Summary

In 2019, the Government of Canada adopted the Accessible Canada Act (ACA). The goal of the ACA is to transform Canada into a barrier-free country by 2040. https://laws-lois.justice.gc.ca/eng/acts/a-0.6/page-1.html

Being a company under Federal jurisdiction, Selectcom Telecom as developed a plan based on comments and ideas collected by customers, employees and certain collaborators. This plan represents our activities as of today and identifies current barriers and lists actions to be taken to prevent and/or remove them.

General Information

Please feel free to share your comments with us at: Vice President Human Resources at 514-722-2049, by email at hr@selectcomtelecom.ca or by mail at 300-5151 Jean-Talon Est, Montreal, Quebec H1S 1K8.

Our commitment

Selectcom Telecom is therefore committed to improving accessibility across the company to provide a better experience for our employees and customers. Our approach aims to eliminate and prevent accessibility barrier to our offices and services.

- Achievements
  - Identification of physical obstacles in our premises (access and workspaces);
  - Staff awareness.

- Consultations
  - Internal: Surveys and suggestions from our employees;
  - External: Comments from our customers and interactions with people with disabilities.

Our accessibility priorities

1: Employment

- Obstacles identified: Identification of adaptive technologies available to employees.
- Action plan:
  - 2024: Staff awareness of accessibility for all;
  - 2025: Improvement of recruitment processes.

- **Progress in 2024–2025:**
  Over the past year, we have addressed staff awareness on accessibility and ensure that all job postings are inclusive during recruitment.

2: The built environment

- Obstacles identified: Accessibility to the office. Third party (landlord).
- Action plan: 2024-2025: Carrying out work to facilitate access.

- **2025–2026 on Built Environment:**
  Although office access is currently possible, our action plan with our landlord includes installing automatic door openers to improve accessibility. We are pushing for implementation in the coming year.

3: Information and communication technologies

- Obstacles identified: Accessibility of websites and internal tools.
- Action plan:
  - 2024: Audit websites to detect gaps;
  - 2026: Implement WCAG 2.1 AA standards to our platforms.

- **Progress in 2024–2025:**
  We have reviewed the WCAG 2.0 guidelines to make our web content accessible to a broader range of people with disabilities. We hope to upgrade our platforms by 2026.

4: Non-digital communications

- Obstacles identified: Setting up of accessible documents/communications.
- Action plan:
    - 2024 : Communicate in clear and simple language.

- **Implementation in 2024–2025:**
  Our traditional communications (e.g., formal letters, reports, notes, and paper billing) use clear, simple, and precise language to enhance understanding.

5: Design and delivery of programs and services

- Obstacles identified: Communicate accessibility features to our front-line team (i.e. all center and sales department).
- Action plan:
    - 2024 : Setup reference manual on accessibility for internal teams;
    - 2025 : Provide training internally.

- **2025–2026 on program and service delivery:**
  An internal accessibility manual of our products and services will be created, and company-wide training is planned for completion by winter 2026. The goal is to ensure optimal use of products and services.

6: Transport (irrelevant)

Ongoing Commitment

This is our first progress report on our initial plan to improve accessibility in the marketplace while reflecting the diversity of the Canadian population. We are committed to annual updates, with the next one scheduled for June 1, 2026.

JUNE 2025