

Accessibility Plan

Progress Report - June 2025



fizz

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1. Introduction

Fizz submitted its first three-year accessibility plan on June 1st, 2023. This document describes the various initiatives in place and to come to prevent and eliminate the obstacles that its customers and employees may encounter when interacting with the company.

In accordance with the Accessible Canada Act (the Act), Fizz is now filing its second progress report, which details the progress of initiatives related to the seven key principles of the Act that have been implemented over the past twelve months¹, and the implementation of its 2023-2026 Accessibility Plan.

The company continued to implement its accessibility plan to better meet the specific needs of people living with functional limitations. It has also begun working on several other initiatives to which it has committed to facilitate access to its services and provide consumers with an optimal customer experience throughout their relationship with the company.

Its commitment to its employees has also been translated into actions that will help ensure an equitable, diverse, and inclusive workplace.

One of the company's main priorities remains to raise awareness of the reality of those with disabilities and the positive impact that every employee can have on this clientele's daily life.

Finally, the multi-sector committee continues to engage, in collaboration with Videotron, with the various organizations that contributed to the development of the company's three-year plan and keeps considering their feedback in the planning and delivery of its initiatives. We thank them very much for their cooperation.

¹ Initiatives from previous reports with a 'Completed' status are not included in this document.

2. Priority Areas of Intervention

2.1. Employment

Fizz is committed to providing a workplace that fosters equity, diversity, and inclusion for all its employees. The initiatives described in this section are aimed at refining its human resources practices to continue to improve the representation of different minority groups within its workforce and enhance accessibility in the workplace.

Initiatives in the Accessibility Plan	Initiatives started or completed since June 2024
Training of human resources personnel on issues related to diversity, turning them into ambassadors for managers and employees.	Human Resources business partners have been trained and are now qualified to facilitate the unconscious bias training. Deployment to the company's employees began with the management teams and is now underway for professionals. The roll out to customer facing employees is currently being planned.
Communication to employees about initiatives established to promote an inclusive workplace.	Our Diversity, Equity and Inclusion Recognition Events Calendar, a section of our DEI website accessible via the corporate intranet, is updated continuously. The site also hosts a wealth of useful diversity-related information, definitions, and resources, and regularly publishes "news" articles on its homepage.

Initiatives in the Accessibility Plan	Initiatives started or completed since June 2024
<p>Identification of the best strategies for hiring, onboarding, and integrating people with disabilities into the workplace.</p>	<p>Des outils destinés aux gestionnaires et à l'équipe Acquisition de talents ont été développés pour mieux planifier l'accueil d'une personne en situation de handicap et favoriser son intégration. Ces outils sont disponibles depuis avril 2025.</p> <p>Une série de capsules de formation sur le recrutement éthique seront offertes sous peu aux gestionnaires responsables de la dotation.</p> <p>Toutes les descriptions de postes ont fait l'objet d'une révision de contenu pour s'assurer d'une rédaction inclusive et de l'absence de langage discriminatoire.</p>
<p>Establishment of a partnership with an organization to promote the hiring of those living with a disability.</p>	<p>The company has continued to make contact and exchange with various organizations, but no new partnerships have been concluded since the last progress report.</p>

2.2. Built environment and acquisition of goods, services and facilities

Videotron is actively pursuing its efforts to ensure that all its facilities comply with the National Building Code of Canada, current design requirements, and standards for barrier-free design and accessibility for various functional limitations.

2.3. Information and Communication Technologies (ICT)

The company wants to provide customers living with functional limitations with even better information when they use its website. It is therefore working to make its accessibility-related content "more accessible" for use, to highlight it and to promote it more effectively.

Initiatives in the Accessibility Plan	Initiatives started or completed since June 2024
Addition of audio description or subtitles to its support videos.	This initiative is currently underway. Captioning will be included in the videos once all of them have been published on the website.

Fizz also wants to provide easier access to its customer contact centre advisors for customers with functional limitations.

Initiatives in the Accessibility Plan	Initiatives started or completed since June 2024
Establishing dedicated chat access.	Fizz is evaluating the possibility of adding an "announcement" or identifier at the beginning of a chat to warn its advisors that the exchange will be with a person living with a functional limitation.

The company also wants to continue to maximise the quality of its contacts with customers living with functional limitations. It is therefore working to facilitate access to relevant operational documentation, enabling its front-line employees to optimize the management of their interactions.

Initiatives in the Accessibility Plan	Initiatives started or completed since June 2024
Availability of plug-ins that facilitate control over or quick evaluation of our websites' accessibility.	<p>A few initiatives are planned for the coming months, including:</p> <ul style="list-style-type: none">• Optimization of our website navigation to make it more accessible.• Use of AccessiBe by all Fizz front-end developers.

2.4. Communications Beyond ICT

Fizz offers several solutions to make everyday life easier for people living with functional limitations. To raise awareness of these solutions among its employees, the company has implemented a series of communication, training and documentation initiatives aimed at all of its workforce.

Initiative in the Accessibility Plan	Initiative started or completed since June 2024
Creation of a page dedicated to accessibility, inclusion and diversity on the company's intranet.	<p>It was decided in June 2024 that the page devoted to accessibility at Videotron would be included on the Quebecor's DEI site.</p> <p>A working committee was set up in May 2024 to design, bring to life and maintain the site. The committee put the first version online in August 2024 and has been working to improve it ever since.</p> <p>The site, deployed in phases, was made available to the entire company in March 2025 via the corporate intranet. It hosts a wealth of useful diversity-related information, definitions, and resources, and regularly posts "news" articles on its homepage. It also includes a calendar of DEI recognition events that is updated on an ongoing basis.</p>

2.4.1. Communications With Customers

Since the introduction of a section dedicated to accessibility on its website, the company aims to enhance and optimize accessibility-related content to better assist customers living with functional limitations, facilitate their decision-making and meet their support needs.

Initiatives in the Accessibility Plan	Initiatives started or completed since June 2024
Complete redesign of the content, visuals, and page layout of the Accessibility section of its website.	<p>The Accessibility section of its website has been completely revamped, both in terms of content, navigation and visuals. The new optimized version was put online in December 2024, displaying a section that is much more relevant to customers living with limitations and easier to use.</p> <p>This section is intended to be evolving, and its content will be updated and improved as needed.</p>

2.5. Design and Performance of Programs and Services

To ensure that people with disabilities who come into contact with the company's front-line staff benefit from a customer approach that is tailored to them, Fizz intends to continue raising awareness among all of its employees of the realities faced by these people in order to optimize their know-how and interpersonal skills in managing their interactions with these customers.

The first contact with the company happens mainly via its website. Fizz is working to upgrade its website with respect to accessibility and will undertake all future developments of its platforms in compliance with web accessibility standards.

Initiative in the Accessibility Plan	Initiative started or completed since June 2024
Awareness and training initiatives targeting the digital team regarding WCAG web accessibility standards to ensure hosted content is compliant when the team creates or modifies its webpages.	The digital team is continuing its awareness-raising and training efforts by upgrading the knowledge of all new employees hired to work on the company's websites.

2.6. Transportation

Fizz does not offer transportation services. Therefore, the company has no specific accessibility objectives or initiatives related to transportation.

3. Consultations

Through Videotron, Fizz participated in the October 2024 industry consultations, organized by the Canadian Telecommunications Association (CTA), during which several accessibility groups and service providers engaged in meaningful discussions focused on the following topic areas:

- Wireless accessibility offerings, promotions, and customer service;
- "Unfettered" access or use of specific services;
- Verification and Accessibility passport.

Similarly, Fizz also participated in two of the "Virtual Roundtable Sessions for Seniors" held in February 2025, namely "Sales Process and Consumer Rights" and "Customer Service and Technical Support".

The CTA compiled and shared consultation notes with all participants, providing an overview of the discussions and ensuring a common understanding. These discussions are an essential part of the drafting and implementation of Fizz's initiatives.

The company continues to be "part of the conversation" with the various organizations that represent the interests and advocate the rights of people with disabilities. As mentioned in its three-year plan, Fizz continues to collaborate with the organizations that have invested in its approach through Videotron, and to take their comments and suggestions into account when prioritizing the initiatives in its plan.

4. Feedback Process

The company also continues to consider feedback on its service delivery received through the feedback process in place, now managed by Jean-François Gagnon, General Manager, Strategic Alignment of Operations. Since submitting its progress report in June 2024, Fizz has received no (0) comments or suggestions related to the accessibility of its services.

Anyone wishing to send Fizz their comments and suggestions regarding its services is invited to do so at any time via one of the following communication channels:

- **Online form (anonymous or not)**
 - Website: <https://videotron.com/en/accessibility/feedback?source=fizz>
- **Email:** accessibilite.retroaction@support.fizz.ca

5. Conclusion

The last twelve months have seen the implementation of several promising initiatives likely to improve the daily lives of its customers with disabilities. In the coming year, and with a view to submitting its second three-year plan in June 2026, the company will continue to focus on customer service and ensure that its methods evolve to provide an ever-better response to customers with accessibility needs. Awareness and training initiatives will also continue for all operational resources in contact with these clienteles.