SELECTCOM TELECOM
ACCESSIBILITY PLAN 2024–2027
In accordance with the *Accessible Canada Act* (S.C. 2019, c. 10)
Publication date: 2024-08-12 (v.1.2) 2026-02-12
Planned review date: 2027-06-01

Accessibility Plan 2024–2027

Selectcom Telecom
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1. Statement of Commitment

Selectcom Telecom is committed to identifying, removing, and preventing accessibility barriers in accordance with the *Accessible Canada Act* (ACA).

The ACA aims to make Canada barrier-free by 2040. As a federally regulated company, Selectcom Telecom actively contributes to this goal by integrating accessibility into its organizational practices.

This accessibility plan outlines the barriers identified as well as the measures implemented or planned to eliminate them and prevent new barriers from emerging.

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2. General Information and Feedback

Selectcom Telecom welcomes feedback regarding:

- This accessibility plan
- Barriers encountered
- Any suggestions for improving accessibility

Feedback may be submitted to:

Vice President, Human Resources
Selectcom Telecom
300-5151 Jean-Talon Street East
Montreal, Quebec H1S 1K8
Telephone: 514-722-2049
Email: rh@selectcomtelecom.ca

Feedback may be submitted anonymously.

An acknowledgment of receipt will be provided within a reasonable timeframe. Feedback received will be reviewed and considered in progress reports and future updates of the plan.

Accessible formats of this plan are available upon request.

3. Consultations – Compliance with Subsection 42(9) of the ACA

In accordance with subsection 42(9) of the *Accessible Canada Act*, Selectcom Telecom consulted persons with disabilities in the development of this plan and considered their feedback.

Consultation Methods

Consultations were conducted through:

- Individual discussions with staff members;
- Discussions with persons with disabilities.

Results of Consultations

The consultations identified:

- Physical barriers related to office access;
- A need for increased awareness;
- Necessary improvements to the accessibility of our digital platforms.

Integration of Feedback

The feedback received directly influenced the measures outlined in this plan, including:

- A commitment to comply with WCAG 2.1 Level AA standards;
- The planning of work to improve physical accessibility.

Selectcom Telecom will continue consultations on an ongoing basis to ensure continuous improvement of its practices.

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4. Areas Identified Under the Accessible Canada Act

4.1 Employment

Barriers identified:

- Identification and integration of assistive technologies;
- Recruitment processes that could be improved.

Planned measures:

- Raising staff awareness about accessibility;
- Reviewing recruitment processes to ensure accessibility;
- Clarifying accommodation procedures.

4.2 Built Environment

Barrier identified:

- Office accessibility (shared responsibility with the landlord).

Planned measures:

- Collaborating with the landlord to plan and implement necessary adjustments to improve access to the premises.

4.3 Information and Communication Technologies (ICT)

Barriers identified:

- Website accessibility;
- Accessibility of internal tools.

Planned measures:

- Conducting an accessibility audit;
- Gradual compliance with WCAG 2.1 Level AA standards;
- Adopting best practices in accessible development.

4.4 Communications Other Than Digital

Barriers identified:

- Production of accessible documents;
- Complexity of language used in certain communications.

Planned measures:

- Adopting clear and plain language;
- Developing internal guidelines for producing accessible documents.

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4.5 Design and Delivery of Programs and Services

Barriers identified:

- Limited internal communication of accessibility features;
- Need for reference tools for frontline teams (call center and sales).

Planned measures:

- Creating an internal accessibility manual;
- Mandatory training for all staff;
- Integrating accessibility into customer service procedures.

4.6 Transportation

Transportation is not applicable to Selectcom Telecom's activities.

5. Progress Reports and Updates

In accordance with the *Accessible Canada Act*:

- A progress report will be published in compliance with applicable regulatory requirements;
- This plan will be updated every three years;
- Feedback received will be considered in future updates.

6. Ongoing Commitment

Selectcom Telecom views accessibility as an evolving process.

We remain committed to continuously improving our practices to provide an inclusive and accessible environment for all our employees and customers.