



Accessibility Plan

2024-2027

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1. General information

1.1 Preamble

SETTE offers television channel programming and multimedia asset management services. It also offers complementary post-production services such as localization, media accessibility and digital distribution.

For more than 40 years, SETTE has been working alongside its clients in a constantly changing media universe. Over the years, we've always strived to be more than just a service provider. We're committed to being a reliable, respectful and innovative collaborator that always offers solutions relevant to the needs of the moment.

To ensure that all its clients benefit from the same quality of service, SETTE wants to meet the specific needs of people living with functional limitations.

To better understand the profile of this clientele, SETTE, along with its sister companies in the Québecor family, has been involved in consultations with various Canadian and Québec organizations that defend the rights of people with disabilities.

Building on this collaboration, SETTE today presents its three-year accessibility plan. It outlines initiatives aimed at eliminating the barriers faced by its clients and employees.

For consumers, SETTE is committed to:

- Facilitating access to its services;
- Offering clients the best possible experience by minimizing the barriers they may face;
- Keeping abreast of best practices in accessibility and inclusiveness;
- Taking accessibility issues into account in its decisions so as to continually improve the experience and satisfaction of its clients, especially those living with functional limitations.

With respect to its employees, SETTE takes the necessary steps to offer them a workplace that promotes diversity, equity and inclusion. For example, it

intends to encourage the hiring of people living with functional limitations. The company considers it important to guarantee them the same opportunities so that they may realize their full potential and feel supported in their work environment.

SETTE wishes to continue its close collaboration with the various organizations involved to date. By forging lasting ties, we ensure that our actions will best meet the evolving needs of people living with functional limitations. This ongoing collaboration will be invaluable in the deployment of future initiatives.

The three-year plan includes actions taken to date and in the future to eliminate barriers to accessibility. The company is banking on an approach that can be modified and enhanced according to the context in which it operates.

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You can also use the features of PDF reader applications to adjust the document display and make it easier to read.

1.2 General company information

As of September 30, 2024, SETTE had 30 employees working to satisfy more than 200 clients in various spheres of the media and audiovisual production industry. Its clientele is spread across Canada and abroad.

1.3 Overview of SETTE's approach

SETTE collaborated with Quebecor/Videotron to reflect on the services the company offers its clients living with functional limitations, and on the improvements it could make.

To develop its first accessibility plan, SETTE was able to rely on the above-mentioned approach and the collaboration of the Quebecor/Videotron project team and its members. This team is made up of motivated individuals committed to advancing the cause of accessibility within the organization.

1.4 Collaboration with Videotron/Quebecor

SETTE was able to draw on the expertise of a multi-sector committee at Quebecor and Videotron to develop accessibility policies and programs.

Some of the people who participated in the multi-sector committee are themselves living with functional limitations, or have a loved one with a disability. These people's experiences were particularly beneficial to the committee's work. Similarly, several members have been involved in diversity and inclusion initiatives for equality-seeking groups at Quebecor and Videotron. Their participation has fostered a more inclusive and intersectional approach.

1.5 Feedback process

With the publication of its plan, SETTE will put in place a feedback process that meets the CRTC's requirements. People living with disabilities, as well as the groups and organizations that represent them, will be able to send their comments on the barriers they face via the info@sette.com e-mail address also available in the "Accessibility" section of the SETTE website. Steve Desgagné, Senior Manager, will be responsible for receiving feedback.

2. Taking into account the principles of the Accessible Canada Act

In 2019, the Canadian government passed the Accessible Canada Act. It is designed to make Canada a barrier-free country for people with disabilities by 2040. The Act recognizes seven key principles:

- All persons must be treated with dignity.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have.
- All persons must have barrier-free access to full and equal participation in society.
- All persons must have meaningful options and be free to make their own choices, with support if they desire.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
- Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Videotron has taken the principles described above into account in preparing its accessibility plan, as explained in this document.

3. Consultations with individuals and organizations

In order to identify and prioritize relevant initiatives that meet the needs and expectations of our target clienteles, SETTE drew inspiration from meetings organized by Videotron to encourage the participation of people with disabilities. SETTE took their feedback into account when developing its accessibility plan.

3.1 Feedback from CTA meetings

Meetings organized by the Canadian Telecommunications Association (CTA), of which Videotron is a member, were held in August 2022.

These meetings provided an opportunity to share the results of CTA's consultations. The association surveyed various groups, communities and organizations working with or for people with disabilities. These consultations led to the identification of several concerns that affect the entire telecommunications industry.

3.2 Feedback used by SETTE to prioritize initiatives

SETTE was keen to ensure the relevance of its three-year plan. To ensure that its accessibility plan adequately met the needs of its entire client base, SETTE drew inspiration from the actions put forward by Videotron, which met with organizations representing the vast majority of people living with various types of limitations to obtain their feedback on the preliminary version of its plan. During the meetings, team members were able to listen to the concerns of the organizations' representatives. This gave rise to rich and constructive exchanges. The extensive feedback we received from organizations helped us improve our plan. To maintain close contact with the organizations and their expert resources, and to monitor the progress and evolution of the organization's plans, the multisectoral team proposed the creation of a governance structure.

List of organizations consulted:

Confédération des organismes de personnes handicapées du Québec (COPHAN)

Type of limitation: all

Regroupement des activistes pour l'inclusion au Québec (RAPLIQ)

Type of limitation: all

Association québécoise des personnes de petite taille (AQPPT)

Type of limitation: physical

Institut Nazareth et Louis-Braille (INLB)

Type of limitation: visual

Quebec Network for the Social Inclusion of the Deaf and Hard of Hearing (ReQIS)

Type of limitation: hearing

4. SETTE's obligations

As a broadcasting company, SETTE is regularly monitored by the Office of the Accessibility Commissioner to ensure compliance with the requirements of the Accessible Canada Act (ACA) and the Canadian Accessibility Regulations (CAR). The goal is to identify, eliminate and prevent barriers to people with disabilities now.

In this regard, SETTE takes into account the issues raised during consultations on accessibility, both at Videotron and in the industry, and makes use of feedback concerning its business sectors to enrich its practices and fuel the initiatives of its three-year accessibility plan. In addition, SETTE fosters communication with its clients through a feedback process concerning accessibility issues.

Finally, SETTE is subject to various federal, provincial and municipal laws and regulations, such as the Canadian Human Rights Act, the ACA/CAN and the Employment Equity Act, aimed at ensuring the full participation of people with disabilities in society.

5. SETTE policies, programs, practices and services

The Accessible Canada Act sets out a number of areas in which organizations must take action as a matter of priority, to ensure that the barriers faced by people with disabilities - their employees or clients - are recognized and eliminated.

Below, we detail SETTE's main accessibility initiatives, relating to:

- Employment.
- The built environment, and the acquisition of goods, services and facilities.
- Information and communication technologies (ICT).
- Communications, other than information and communication technologies.
- Design and delivery of programs and services.
- Transportation.

The timetable for completion of the initiatives has been classified into three categories: short term, medium term and long term.

5.1 Employment

SETTE aims to provide a workplace that fosters diversity, equity and inclusion for its entire workforce. The company recognizes that the diversity of its employees' personal experiences greatly enriches its culture and achievements, and that it is important that the diversity of its clients be adequately represented.

By focusing on candidates' skills, qualifications and experience, SETTE ensures that every individual has an equal opportunity to succeed, regardless of origin, gender or any other personal characteristic. This approach creates a team rich in diverse perspectives, which is essential for innovation and excellence.

Through its collaboration with Videotron, SETTE managers have access to a training course on unconscious bias, to make them aware of the cognitive

biases that can influence day-to-day decision-making. The “Recruit Ethically” guide was also developed with the aim of accompanying the roll-out of training in 2025.

5.2 The built environment, and the acquisition of goods, services and facilities

Quebecor and its subsidiaries currently own facilities in various regions. Although Quebecor has adopted a development standards guide that respects the National Building Code and the specific context (year of construction, city or province, geolocation, etc.) of each facility, compliance with all standards in this context is a challenge that the company must meet.

Overall objective: Compliance with barrier-free design standards for the SETTE facility.

By improving planning practices to promote accessibility

IN PROGRESS Barrier-free design and accessibility standards for different types of disability integrated into specifications.

IN PROGRESS Upgrading of existing and future built environments, in compliance with standards, to ensure conformity of the layout of company-owned and leased premises.

5.3 Information and communication technologies (ICT)

To date, no specific accessibility section is available on the SETTE website. The company intends to introduce and develop one that will be available to all its clients.

Overall objective: Optimize content accessibility for use.

By creating an Accessibility section on our website

SHORT TERM Add an Accessibility section to our website.

SHORT-TERM Add the possibility of giving feedback via email or form.

By ensuring that our website complies with the WCAG standard

LONG TERM Include accessibility principles (WCAG standards) in the evolution of our website.

5.4 Communications other than ICT

Informative content concerning people living with functional limitations, such as awareness of their reality and practices when interacting with these clientele, is very rarely brought to the attention of our employees. SETTE intends to remedy this situation through a series of communication, training and documentation initiatives aimed at all staff.

Overall objective: Raise staff awareness of the challenges faced by people living with functional limitations, to optimize their know-how and interpersonal skills in managing interactions with these clientele.

By deploying company-wide communication plans, giving visibility to the initiatives included in the Accessibility Plan.

SHORT-TERM Make available to employees the lexicon on accessibility and the best practices guide developed by Quebecor and Videotron.

5.5 Client communications

This section does not apply to SETTE's current operations.

5.6 Design and delivery of programs and services

This section does not apply to SETTE's current operations.

5.7 Transportation

This section does not apply to SETTE's current operations.

6. Conclusion

Everyone is important to SETTE. The company is committed to listening to its various clienteles and taking the necessary steps to improve its products and services. SETTE continues to work in collaboration with the various sectors of the Quebecor/Videotron core business: by drawing on its best practices, SETTE will be able to offer an inclusive and satisfying client experience for all.

SETTE recognizes that the plan represents only a first step towards barrier-free accessibility for people with functional limitations. The company favours a progressive and evolving approach to accessibility. It takes into account the needs and contributions of its collaborators, clients and employees. In accordance with the Accessible Canada Act, SETTE will publish an accessibility plan every three years, and communicate updates on its initiatives, consultations and progress in an annual progress report. The first annual report will be published in 2024, and the first update in 2025.

Throughout the next stages, SETTE intends to maintain close collaboration with organizations representing the interests and defending the rights of people with disabilities. The company hopes to forge lasting ties with all the organizations that have invested in its approach to date.