



# Public Participation Charter



# We design

spaces that spark curiosity and cultivate  
quality through collective intelligence.





**For us,**  
creating space is about  
bringing people together.

## Purpose of the public participation charter

At Lemay, **we strive** to design spaces that enhance the natural and built environment, create value for the businesses and communities they serve, and improve the lives of the people who use them.

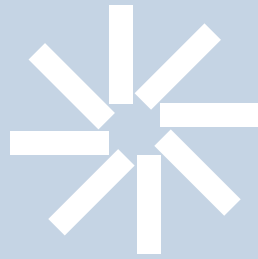
**We engage** with curiosity, invention and a generous spirit to identify the opportunities that lie behind each project. By embracing constraints, we constantly renew our goal to innovate, always with the aim of creating spaces that give more than they take.

**We believe** in the emergence of a more responsible, equitable, inclusive and committed society. By encouraging citizen involvement and commitment in our projects, we actively and proudly participate in the recognition and betterment of collective intelligence.

**We hold** that democratic life is at the heart of our daily actions and we are pleased to see the proliferation of public participation initiatives and processes in recent years, particularly in project planning. As change-makers that make a direct impact on living environments, we ensure the quality and success of our projects by integrating collaborative planning and codesign approaches.

**We guarantee** that Lemay's public participation charter respects the highest standards inherent to the development of public participation processes, as it is based on the principles and standards set forth by recognized players in the field, notably the International Association for Public Participation (IAP2) and the Government of Quebec, with respect to public participation policy as set forth in the Guide d'élaboration d'une politique de participation publique of the Ministère des affaires municipales et de l'Habitation. In addition, the firm fully adheres to the principles of Gender and Intersectoral Analysis (GIA+) to ensure that the necessary efforts and tools are deployed to include populations that may be under-represented in public participation processes and in society at large.

**We create inclusive spaces where everyone feels welcome.**



**We create**  
spaces that connect us to our  
community and the environment.

#### Public Participation Charter

A firm built on design,  
excellence, creativity,  
Net Positive approaches  
and collaboration.

**Lemay's public participation charter aims to clarify the roles and responsibilities of the various stakeholders in the participatory process, by setting out the main commitments expected throughout the process.**

Written in the form of a social contract, it allows us to communicate Lemay's quality standards and values, to underline the importance of collaboration and the sharing of knowledge and expertise, and to guarantee the integrity of the process.

**In what context should it be applied, whom is it intended for and how should it be communicated?**

The public participation charter applies to all projects undertaken by the firm that involve some form of stakeholder consultation, dialogue or participation. This may take the shape of workshops with local stakeholders, public meetings, surveys or any other similar type of activity.

The charter is communicated to participants in advance of public consultations, at public meetings or posted on consultation platforms to clearly and visibly communicate its commitment to the process.





— **Our aim is to create  
inclusive where  
everyone feels welcome.**

#### Our commitment

Lemay and all of its professionals, from all disciplines, involved in the organization and facilitation of a public participation and consultation process are committed to:

- **Act professionally** to establish a relationship of trust and mutual respect among all those involved, regardless of their level of commitment;
- **Clearly establish** the objective of the approach and the terms of participation at all stages of the participatory process before the consultation;
- **Recognize** participants' **real power to influence** project design;
- Be inclusive by ensuring that **a diversity of perspectives** is appealed to by targeting a variety of profiles, particularly **populations likely to be underrepresented in society**, and implementing tools that are accessible to all;

- Ensure informed participation and to disseminate, in a timely manner, **relevant and quality information written in plain language** and adapted to the circumstances;
- Establish an **accessible and evolving** participation process that facilitates and encourages the participation of all in a constructive, collaborative and productive atmosphere;
- Ensure that discussions and exchanges **respect the rules of politeness** and good manners in order to create a space for dialogue that is inclusive, fair and respectful of the diversity of points of view;
- **Reflect the views** of participants in a **transparent and unbiased manner** in all consultation or participant accountability reports;
- Implement an evaluation and **continuous improvement** process to ensure the quality of services.

#### The expected commitment of stakeholders to the approach:

- **Read** the various information documents before participating;
- Participate and focus on community rather than **individual interests** and provide constructive ideas;
- Share their opinion succinctly, **respectfully**, and to listen to others' ideas so that everyone can express themselves in a healthy environment;
- **Respect the rules of politeness** and conduct both online (netiquette) and in person;
- Do not hesitate to give your opinion and offer suggestions for **improvement** regarding the participatory process;
- If you have special needs, please contact the person in charge to **ensure your comfort** and to accompany you during the activity.



## **CREATIVE THINKING. COLLECTIVE VALUE.**

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