to improve how returnable containers are collected and four recycling stations for these containers are now strategically located across the site.



# ENVIRONMENT

## ACTIONS AND INITIATIVES

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### SEPTEMBER 2022 NEEDS ANALYSIS – CYCLISTS

Our Education Team looked into the needs of our employees whose main mode of transportation is biking in an effort to support active transportation as a means of coming in to work. An employee survey helped us better understand their needs (and peeves) which led us to draw up a list of recommendations to implement in 2023-2024.

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### SEPTEMBER 2022 WASTE CHARACTERIZATION PARTNERSHIP WITH CONSIGNACTION

Consignaction worked with us on two occasions (September 24, 2022 for the Old Port site, and January 24, 2023 for the Science Centre) to help us with waste characterization. This process is designed to identify how we can improve our waste management practices. The goal was to assess the impact of increasing the types of beverage containers that could be returnable for a refund on a recreational site like the Old Port.



# ENVIRONMENT

## ACTIONS AND INITIATIVES

### NOVEMBER 2022 RAISING ENVIRONMENTAL AWARENESS WITH THE EXHIBITION OUR CLIMATE QUEST

The exhibition Our Climate Quest was premiered at the Montréal Science Centre in December in parallel with the UN's biodiversity conference (COP15). Produced by Science Nord and funded by Environment and Climate Change Canada, the exhibition chose the Science Centre as the first stop of its pan-Canadian tour aimed at raising awareness and giving Canadians tools to tackle climate change in their everyday lives.

The Science Centre also took this opportunity to kick off its involvement in GenAction, a three-year initiative to rally youth into climate action led by the Canada Association of Science Centres.

### NOVEMBER 2022 NEW WATER METRE ROOM AND WATER READING SCHEDULE

The King Edward Quay was fitted with a new water metre room in November 2022 for a total of three water metres at the site's main entrances (333 King Edward, Clock Tower Quay, and Jacques Cartier Quay). Readings will be taken twice a year starting next year in an effort to set water usage reduction targets.



# ENVIRONMENT

## ACTIONS AND INITIATIVES

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### DECEMBER 2022 CARBON OFFSET AUDIT OF OUR EDUCATIONAL ACTIVITIES

The Science Centre is proud to welcome hundreds of school groups every year and our Education Team began a carbon offset audit focused on how these groups travel to the Centre (typically by bus) and how the Centre's educators travel to different school settings. Its recommendations for the year 2023-24 are being reviewed.



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### JANUARY 2023 NEW WATER BOTTLE REFILLING STATIONS

To support visitors with their individual environmental actions, every water fountain at the Science Centre now includes a reusable water bottle refill feature. Some of them include an indicator showing how many plastic water bottles are spared thanks to this initiative.



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### FEBRUARY 2023 NEW LIGHTS FOR THE BELVEDERE

All light fixtures in the Belvedere Hall were upgraded from halogens to LEDs by our Multimedia Team in an effort to reduce energy consumption. This upgrade project will be ongoing in most parts of the Science Centre in the spring of 2023.



# ENVIRONMENT

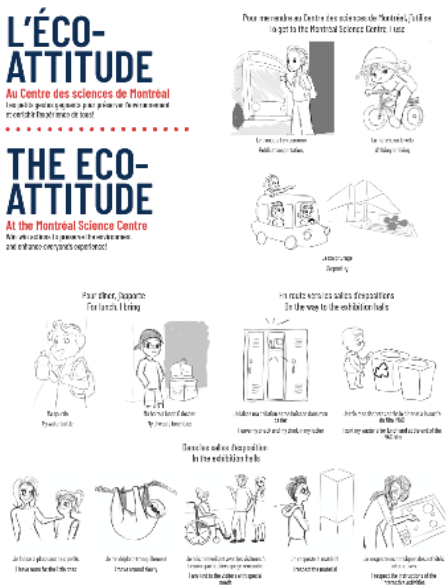
## ACTIONS AND INITIATIVES

### JANUARY 2023 ENVIRONMENTALLY CHARTER FOR INTERNAL EVENTS

Seeing as some of our internal events require catering, reusable dishes were purchased to help these events become increasingly green. An environmentally charter for internal events was published on the OPMC’s intranet site to raise awareness about best practices among event organizers.

### FEBRUARY 2023 INTERNAL WASTE SORTING AND THE ECO-ATTITUDE AWARENESS CAMPAIGN

The Exhibitions Team designed signage to help those using all our waste sorting stations. Based on the results of the waste characterization exercise completed at the Science Centre in March 2022, signs feature the items that users have most trouble sorting. Info posters intended for employees were also printed and posted on cafeteria fridges to raise awareness about less well-known waste sorting practices. Posters for our Eco-Attitude campaign was also designed for visitors and will be made available on our website for sharing with visitor groups.

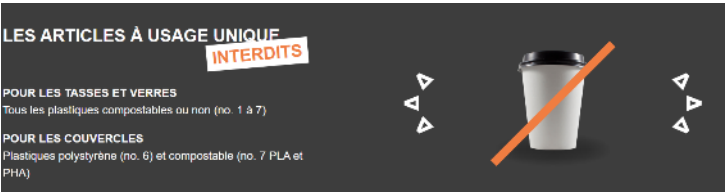


# ENVIRONMENT

## ACTIONS AND INITIATIVES

### MARCH 2023 NEW BYLAW ON SINGLE-USE PLASTICS

In December 2022, in parallel with the UN’s biodiversity conference (COP15), the City of Montréal announced a new bylaw prohibiting the use of single-use plastics for most food establishments. Our Concessions Team worked with all of our site’s concession holders to help them with this transition and to seek out alternatives. The Old Port’s Programming Team and the Science Centre’s Sales and Events Team will be adding these bylaw requirements in their event planning guides and Visitor Services will review all packaging used at the snack bar to ensure it eliminates all single-use plastics, including compostable plastics.



### MARCH 2023 NEW RECYCLING CONTAINERS FOR MEETING HALLS

In response to growing needs expressed by our corporate clients about event waste management, our Logistics Team worked with our Maintenance Team to replace all garbage cans with plastic/glass/metal recycling containers. We also chose to be trailblazers and proudly added composting containers to our meeting halls.



# ACCESSIBILITY



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## MISSION

*TAKING ACTION, because every barrier removed helps make our products and services more universally accessible.*

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# ACCESSIBILITY

## ACTIONS AND INITIATIVES

### ON GOING

#### REQUIRED TRAINING FOR NEW HIRES AND FOR ALL EMPLOYEES ABOUT IMPROVING WORKPLACE ACCESSIBILITY

A training program is now offered to help OPMC employees become more aware of visitors with special needs and to help them recognize these visitors and understand their everyday experience. The program is designed to help employees learn about different kinds of disabilities as well as best practices and practices to avoid, and how to best serve visitors with disabilities. The program also uses the Canadian Human Rights Act to talk about human rights and discriminatory practices.



### ON GOING

#### DIALOGUE AND MEETINGS WITH LOCAL AND INTERNATIONAL INSTITUTIONS

The Science Centre believes it is important to work with other museum institutions to learn about their initiatives and to showcase its own. A number of visits took place over the last year, including one from an exhibition commissioner from Universcience in Paris, another from a doctoral student from the University of Glasgow, and others from professionals from Montréal's insectarium and planetarium and its Musée de la civilization. We really enjoyed showcasing our efforts and piquing the interests of our peers!



### ON GOING

#### PROMOTING OUR ACCESSIBILITY INITIATIVES TO THE PUBLIC

To encourage and support their visits, we promote our best practices and accessibility initiatives to key groups in the community. Different promotional strategies are used depending on the groups and the initiative in question.



# ACCESSIBILITY

## ACTIONS AND INITIATIVES

**MAY 2022**

### RECRUITMENT EFFORTS AMONG PEOPLE WITH DISABILITIES AT THE ANNUAL CANADIAN CONGRESS ON ACCESSIBILITY

Taking part in the first edition of this congress allowed us to meet and network with people such as inclusive design and universal accessibility consultant Christelle Montreuil. This type of event helps us to continue our professional development efforts as they relate to accessibility, and also allows us to network with other organizations and meet accessibility professionals who can help us pursue our mission.

**MAY 2022**

### SHOWCASE OF OUR ACCESSIBILITY SUCCESS STORIES

The Montréal Science Centre was invited to showcase a trio of initiatives (Visit Guide, Peaceful Mornings, and Employee Training Program) at the Canadian Association of Science Centres' annual conference as part of the "Breaking down barriers and engaging children with disabilities in STEM\*" session. We received positive feedback from a number of professionals from other museums.

\*science, technology, engineering and mathematics

**JUNE 2022**

### ALL-NEW EVENT FOR CANADA'S NATIONAL ACCESSABILITY WEEK

We invited over 80 young people affiliated with a Montréal-based organization supporting parents of people with disabilities (called Solidarité de parents de personnes handicapées) to take part in a special day of events that included a ride on the Montréal Observation Wheel and a Science Centre visit.



# ACCESSIBILITY

## ACTIONS AND INITIATIVES

**MAY 2022**

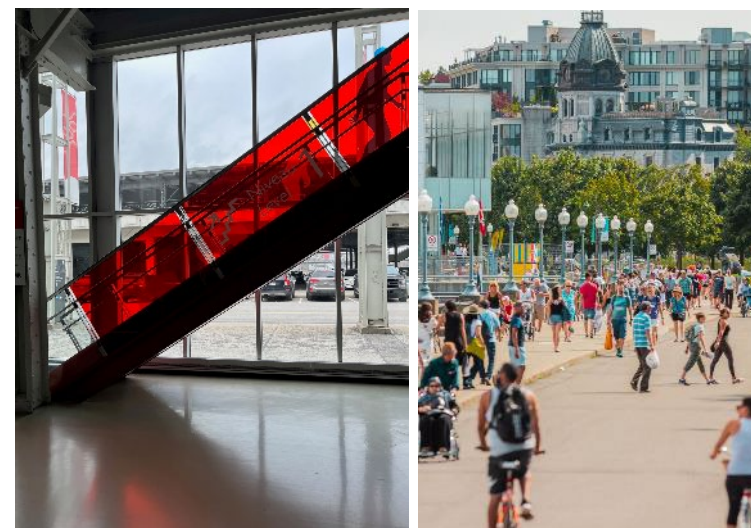
### **PHASE 1 OF A NEW UNIVERSALLY ACCESSIBLE EVENT PLATFORM ON CLOCK TOWER QUAY**

Clock Tower Quay's new Event Platform is now in full operation representing Phase 1 of a three-phase project ongoing until 2024 to revitalize the area in keeping with universal accessibility standards. The platform's inaugural event took place in July 2022 at which time it hosted Montréal's Street Food Festival.



### **OCTOBER 2022 REMODELING OF BOTH SECTOR 3 SOUTH STAIRCASES AT THE SCIENCE CENTRE**

We saw it important to allow all visitors to explore all parts of the Science Centre and to improve access to the second floor. The staircases of sector 3 now include risers that feature contrasting colours to support visitors with visual disabilities.



### **OCTOBER 2022 MODIFICATION OF THE PEDESTRIAN CROSSING ON THE CORNER OF MCGILL AND DE LA COMMUNE STREETS**

In response to recommendations from the accessibility consultant organization Kérout, we upgraded certain parts of the paving stone at this site entrance which had been identified as not being adequately safe.



# ACCESSIBILITY

## ACTIONS AND INITIATIVES

### OCTOBER 2022

#### JOB DESCRIPTION UPDATES

In response to advice from workplace accessibility organization ROSEPH, our job postings were upgraded to help support the recruitment of job seekers with disabilities for whom a description of the workplace environment is essential (from noise and brightness levels to work material handling and transport, etc.).

### OCTOBER 2022

#### TARGETED JOB POSTINGS

After overhauling our job descriptions, we embarked on a targeted job recruitment campaign aimed at key organizations and have received seven job applications since January 2023 which we see as a promising trend.

### NOVEMBER 2022

#### INSTALLATION OF AN ELECTRIC LIFT IN THE CHANGING ROOM

The Science Centre's changing room now includes an electric lift allowing visitors of all ages with disabilities to use the toilet and the changing table. The addition of an adult-sized changing table last year in the Mini Mondo exhibition hall's washroom elicited positive feedback on social media from a mother who confirmed how changes such as these can make a world of difference in the everyday experience of our visitors.



# ACCESSIBILITY

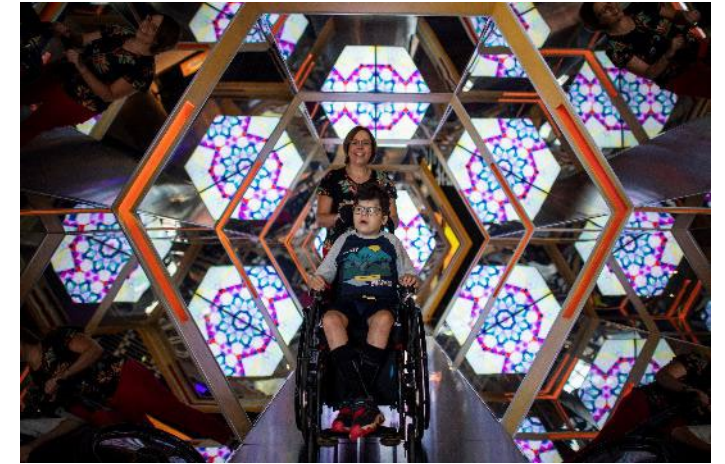
## ACTIONS AND INITIATIVES

### NOVEMBER 2022 TRAINING AND ACCESSIBILITY UPGRADE FOR OUR COMMUNICATIONS AND WEB CONTENTS

This training initiative allowed us to target best practices for our internal and external web communications. Those who took part now have the tools to develop increasingly accessible web content on our websites and on social media.

### DECEMBER 2022 NEW HANDLES AND SPRING TENSION MODIFICATION ON DOORS IN THE EXPLORE EXHIBITION HALL

Two enclosed spaces inside the Explore exhibition hall featured doors with rounded door handles that are difficult to use for visitors with dexterity-related disabilities. The spring tension of these doors also created strength-related barriers for certain visitors due to things like physical limitations or age. Spring tension was reduced on the doors and D-shaped handles were introduced to help eliminate these visitor barriers and improve the autonomy of visitors.



# ACCESSIBILITY

## ACTIONS AND INITIATIVES

### DECEMBER 2022 MULTIYEAR ACCESSIBILITY PLAN FOR 2022-2025

Our accessibility plan was published to outline our engagement to improving accessibility by reducing barriers identified in the Accessible Canada Act.

### DECEMBER 2022 SKATING RINK ACCESSIBILITY IMPROVEMENTS

A number of improvements were made to increase accessibility, including modifications to the washroom equipment, the installation of an automatic door, and new contrast strips for the stairs.

### DECEMBER 2022 VISIT GUIDE FOR THOSE ACCOMPANYING VISITORS WITH SPECIAL NEEDS FOR FOUR TEMPORARY EXHIBITIONS

These guides were developed by Science Centre teams to offer visitors with special needs and those accompanying them an overview of the Centre's temporary exhibitions. They were designed to help visitors plan their visits in keeping with their interests and their capabilities and limitations be they physical, mental, developmental, or sensory.

The June 2022 guide was developed for the Science of Guinness World Records™ and the Beyond Human Limits exhibitions, the October 2022 guide was developed for the Dinosaurs Around the World exhibition, and the latest guide was developed in December 2022 for the Our Climate Quest exhibition.



Canada Lands Company  
Société immobilière du Canada



Plan pluriannuel en matière d'accessibilité 2022- 2025



# ACCESSIBILITY

## ACTIONS AND INITIATIVES

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### **JANUARY 2023**    **NEW GUARD RAIL IN THE HUMAN EXHIBITION**

The height gap between the Human exhibition corridor and exhibition hall represented a fall hazard for visitors with visual disabilities, the elderly, and for visitors moving about excitedly or quickly. A guard rail was added to increase everyone's safety.

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### **JANUARY 2023**    **SITE SIGNAGE AUDIT TO REMOVE BARRIERS AND IMPROVE ACCESSIBILITY**

A project to upgrade the signage across the entire Old Port site was assigned to Signature Design Communication. The mandate included a complete site audit and analysis to generate recommendations and develop a vision to reduce barriers and improve site access and orientation for visitors.

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### **JANUARY 2023**    **REVISIONS TO THE EVENT PRODUCERS GUIDE**

Our Event Producers Guide was revised and shared and now includes an accessibility guide to help raise awareness among our event partners and support them in embedding the necessary measures to better welcome all visitors during Old Port of Montréal events.



# ACCESSIBILITY

## ACTIONS AND INITIATIVES

### MARCH 2023 EXHIBITION DEVELOPMENT ACCESSIBILITY CHECKLIST

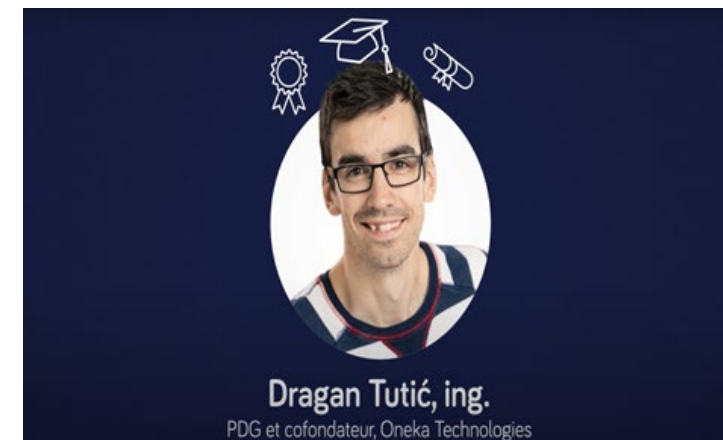
At what height should a counter be installed for those with reduced mobility? What level of contrast should be used for written materials? How should screens be angled? These are the types of question that this checklist/mini-guide asks and answers, allowing all those involved in developing and producing exhibitions for the Science Centre to choose more inclusive and accessible designs.

### MARCH 2023 SUBTITLES FOR VIDEOS PRESENTED IN THE EXPLORE EXHIBITION

Without subtitles, videos presented in the Explore exhibition were not accessible to those with auditory disabilities, particularly in a noisy room where using earphones becomes tricky. Subtitles were developed for these videos in partnership with a specialized supplier (Canadian Hearing Services) in order to make them universally accessible. They will be implemented in the spring of 2023.

### MARCH 2023 UNIVERSAL ACCESSIBILITY TRAINING FOR ALL EMPLOYEES INVOLVED IN EVENT PLANNING

A training program offered by Altergo helps event organizers to develop new universal accessibility habits by raising their awareness of the needs of those with functional limitations. The program is designed to help organizers produce inclusive events by ensuring that accessibility is “built-in” right from the start of their planning.



# EQUITY, DIVERSITY AND INCLUSION



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## MISSION

*Put employment equity, diversity, and inclusion in action to promote and celebrate the benefits of diversity and inclusion, to help eliminate discrimination, and to reduce barriers for key groups.*

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# EQUITY, DIVERSITY AND INCLUSION

## ACTIONS AND INITIATIVES

### ON GOING

#### PARTNERSHIPS TO SUPPORT EMPLOYMENT DIVERSITY

Ties have been established with key organizations to help support diversity in our workplace and help our recruitment efforts among immigrants, women, and people with disabilities.

### ON GOING

#### PEACEFUL MORNINGS

This initiative was designed to offer young visitors with special needs and their families an increasingly adapted visit experience. Peaceful Mornings events are held every two months.

### ON GOING

#### UNCONSCIOUS BIAS TRAINING FOR NEW HIRES

This training program is now offered to new employees and aims to offer everyone a shared understanding of unconscious bias and their impacts as well as strategies and tools to address unconscious bias.



# EQUITY, DIVERSITY AND INCLUSION

## ACTIONS AND INITIATIVES

### ON GOING

#### MULTICULTURAL CALENDAR

##### MULTICULTURAL CALENDAR

In addition to the initiatives outlined in the equity, diversity, and inclusion action plan, corporate messaging was developed and shared with employees in 2022-2023 to support and celebrate diversity on key dates tied to a variety of holidays and international days, such as:

- Easter
- Passover
- International Day Against Homophobia and Transphobia
- Maal Hijrah (Islamic New Year)
- Présence Autochtone (International First Peoples' Festival)
- Rosh Hashanah

### APRIL 2022

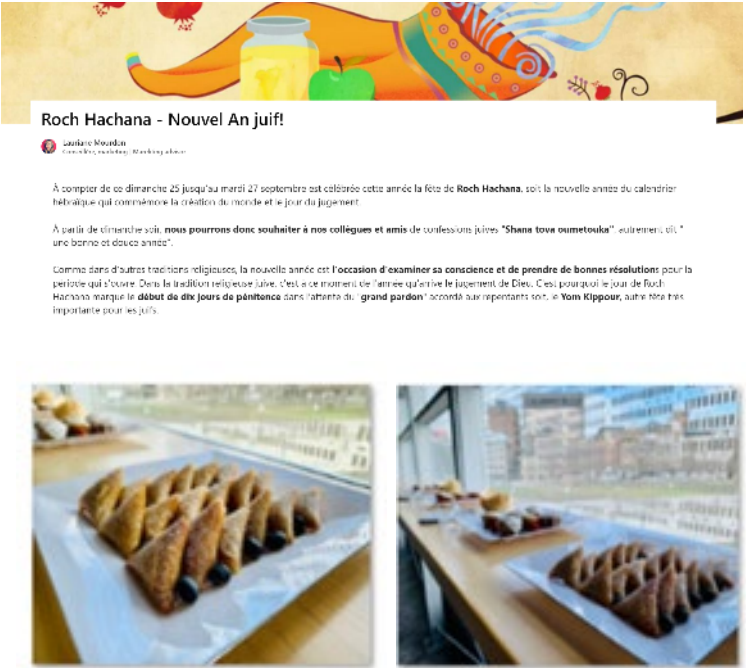
#### DIVERSI-TEA EVENTS

These social events were designed to give our Equity, Diversity, and Inclusion Committee some visibility and to invite employees to share their perspectives on diversity during informal discussions while also sharing in snacks and teas from different cultures.

### APRIL-JUNE 2022 AND MARCH 2023

#### INTERCULTURAL COMMUNICATION WORKSHOPS

These workshops were designed to help managers and supervisors increase their understanding about how cultural elements can be embedded in our communications and help them learn about strategies to increase the effectiveness of their communication in multicultural contexts.



# EQUITY, DIVERSITY AND INCLUSION

## ACTIONS AND INITIATIVES

**MAY 2022**

### TALK BY SEYDOU DIALLO

A prerecorded talk by one of our colleagues, Seydou Diallo, was shared with our employees on our intranet site to help them learn more about Eid al-Fitr, a holiday celebrated by Muslims to mark the end of Ramadan.

**MAY 2022**

### INDIGENOUS LAND ACKNOWLEDGMENT

The Old Port of Montréal Corporation's website now features an Indigenous land acknowledgment statement in its Social Responsibility section.

**AUGUST 2022**

### VISITOR KIT FOR FOREIGN-LANGUAGE SPEAKERS

An online web page was created to feature a visitor guide for the Science Centre in four different languages (Haitian Creole, Spanish, Chinese and Arabic). QR codes posted across the site allow visitors to immediately access these resources using their smartphone.



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# EQUITY, DIVERSITY AND INCLUSION

## ACTIONS AND INITIATIVES

### AUGUST 2022 SHOWING OUR PRIDE

We used a variety of means to showcase our support for the LGBTQ+ community, such as rainbow flags on the site, rainbow versions of our logos, and messages of support on the site's digital displays and on social media. Our concession holders also showcased their support, and our employees organized a cocktail event and a group outing to the Montréal Pride's opening events.

### AUGUST 2022 BLOG ARTICLE ON THE SCIENCE CENTRE WEBSITE ABOUT AN LGBTQ+ SCIENTIST

The life's work and career of transgender physician Dr. Alan L. Hart was featured in a special blog article published on the Science Centre website.

### AUGUST 2022 PROMOTION OF CULTURAL FESTIVALS AND EVENTS

Promotional efforts were deployed in-house to highlight the richness and diverse programming of the Orientalys and AfroMonde festivals held on the Old Port site and to invite employees to take part.



# EQUITY, DIVERSITY AND INCLUSION

## ACTIONS AND INITIATIVES

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### SEPTEMBER 2022 **NATIONAL DAY FOR TRUTH AND RECONCILIATION: ACTIVITY AND EVENT SUGGESTIONS FOR OUR EMPLOYEES**

To support Canada's National Day for Truth and Reconciliation, a list of local events and activities was drawn up for employees and published on our intranet site.

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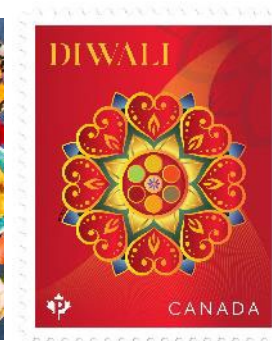
### OCTOBER 2022 **SPECIAL INTERNAL PUBLICATION ABOUT DIWALI**

To help celebrate one of India's more important religious festivals Diwali (Festival of Lights), a publication about Canada Post's new rangoli stamp design was shared with employees on our intranet site alongside a number of suggestions on how to explore Indian cuisine.

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### DECEMBER 2022 **INSTALLATION OF AN INDIGENOUS VILLAGE**

An Indigenous village was set up at Carré Saint-Pierre to showcase the contributions of Indigenous Peoples and offer Indigenous delegates from the UN's COP15 biodiversity conference a culturally meaningful gathering place.



# EQUITY, DIVERSITY AND INCLUSION

## ACTIONS AND INITIATIVES

### JANUARY 2023

#### EMPLOYEE SURVEY

Un sondage a été mené visant à recueillir la perception des employés entourant la diversité et l'inclusion dans l'organisation, tant dans le milieu de travail que dans nos actions externes. Les résultats du sondage permettront de mieux aligner les actions à déployer pour la prochaine année.

### FEBRUARY 2023

#### ACTIVITY AND EVENT SUGGESTIONS FOR BLACK HISTORY MONTH

Le Mois de l'histoire des Noirs a été souligné en partageant avec les employés des suggestions d'activités et de découvertes culturelles locales permettant d'en apprendre davantage sur l'histoire et la culture de cette communauté.

### MARCH 2023

#### CELEBRATING INTERNATIONAL WOMEN'S DAY

En collaboration avec l'organisme Mères avec pouvoirs, 15 familles monoparentales ont été invitées pour une journée d'activités au CSM.



# EQUITY, DIVERSITY AND INCLUSION

## ACTIONS AND INITIATIVES

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### MARCH 2023 INTRODUCTION OF A NAME CHANGE PROCEDURE

We implemented a formal procedure to complement the Canada Lands Company’s guide aimed at supporting employee name changes, including those tied to gender identity transitions.

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### MARCH 2023 INTERVENTION TRAINING FOR PATROL AGENTS

Our patrol agents were offered training to help develop their prevention and intervention skills when interacting with vulnerable individuals such as those experiencing homelessness or those with mental health-related disabilities, among others.



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**ENVIRONMENT**



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