SELECTCOM TELECOM

2nd Progress Report

Accessibility Plan — Canadian Accessibility Act (CAA)

JUNE 2026

Summary

In 2019, the Government of Canada enacted the Accessible Canada Act (ACA). The goal of the ACA is to transform Canada into a barrier-free country by 2040.

At Selectcom Telecom, a federally regulated entity, this document constitutes our 2nd progress report. It follows the initial plan of June 2024 and the 1st progress report of June 2025, and describes the progress achieved over the past year in each of the identified areas.

General Information

Please feel free to share your feedback with us:

- Vice-President, Human Resources at 514-722-2049
- By email at rh@selectcomtelecom.ca
- By mail at 300-5151 Jean-Talon East, Montreal, Quebec H1S 1K8

Our Commitment

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

Achievements:

- Identification of physical barriers in our premises (access and workspaces)
- Accessibility awareness training for staff
- Implementation of inclusive recruitment processes
- Website audit and familiarization with WCAG 2.1 standards

Consultations:

- Internal: Employee surveys and suggestions
- External: Customer feedback and discussions with persons with disabilities

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1 — Employment

Identified Barriers

Identification and implementation of assistive technologies available to employees, and continuous improvement of inclusive recruitment practices.

Action Plan

- 2024: Accessibility awareness training for all staff — COMPLETED
- 2025: Improvement of recruitment processes — IN PROGRESS / COMPLETED
- 2026: Assessment of assistive technologies and making them available to employees who need them — IN PROGRESS

Progress in 2025–2026

Following the improvements made to recruitment processes in 2025, we conducted a formal assessment of assistive technology needs within the organization in 2025–2026. Individual interviews were held with employees concerned to identify appropriate tools (screen reading software, adaptive keyboards, etc.). In addition, we explicitly continue to mention, during our selection process that accommodation measures are available.

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2 — Built Environment

Identified Barriers

Office accessibility. Third party (Landlord).

Action Plan

- 2024–2025: Completion of renovation work to improve access — IN PROGRESS
- 2025–2026: Installation of automatic door openers — IN PROGRESS

Progress in 2025–2026

We have continued our discussions with our landlord regarding the installation of automatic door openers to improve accessibility. No timeline has been agreed upon at this time.

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3 — Information and Communication Technologies

Identified Barriers

Accessibility of websites and internal tools.

Action Plan

- 2024: Website audit to identify gaps — **COMPLETED**
- 2026: Implementation of WCAG 2.1 Level AA standards on our platforms — **IN PROGRESS**

Progress in 2025–2026

Following our review of WCAG 2.1 standards in 2024–2025, we began upgrading our digital platforms in 2025–2026. The technical team is working toward achieving compliance by the end of 2026.

4 — Non-Digital Communications

Identified Barriers

Creation of accessible documents and communications.

Action Plan

- 2024: Establish communications in plain and simple language — COMPLETED
- 2025–2026: Strengthen practices and explore alternative formats (large print, simplified version) — IN PROGRESS

Progress in 2025–2026

Our traditional communications (formal letters, reports, memos, paper billing) continue to be written in clear, simple, and precise language. During this year, we explored the possibility of offering, upon request, a large-print version of our paper billing. This option is available to customers who make the request through our customer service. We will continue to evaluate other alternative formats based on expressed needs.

5 — Design and Delivery of Programs and Services

Identified Barriers

Communicating accessibility features to the frontline team (call centre and sales department).

Action Plan

- 2024: Establish an accessibility reference guide for internal teams — IN PROGRESS
- Fall 2026: Deliver company-wide training — IN PROGRESS

Progress in 2025–2026

The accessibility reference guide for our products and services has been finalized and distributed to all internal teams. The company-wide training, originally planned for winter 2026, has been launched: the call centre and sales department teams were the first to receive this training. The remaining departments will complete the curriculum by fall 2026. The goal is to ensure that all staff can properly inform and support customers with disabilities.

6 — Transportation

Not applicable to Selectcom Telecom.

Ongoing Commitment

This is our 2nd 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 and to continuing our efforts until the goal of a barrier-free Canada by 2040 is achieved.

JUNE 2026