

2023-2026  
ACCESSIBILITY  
PLAN



## CONTENTS

1. PLAN CONTEXT AND OBJECTIVES .....	3
2. DEFINITIONS AND ABBREVIATIONS .....	5

## PASSENGERS

3. CONSULTATIONS.....	7
4. GENERAL .....	8
5. PROCUREMENT OF GOODS, SERVICES AND FACILITIES .....	11
7. INFORMATION AND COMMUNICATIONS TECHNOLOGIES (ICT) .....	13
8. COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES .....	14
9. PROGRAM AND SERVICE DESIGN AND DELIVERY .....	15
10. TRANSPORT .....	17
11. ACCESSIBILITY PROVISIONS OF CANADIAN TRANSPORTATION AGENCY REGULATIONS.....	19

## EMPLOYMENT

12. THE CORPORATION.....	21
13. BACKGROUND TO THE EMPLOYMENT COMPONENT .....	21
14. CONSULTATIONS WITH EMPLOYEES .....	22
15. FEEDBACK PROCESS .....	22
16. EMPLOYMENT .....	23
17. PROCUREMENT OF GOODS, SERVICES AND FACILITIES .....	25
18. BUILT ENVIRONMENT.....	25
19. INFORMATION AND COMMUNICATIONS TECHNOLOGIES (ICT) .....	26
20. PROGRAM AND SERVICE DESIGN AND DELIVERY .....	26
21. TRANSPORT .....	26
22. MEASURES PLANNED FOR 2023–2026 .....	26



## 1. PLAN CONTEXT AND OBJECTIVES

### ADM AÉROPORTS DE MONTRÉAL'S COMMITMENT TO ACCESSIBILITY

ADM Aéroports de Montréal is committed to providing a pleasant, safe travel experience adapted to the needs of people with disabilities.

We believe strongly that all individuals, regardless of their abilities, should enjoy fair and barrier-free access to YUL Montréal–Trudeau International Airport. This pledge is a reflection of our determination to create an inclusive and accessible environment for all travellers.

We will work continually with our partners and people with disabilities to identify, remove and prevent accessibility barriers in our airport infrastructure and services, as well as in our information and communications technologies, such as our website and other online services.

#### ACCESSIBILITY POLICY

We are committed to complying with applicable legislation and regulations on accessibility, while striving to exceed the minimum requirements stated therein whenever possible. Our efforts are informed by accessibility standards and best practices. The ADM accessibility policy will be periodically reviewed to ensure that it remains up to date and relevant.

#### COLLABORATIONS WITH STAKEHOLDERS

We recognize that accessibility is a shared responsibility, and we pledge to work closely with all stakeholders concerned, including disability rights organizations, travellers with disabilities and accessibility experts. We value their contributions and insights, which are essential guideposts for our accessibility initiatives and in helping us build an inclusive environment for one and all.

#### TRAINING AND AWARENESS-RAISING

We understand that awareness and training are essential to fostering a culture of accessibility within our organization. We commit to providing regular training to our employees and members of the airport community on accessibility topics, including best practices for interacting with people with disabilities and proper use of assistive equipment.



## **AIRPORT INFRASTRUCTURE**

We pledge to continue investing in clear, comprehensible signage and wayfinding and other specific infrastructure so as to make our airport more accessible to people with disabilities.

## **TECHNOLOGY AND INNOVATION**

We recognize the crucial role that technology and innovation play in improving accessibility. We commit to actively exploring and adopting innovative technological solutions that can help people with disabilities navigate our terminal building autonomously and with complete confidence.

## **COMMUNICATION AND FEEDBACK**

We are committed to maintaining open and transparent communication with people with disabilities and the stakeholders concerned. We will maintain accessible communications channels to collect feedback, suggestions and concerns related to accessibility.





## 2. DEFINITIONS AND ABBREVIATIONS

<b>BARRIER</b>	“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 an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”
<b>DISABILITY</b>	“Any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

The terms “persons with disabilities” and “people with disabilities” used in this Plan are drawn from the Accessible Canada Act. They are used to refer inclusively to people with disabilities and those with special needs.

<b>ACA</b>	<b>Accessible Canada Act</b>
<b>ADM</b>	ADM Aéroports de Montréal.
<b>ASD</b>	Autism Spectrum Disorders
<b>ASL</b>	American Sign Language
<b>ATPRR</b>	Accessible Transportation Planning and Reporting Regulations
<b>EDI</b>	Equity, Diversity and Inclusion
<b>ESG</b>	Environmental, Social and Governance
<b>LSQ</b>	Langue des signes du Québec / Québec Sign Language
<b>WCAG</b>	Web Content Accessibility Guidelines
<b>W3C</b>	World Wide Web Consortium



## PASSENGERS

# YUL



***Always accessible***

To learn more about all the adapted services available at YUL,  
visit [yul.com](https://yul.com)

**YUL**<sup>TM</sup> Montréal-Trudeau  
International  
Airport



### 3. CONSULTATIONS

Since 2019, Aéroports de Montréal (ADM) has pursued efforts to improve accessibility while ensuring compliance with its legal obligations under the *Accessible Transportation for Persons with Disabilities Regulations* (“ATPDR”), the *Accessible Transportation Planning and Reporting Regulations* (“ATPRR”) and the *Accessible Canada Regulations* (“ACR”).

For several years now, ADM has sought the expertise of disability rights organizations to improve service accessibility. As seen in our organization of activities for families of autistic children, consultations on the needs of people with disabilities, contributions to training our employees on accessibility topics and audits designed to make concrete improvements to the services we offer, acknowledgement of the importance of such partnerships is already firmly embedded in our organizational values.

More recently, as part of the preparation of this first Accessibility Plan, covering the years 2023–2026, we enlisted the expertise of Kéroul, an organization dedicated to making tourism and culture accessible to people with disabilities, to conduct consultations and make recommendations to inform the development of the plan.

That exercise led to a broader consultation process, which included the following steps:

- **Consultation with ADM internal departments** to discuss accessibility-related programs, policies and practices and explore options for better identifying and reducing barriers.
- **Consultation with disability rights organizations** to determine needs and identify useful reference tools for improving accessibility, and to seek their longer-term collaboration in implementing the ADM Accessibility Plan.
- **Meetings with five organizations** working on behalf of people with disabilities. These meetings took place in virtual mode with the organizations’ managers in February 2023. The five organizations are:
  - Giant Steps (foundation and school) — 2 managers
  - Moelle épinière et motricité Québec (MÉMO) — 1 manager
  - Regroupement des aveugles et amblyopes du Montréal métropolitain (RAAMM) — 1 employee
  - Réseau québécois pour l’inclusion sociale des personnes sourdes et malentendantes (REQIS) — 2 managers
  - Société québécoise de la déficience intellectuelle (SQDI) — 1 manager



Various topics were discussed during the meetings, including:

- Past and planned collaborations with ADM;
  - Availability and quality of existing accessible services at ADM;
  - Recommendations, references and standards enabling ADM to improve service quality; and
  - best practices and feedback enabling enrichment of the ADM Accessibility Plan.
- **An online survey of people with disabilities** who use the airport's services.
  - **Interviews with people with visible disabilities** who use the airport facilities, conducted at the terminal building.

These interviews were conducted in December 2022. They covered various topics, including:

- The availability of information about the accessible services provided by ADM;
- Accessible services used at the airport and their quality;
- Accessible facilities used at the airport and their quality;
- Staff working at the airport and their quality.

The information gathered during this process informed the development of the ADM's initial Accessibility Plan and is the basis for most of the guidelines that it contains. The Aéroports de Montréal 2023–2026 Accessibility Plan outlines the commitment and efforts that will be implemented in the coming years to improve accessibility at our facilities.

## 4. GENERAL

### FEEDBACK PROCESS

ADM is mindful of the quality of its services, and has implemented a number of measures to facilitate access to its services for people with disabilities. To that end, and with a view to continuous improvement, a feedback process is in place, enabling ADM to gather comments about how it is implementing its Accessibility Plan, and about any barriers encountered by people interacting with ADM. Following is a description of the feedback options.

#### ➔ DESIGNATED PERSON RESPONSIBLE FOR RECEIVING FEEDBACK:

The person holding the following position is designated to receive feedback and follow up appropriately with the individual, provided they have not provided feedback anonymously:

Passenger Experience Officer





## ➤ MEANS OF SUBMITTING FEEDBACK:

<b>IN PERSON</b>	Via ambassadors (red jackets) posted at various locations in the terminal to welcome members of the public.
<b>BY MAIL</b>	YUL Satisfaction ADM Aéroports de Montréal 800 Place Leigh-Capreol, Suite 1000 Dorval, Québec H4Y 0A5
<b>BY E-MAIL</b>	<a href="mailto:yulsatisfaction@admtl.com">yulsatisfaction@admtl.com</a>
<b>BY PHONE</b>	514 633-3333 or 1-800-465-1213 TTY service for persons with hearing impairment: 1 800 855-1155
<b>ONLINE</b>	<a href="https://yulsatisfaction.admtl.com/hc/en-ca/requests/new">https://yulsatisfaction.admtl.com/hc/en-ca/requests/new</a>
<b>VIA SOCIAL MEDIA PLATFORMS</b>	Facebook: <a href="https://www.facebook.com/yulaeroport/">https://www.facebook.com/yulaeroport/</a> Twitter: <a href="https://twitter.com/yulaeroport">https://twitter.com/yulaeroport</a> Instagram: <a href="https://www.instagram.com/yulaeroport/">https://www.instagram.com/yulaeroport/</a> LinkedIn: <a href="https://ca.linkedin.com/company/adm-aeroports-de-montreal">https://ca.linkedin.com/company/adm-aeroports-de-montreal</a> People contacting ADM via social platforms to provide feedback are directed to the feedback form on the ADM website.

## ➤ CONFIRMATION OF RECEIPT

An acknowledgement of receipt is sent to any individual who provides non-anonymous feedback, using the same channel by which the feedback was received. Individuals wishing to provide anonymous feedback may do so by the means mentioned above, but no acknowledgement of receipt can be sent.



## ➤ AVAILABILITY OF THE ACCESSIBILITY PLAN AND FEEDBACK PROCESS

Anyone requesting a description of this Accessibility Plan or the feedback process in one of the alternative formats listed below may obtain it in short order by mail, telephone or electronically, no later than the deadlines indicated below. Requests may be made by any of the means mentioned above. Persons who wish to obtain the document by mail must provide a postal address.

FORMAT	DELIVERY TIME
Print	15 days
Large print	15 days
Braille	45 days
Audio format	45 days
Electronic format compatible with adaptive technology intended to assist persons with disabilities	15 days

## ACCESSIBILITY ADVISORY COMMITTEE

ADM will also ensure that it draws on the extensive expertise of groups representing people with disabilities to understand their needs and improve its practices and facilities from an accessibility perspective. To that end, ADM has established the Accessibility Advisory Committee, composed of representatives of organizations serving people with disabilities.

During the first year of implementation of the Accessibility Plan, ADM will:

- more clearly define the Advisory Committee’s terms of reference, what is expected of its members, the frequency of meetings, and the operating procedures;
- identify disability rights organizations that have expertise in improving accessibility services, and invite them to take part in the Committee’s work; and
- convene the Advisory Committee to give a presentation of the 2023–2026 Accessibility Plan and discuss certain proposed guidelines in greater detail.



## 5. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

### PROVIDERS OF DIRECT SERVICES TO PASSENGERS

As of 2023, service providers employ some 450 people who interact more or less regularly with passengers using services at YUL Montréal–Trudeau International Airport. ADM has already implemented a number of measures to ensure that these service providers comply with their obligations under the ATPDR, notably by making sure their employees have received training allowing them to interact appropriately with people with disabilities.

This oversight is conducted across the entire continuum of relationships between ADM and its service providers, including by the following means:

- At the service provider selection stage: inclusion of training of staff on accessibility and ability to deliver accessible services as requirements in the specifications of RFPs to service providers;
- When entering into agreements with service providers: signing of a commitment by all passenger service providers to train employees on accessibility, and obtaining of the documents resulting from this commitment (accessibility training course outline, name of training provider, complete and up-to-date training log);
- During service provision: development of a periodic audit procedure to verify compliance of service providers' practices in terms of training, equipment used and services rendered, in compliance with the current regulations.

Over the next three years, ADM will continue its efforts to ensure that each of our service providers demonstrates its commitment to accessibility, while acting as a facilitator for the improvement of their services to passengers from an accessibility perspective.

### PROCUREMENT OF MATERIALS AND EQUIPMENT

As part of development and optimization of its facilities, ADM is always on the lookout for equipment that complies with high accessibility standards. Recently, the Corporation conducted several exploratory studies to replace the terminal's check-in kiosks and make them accessible to people with disabilities.

These efforts to identify best-in-class providers of accessible airport equipment will continue, notably via consultations with other airports and a technology watch on airport innovations.



GUIDELINE	YEAR
<ul style="list-style-type: none"> <li>▪ Draft an audit procedure for service providers that offer direct services to passengers, to verify compliance with the ATPDR.</li> </ul>	2023
<ul style="list-style-type: none"> <li>▪ Finalize implementation of a thorough audit procedure for service providers that offer direct services to passengers, to verify compliance with the ATPDR.</li> </ul>	2024
<ul style="list-style-type: none"> <li>▪ Share observations from the passenger feedback process on the quality of accessibility services with service providers, with a view to continuous improvement.</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Continue work to identify innovative accessibility solutions as part of the facilities lifecycle plan.</li> </ul>	2023 2024 2025

## 6. BUILT ENVIRONMENT

Expansion and modernization work is regularly conducted at YUL to increase the capacity of the terminal and enhance the level of service delivery to passengers. Over the years, many of these projects have improved accessibility at the airport, and universal design considerations are gradually being incorporated into the planning and implementation stages of various projects.

In recent years, ADM has extensively communicated the ATPDR accessibility requirements to the various internal divisions concerned and has focused close attention on compliance with those requirements. Consultation with disability rights organizations on planned projects is another key practice. For example, the preliminary plans for the REM light-rail station, a major project for ADM, were forwarded to K eroul for an initial accessibility assessment.

The Accessibility Plan will validate these guidelines, formalize them and make them a priority. This will involve, among other things, enhancing the internal reference tools used in the planning and design stages of the various projects. Particular attention will be paid to the signage and wayfinding master plan, which is updated on a regular basis and serves as a cross-cutting benchmark for all facilities expansion or retrofitting projects.



GUIDELINE	YEAR
<ul style="list-style-type: none"> <li>▪ Amend the guidelines for preparation of development plans to strengthen accessibility analysis guided by universal design principles.</li> </ul>	2024
<ul style="list-style-type: none"> <li>▪ Rely on the Accessibility Advisory Committee (see Section 2 – Feedback) for upstream consultation in planning major projects involving the built environment.</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Make accessibility a priority in updates to the ADM Signage and Wayfinding Master Plan.</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Conduct accessibility consultations as part of the review of lavatory standards.</li> </ul>	2023 2024
<ul style="list-style-type: none"> <li>▪ In collaboration with the prospective operator, plan routes to verify accessibility as part of the functional commissioning of the REM light-rail station.</li> </ul>	2025
<ul style="list-style-type: none"> <li>▪ Ensure effective incorporation of accessibility requirements into the passenger drop-off and parking reconfiguration program.</li> </ul>	2023 2024
<ul style="list-style-type: none"> <li>▪ Ensure effective incorporation of accessibility requirements into the jetty improvement projects:               <ul style="list-style-type: none"> <li>▪ Expansion of the domestic jetty;</li> <li>▪ Construction of new jetties.</li> </ul> </li> </ul>	2024 2025
<ul style="list-style-type: none"> <li>▪ Ensure effective incorporation of accessibility requirements into the remote aircraft stand development project.</li> </ul>	2024 2025

## 7. INFORMATION AND COMMUNICATIONS TECHNOLOGIES (ICT)

The ADM website is a primary source of information for all travellers who use the airport. This is also true for people with disabilities, which is why it is essential that the information provided be comprehensive, relevant, up to date and accessible.

To improve accessibility, ADM commissioned an accessibility audit of its site in 2019. That process was followed by three phases of site improvement. The exercise was most conclusive, as the site's accessibility has clearly improved.





With technology constantly evolving, however, ADM is planning a complete redesign of its website to bring it up to current standards. This will provide an opportunity to define more stringent accessibility requirements from the start.

GUIDELINE	YEAR
<ul style="list-style-type: none"> <li>▪ Redesign the website in compliance with Level AA of the Web Content Accessibility Guidelines (WCAG 2.0), remaining attentive to the high accessibility standards of the non-profit standards organization W3C.</li> </ul>	2023 2024
<ul style="list-style-type: none"> <li>▪ <b>Analyze feedback from website and mobile site users with an eye to continuous improvement.</b></li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ <b>Continue the rollout of accessible check-in kiosks throughout the terminal.</b></li> </ul>	2023
<ul style="list-style-type: none"> <li>▪ <b>Work with the various stakeholders (ADM, carriers and providers) to improve real-time synchronization of audio and visual public messaging.</b></li> </ul>	2023 2024

## 8. COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

ADM is making many efforts to improve accessibility, and this positive message should be shared. In our opinion, better communicating these initiatives to travellers in general and people with disabilities in particular will help reinforce our message of openness to accommodating people with diverse needs. As part of implementation of its Accessibility Plan, ADM therefore seeks to more extensively communicate the benefits of the “accessible customer experience” provided at its facilities.

A further measure consistent with this initiative would be increasing the visibility of people with disabilities in public messaging, to testify to the importance of this target audience as well as to the company’s social commitment to accessibility.

In collaboration with the Human Capital division, this commitment will also be conveyed to new employees as an essential part of ADM’s organizational culture.



GUIDELINE	YEAR
<ul style="list-style-type: none"> <li>▪ Increase the visibility of ADM's accessibility commitment and achievements in external as well as internal communications.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2023</li> <li>▪ 2024</li> <li>▪ 2025</li> </ul>
<ul style="list-style-type: none"> <li>▪ Increase the visibility of people with disabilities in the content of ADM's website and in its communications and promotional actions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2023</li> <li>▪ 2024</li> <li>▪ 2025</li> </ul>
<ul style="list-style-type: none"> <li>▪ Foster exchanges and involvement with the local community of disability rights organizations.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2024</li> <li>▪ 2025</li> </ul>

## 9. PROGRAM AND SERVICE DESIGN AND DELIVERY

### SERVICES FOR DEPARTING AND ARRIVING PASSENGERS

Carriers already offer passenger-assistance services from check-in to boarding (on departure) and from deplaning to exiting the restricted area (on arrival).

Since 2021, ADM has offered complementary assistance service to passengers between the drop-off zone and check-in (departures level) and between the public area and the city-side exit point (arrivals area). Wheelchair, electric cart, walking and baggage assistance is available.

The procedure for requesting this service is explained on the ADM website, and it can be booked using an online form or by telephone (the service is also available without booking). An assistance service attendant meets the user at a designated area in the drop-off zone, after they notify the airport by phone of their arrival. Assistance service is also available for arriving passengers: upon exiting the public area, the passenger meets the assistance attendant at a predetermined location, and is then escorted to the exit point.

As part of implementation of this new service, ADM has introduced an accessibility training program for employees of the service providers concerned. As noted in the Procurement of Goods, Services and Facilities section of this Plan, these providers have made commitments to train their employees, and ADM closely monitors their fulfilment of those commitments. An audit program is in place to verify that training has indeed been dispensed to service providers' staff.



A satisfaction survey is distributed to people who book this new service, and particular attention is paid to the survey results. Since consultations with disability rights organizations have shown that the service is still largely unknown among these airport users, we must also ensure that it is given greater visibility.

## AMBASSADORS

ADM employs a team of Ambassadors. Speaking more than 13 languages and recognizable by their red jackets, the Ambassadors are present all over at the airport to guide passengers along their journey. They can also advise them on the various services available at the airport. Ambassadors receive training on how to interact with and cater to the needs of people with disabilities.

Pursuant to the Accessibility Plan, ADM will urge the service provider that manages the Ambassador brigade to include people with specific knowledge of the needs of people with disabilities, such as sign language skills.

## PROGRAMS FOR SPECIFIC CLIENT GROUPS

- **Premium Kids:** Together with Autisme Montréal, Giant Steps–Montréal and airport community partners including Air Transat, ADM organizes an annual airport familiarization day for children with autism spectrum disorders (ASD) and their families. The main goal of the Premium Kids program is to give the children an opportunity to become acquainted with the various airport procedures and processes and to allow ADM to validate its facilities for special-needs passengers.
- **Pet Squad:** ADM has formed a squad of dogs that roam around the terminal with their volunteer handlers to offer moments of companionship to travellers. They can pet the animals and speak with their handlers, who let passengers approach the dogs, but never make the first move toward them in case they have allergies or a phobia. This initiative, which is recognized by Humane Society International – Canada, is much appreciated by passengers who may be over-excited or anxious in the airport environment.
- **Hidden Disabilities Sunflower:** ADM is continuing efforts to implement this program that helps travellers with invisible disabilities who may need a little extra patience, attention and assistance during their journey. These individuals can wear a lanyard displaying the program's colours on a voluntary basis, allowing airport staff to identify them as someone with an invisible disability and support them as best they can. The visibility works both ways, as a similar lanyard is also available to identify employees more specifically prepared to respond to the needs of this user group. (This second alternative seems to be the preferred choice of one of the disability rights organizations consulted during the preparation of the Accessibility Plan, since it ensures access



to services for people who prefer not to advertise their difference by wearing the lanyard themselves.)

GUIDELINE	YEAR
<ul style="list-style-type: none"> <li>▪ Roll out initiatives to raise awareness of the departures and arrivals assistance service.</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Conduct an annual analysis of the assistance service user satisfaction survey results to improve efficiency and user satisfaction.</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Continue and strengthen the Pet Squad companionship offering and raise awareness of it among potential users.</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Urge the service provider managing the Ambassadors to diversify its recruitment to include, for example, people with sign language skills (LSQ and ASL).</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Continue implementation of the Hidden Disabilities Sunflower, emphasizing wearing of the lanyard by people specially trained to serve this user group.</li> </ul>	2023 2024

## 10. TRANSPORT

ADM se préoccupe de l'ensemble du parcours utilisé par les personnes handicapées qui fréquentent ses installations. Plusieurs mécanismes sont mis en place pour faciliter ce cheminement en le rendant plus fluide et plus accessible.

### ARRIVALS AND DEPARTURES

- **Parking:** People with limited mobility who have a valid certificate and need adapted parking can use the spaces in the multi-level garage located in front of the terminal.



- **Taxi service:** Adapted taxis are available from 7 a.m. to 2 ~~pa~~.m. by request to the dispatcher on site. Service is available outside these hours by notifying the air carrier, who will contact the dispatcher.
- **Other transport services:** Other accessible transport options may be available departing from the terminal by various transport service providers (hotel shuttles, regional shuttles, rental vehicles).

**IN THE TERMINAL**

- **Arrivals assistance services** (see the *Program and Service Design and Delivery* section) offer escorting for people requiring assistance to get from the passenger drop-off zone to carrier check-in.
- **Check-in:** Air carrier staff assist passengers requiring assistance at check-in. The check-in kiosks are also adapted for use by people with various types of disability.
- **Security checkpoints:** After check-in, there is a priority line for people with limited mobility at each pre-boarding screening checkpoint.

In the international and transborder jetties, transportation by electric cart from the screening checkpoint to the boarding gate is available to departing passengers who request it. The same service is available to international arriving passengers, from the arrival gate to the Canada customs hall.

GUIDELINE	YEAR
<ul style="list-style-type: none"> <li>▪ Continue efforts to maintain accessibility at all times during periods of major work at the airport.</li> </ul>	2023 2024 2025
<ul style="list-style-type: none"> <li>▪ Improve signage/wayfinding to direct people with disabilities to parking areas with accessible shuttles.</li> </ul>	2023 2024
<ul style="list-style-type: none"> <li>▪ Continue the process of replacing existing shuttles with fully accessible vehicles.</li> </ul>	2023 2024





## 11. ACCESSIBILITY PROVISIONS OF CANADIAN TRANSPORTATION AGENCY REGULATIONS

As a transportation service provider and terminal operator, ADM is subject to the regulations made by the Canadian Transportation Agency under Subsection 170 (1) of the *Canada Transportation Act*, namely, the *Accessible Transportation for Persons with Disabilities Regulations* (“ATPDR”) and the *Accessible Transportation Planning and Reporting Regulations* (“ATPRR”).

ADM is subject to certain provisions of Part 1 – Requirements Applicable to Transportation Service Providers and Part 4 – Requirements Applicable to Terminal Operators of the ATPDR, more specifically:

- Communication of Information to Persons with Disabilities: Sections 4 to 9, 10 (2) and 11 to 14;
- Personnel Training for the Assistance of Persons with Disabilities: Sections 15 to 23;
- Service Requirements: Sections 216 and 217;
- Technical Requirements: Sections 212 to 231.

ADM is also subject to all provisions of the ATPRR, more specifically:

- Definitions and interpretation: Section 1
- Classes: Sections 2 and 3;
- Accessibility Plans: Sections 4 to 7;
- Feedback: Sections 8 to 11;
- Progress Reports: Sections 12 to 16;
- Coming into Force: Section 17.



# EMPLOYMENT



## 12. THE CORPORATION

In addition to providing airport services consistent with the needs of the community, the mission of ADM is to foster the economic development of Greater Montréal and co-exist in harmony with the surrounding environment. As part of its mission to connect Montréal to the world through the talent and passion of its teams, ADM's human resources practices are grounded in the corporation's core values, including collaboration, support for diverse talents, and the promotion of equality and work quality.

Until 2022, ADM was strongly affected by the slowdown resulting from the COVID-19 pandemic. Operations have resumed robustly, however, and the airport recently earned high honours for its personnel management (YUL Montréal–Trudeau International Airport excelled at the 2023 Skytrax World Airport Awards, with airport community employees winning first prize in the category Best Airport Staff Service in North America).

As of 2023, ADM has 550 unionized and non-unionized employees, among them professionals, firefighters, office staff and tradespeople. Employment experience and engagement are core concerns for ADM. Its management style is informed, among other things, by human values that it actively promotes: collaboration, openness, boldness, passion and reliability. Openness includes the values of diversity and inclusion and recognizing the importance of accessibility to employment for people with disabilities.

## 13. BACKGROUND TO THE EMPLOYMENT COMPONENT

The Employment component of this Accessibility Plan has been designed according to the requirements of Accessible Canada Act, focusing on the obligations arising from that legislation at all stages of the employment process. ADM has developed this component of the Plan as a framework for its further actions in the area of accessibility.

ADM has already made a commitment to employment practices that help overcome barriers to accessibility for people with disabilities. This is a continuous process that must materialize and be implemented over time. This Plan is part of ADM's ongoing efforts to identify, eliminate and prevent barriers to accessibility for people with disabilities. It will be developed and updated periodically to reflect current legislation and regulations.

### **ADM management has made the following firm commitment:**

“Aéroports de Montréal aims to become one of the best airport managers, distinguished by its rigour, efficiency and innovation, while respecting the environment as well as its partners and stakeholders. To that end, the Corporation's management, operation and development of its airports considers all social,



economic and environmental impacts and focuses on developing good relationships with its partners and stakeholders. Accessibility, openness, diversity and inclusion are concepts central to the company in deployment of its employer brand, and its wish to continue fostering a modern workplace that is open and accessible.”

## 14. CONSULTATIONS WITH EMPLOYEES

To identify potentially unaddressed barriers to employment accessibility at ADM, the Human Capital team invited all employees with disabilities to respond to a survey aimed at gathering feedback on barriers observed or encountered at all stages of the employment process (e.g., hiring, onboarding, individual accommodations). For the purposes of the survey, ADM emphasized the broad definitions of the concepts “disabled” and “barrier” to all employees. The definitions used are provided in the Definitions and Abbreviations section of this Plan.

The survey, distributed to all employees, was available in digital and print versions and was publicized on several occasions both by Human Capital and managers, during the winter of 2023. Completion was on a voluntary basis and was confidential. As stated in the survey, potential barriers to employees with disabilities had to do with the built environment (buildings, facilities), technology, communications, as well as human resources and management practices. ADM is committed to constantly identifying such barriers and continuing its efforts to counter their impacts and promote accessibility for people with disabilities, as well as to engaging in dialogue with employees following the survey.

ADM analyzed the survey responses as part of development of the Employment Component of this Plan. To identify barriers to accessibility for people with disabilities, the Corporation also consulted disability-rights organizations.

## 15. FEEDBACK PROCESS

ADM is mindful of the quality of its services, and has implemented a number of measures to ensure accessibility when it comes to employment. A process is in place, enabling ADM to gather comments about how it is implementing its Accessibility Plan. Employees with disabilities who perceive barriers to accessibility in their workplace experience are encouraged to tell ADM about them by contacting the designated person at Human Capital. Following is a description of the feedback options.

Personne désignée pour recevoir la rétroaction :



## ➔ DESIGNATED PERSON RESPONSIBLE FOR RECEIVING FEEDBACK:

The person holding the following position is designated to receive feedback and follow up appropriately with the individual, provided they have not provided feedback anonymously:

Deputy Director, Labour Relations

### • Means of submitting feedback:

<b>In person</b>	Nadji Brassard-Tremblay Deputy Director, Labour Relations
<b>By mail</b>	Human Capital ADM Aéroports de Montréal 800 Place Leigh-Capreol, Suite 1000 Dorval, Québec H4Y 0A5
<b>By e-mail</b>	nadji.brassardtremblay@admtl.com
<b>By phone</b>	514 348-5538

## ➔ CONFIRMATION OF RECEIPT

An acknowledgement of receipt is sent to any individual who provides non-anonymous feedback, using the same channel by which the feedback was received. Individuals wishing to provide anonymous feedback may do so by the means mentioned above, but no acknowledgement of receipt can be sent.

## 16. EMPLOYMENT

ADM provides various accommodation measures, upon hiring and throughout employment, depending on the employee's situation and that of the job.

- For example, ADM offers a range of equipment to address mobility and other physical concerns that might otherwise compromise full workplace accessibility;





- More generally, when specific needs are identified for an employee, the company conducts an analysis so as to implement reasonable accommodation to the situation and promote full integration of people with disabilities;
- Reduced-mobility parking spaces are available for employees who provide a document certifying that they have a mobility issue;
- Pre-hire medical assessments are also periodically reviewed to ensure that employment conditions continue to be appropriate to the situation and consider accessibility;
- **Hybrid work:** The *Flexi-travail* program, which applies to several job types at ADM, is an apt illustration of continuous-improvement efforts and measures fostering workplace accessibility. *Flexi-travail* is a work organization mode that helps create a unique and flexible employee experience. Implementation of the program facilitates teleworking and ensures improved flexibility—of work schedules, notably—helping to ensure improved workplace accessibility for employees with disabilities;
- ADM has also developed a plan to upgrade a number of HR tools so as to formalize the openness to accessibility and diversity already established within the company (see the measures outlined in the *Measures Planned for 2023–2026* section of this Plan, for example those concerning ongoing periodic reviews and/or upgrades).
- **Employment equity and diversity:** ADM complies with the Employment Equity Act, which aims to ensure fair representation of four designated groups: women, visible minorities, persons with disabilities and Aboriginal peoples. Beyond the legislative framework, the Corporation is expanding its vision from employment equity to a commitment to diversity, inclusion and adaptation of its workplaces to welcome and retain the best and brightest talents. All employees enjoy the same benefits and opportunities for advancement based on their competencies, regardless of differences. In addition to gaining access to a larger talent pool, this ensures that ADM reflects the diversity of its community, in turn gaining insights into its customers and enhancing service quality.

The Corporation will continue applying its various approaches in support of employment accessibility.



## 17. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

ADM considers accessibility concerns in its procurement decisions. For example, office furniture purchased for employees (including chairs and desks) is adaptable for employees with mobility issues (disability or barriers to full employment within the meaning of the Accessible Canada Act), providing appropriate context-based accommodations as well as ensuring accessibility and meeting the workplace health and safety standards applied by the Corporation. With regard to services procured by ADM for the benefit of its employees, the Corporation makes sure to discuss accessibility requirements with vendors. For example, it will ensure that a lecture organized for employees is available in LSQ or ASL if an employee requests it.

## 18. BUILT ENVIRONMENT

ADM leases its built environment.

In keeping with its flexible use of space, ADM has ensured that many of its workspaces are fully accessible, such that the built environment does not constitute an employment accessibility barrier. A few areas remain somewhat less accessible, often because of dated renovations and the lack of an elevator, for example. These areas are circumscribed, and would in no way hamper the hiring process or work execution, depending on the position components for the premises in question.

ADM plans to continue upgrading its workspaces in those areas where certain components still need to be addressed (e.g., continuing automation of certain doors, renovating some unrenovated washrooms, performing minor corrective work in kitchens or on door sills, reintroducing Braille writing in certain rooms that no longer have it). These considerations will be central to all future renovation projects involving changes that are more structural in nature.

None of the adjustments that remain would compromise the hiring process provided that the candidate has the abilities required for the position, since the Flexi-travail program, among other things, allows for the assignment of an employee to a physical area that is fully accessible.

We will be continuing our built-environment accessibility initiatives to identify, remove and prevent barriers both inside and outside the facilities used by our employees.



## 19. INFORMATION AND COMMUNICATIONS TECHNOLOGIES (ICT)

ADM makes clear, accessible communication with its employees a priority. It employs a range of communications methods, including alternative formats when requested, to reach them and ensure full accessibility. Close contact with management is one key element of this focus on good communication to ensure accessibility in and to the workplace. The Corporation will continue its efforts in this area.

## 20. PROGRAM AND SERVICE DESIGN AND DELIVERY

### Employee training program

Training employees to recognize and identify barriers to employment accessibility is essential to mainstreaming and maintaining the principle of accessibility within the Corporation.

ADM provides a variety of accessibility training courses, including awareness-raising on greeting people with disabilities. The Corporation is in the process of reviewing its training program for employees at all levels, to ensure that training is regularly updated, in particular with regard to diversity, inclusion, reasonable accommodations and accessibility.

## 21. TRANSPORT

Des stationnements pour personnes à mobilité réduite sont offerts aux employés qui fournissent le document à l'effet qu'ils ont un enjeu de mobilité. ADM poursuivra ses démarches à ce sujet.

Reduced-mobility parking spaces are available for employees who provide a document certifying that they have a mobility issue. ADM will be continuing its initiatives in this area.

## 22. MEASURES PLANNED FOR 2023–2026

GUIDELINE	YEAR
<ul style="list-style-type: none"> <li>An internal accessibility committee (for employees) has been created, with a view to continually promoting accessibility to and during employment. This committee's meetings will begin in 2023. ADM will require a minutes document listing the committee's work and suggestions, as soon as necessary and at least once a year.</li> </ul>	2023–2026 [ongoing]



<ul style="list-style-type: none"> <li>Review equity, diversity and inclusion policies applying to people with disabilities, and continue to publicize them, to reiterate ADM's commitment to accessibility for people with disabilities from the recruitment stage and throughout employment.</li> </ul>	2023 2024
<ul style="list-style-type: none"> <li>Review and update the forms and documents pertaining to reasonable accommodation requests by employees with disabilities.</li> </ul>	2024 2025
<ul style="list-style-type: none"> <li>Re-evaluate job posting procedures and pre-hire testing protocols to prevent imposing undue barriers to hiring, and continue reiterating the Corporation's commitment to inclusion and accessibility in the workplace for people with disabilities.</li> </ul>	2023 2024
<ul style="list-style-type: none"> <li>Develop, in collaboration with a legal partner, up-to-date in-house training sessions and/or tools on reasonable accommodation and accessibility in the workplace, in keeping with the Accessible Canada Act, the Canadian Human Rights Act, internal Corporation policies and collective agreements in force.</li> </ul>	2023 2024
<ul style="list-style-type: none"> <li><b>All new construction projects (buildings or modifications to existing leases) with an impact on the built environment and the physical work environment will give priority to retrofitting the last remaining spaces with certain accessibility issues (some washrooms, doors not yet automated, kitchenette sections). Specifically, the Property Management division will be made aware every year during the term of this Plan of the need to include accessibility standards as soon as any plans are made to modify a workspace.</b></li> </ul>	2023–2026 [ongoing]
<ul style="list-style-type: none"> <li><b>Publicize ADM's flexible workspace policy, among other things, to offer accommodation from the outset to employees with disabilities who require a fully accessible and adapted workspace. Furthermore, maintain an up-to-date list of ergonomic furniture and provide it, upon request supported by documentation, to employees with disabilities.</b></li> </ul>	2023–2026 [ongoing]

