SSP telecom

Accessibility Plan

2024 - 2029

Table of Contents

1. General Information 3
Preamble 3
General company information 4
Multi-sector team 4
2. Application of the fundamental principles of the Accessible Canada Act 5
3. Legal obligations 6
4. Commitment to accessibility 6
Employment 6
Information and Communications Technologies (ICT) 7
The Built Environment 8
Communications, other than ICT 8
Procurement of goods, services and facilities 8
Design and delivery of programs and services 9
Transportation 9
5. Identification of accessibility barriers 10
6. Strategies for preventing and removing barriers 13
Achievements in Removing Barriers (Completion Dates) 13
7. Review and follow-up process 15
Consultation with individuals and organizations 15
Accessibility Committee 16
8. Communication of the plan 17
Feedback Process 17

1. General Information

Preamble

SSP Telecom stands out for its presence in the telecommunications field across Canada.

Our mission is to design, integrate, deploy and maintain a full range of telecommunications solutions customized to our customers' needs. It is therefore very important to us to ensure that we adequately meet the specific needs of people with accessibility needs.

SSP Telecom is committed to its customers to:

- Facilitate access to and use of its services, whether in person or remotely;
- Stay abreast of best practices in accessibility and inclusivity;
- Consider accessibility issues in decisions made by our organization.

In addition, SSP Telecom ensures that it offers the most inclusive and accessible work environment possible. We want to provide equal opportunities to enable each of our PHC staff members to reach their full potential and feel supported at work.

This document adheres to the standards set out in the Web Content Accessibility Guidelines (WCAG) validated in Adobe Acrobat version 2024.

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

General company information

SSP Telecom has been working in the field of voice and network telecommunications as well as in the field of security for more than 20 years. We have the privilege of serving several public organizations as well as several private companies across Canada.

In addition to holding ISO 9001:2015 certification in our operational management manual, our team holds the highest certifications for the products we offer to our customers in both the telecommunications and network security fields.

We have recognized expertise in carrying out major projects with public organizations in Quebec and Canada.

Multi-sector team

The governance of SSP Telecom's accessibility plan is ensured by the following people:

Executive Lead for the Accessibility Plan

François Bourassa, President

Executive Officer, Human Resources and Operational Management

Louise Blanchard, Quality Assurance Director

The team involves a total of 7 people representing the following areas: sales, management, technical support and services, and quality assurance. These people are also involved in the operational management of the organization and the maintenance of our ISO 9001: 2015 certification so that the accessibility plan put in place is respected in all our operations and decisions.

2. Application of the fundamental principles of the Accessible Canada Act

In 2019, the Accessible Canada Act was enacted by the Canadian government. Its goal is to make Canada a barrier-free country for all persons with disabilities by 2040. The achievement of the purpose of the Act is based on the recognition of the following principles:

- The right of every person to be treated with dignity, regardless of their disabilities.
- The right of every person to equal opportunities to thrive, regardless of their disabilities.
- The right of every person to barrier-free access and full and equal participation in society, regardless of disability.
- The right of every person to have the practical opportunity to make decisions for himself, with or without assistance, regardless of his or her disability.
- The fact that laws, policies, programs, services and structures must consider people's disabilities, the different ways in which they interact within their environments, and the multiple and intersectional forms of discrimination and marginalization experienced by them.
- The need for persons with disabilities to participate in the development and design of laws, policies, programs, services and structures.
- The development and revision of accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility for persons with disabilities.

SSP Telecom has developed its accessibility plan considering the principles mentioned above, as detailed in this document.

3. Legal obligations

SSP Telecom is regulated by the Canadian Radio-television and Telecommunications Commission (CRTC), as well as a variety of federal, provincial and municipal laws or regulations that ensure the full and effective participation of persons with disabilities in society, such as the Charter of Human Rights and Freedoms, the Accessible Canada Act and the Employment Equity Act. In this regard, SSP Telecom may be subject to monitoring and compliance review by the CRTC.

The Accessible Canada Act identifies several areas where organizations are required to act as a priority. The goal is to recognize and remove barriers faced by people with disabilities, both in terms of their employees and their clients.

4. Commitment to accessibility

SSP Telecom is committed to developing and implementing universal accessibility strategies, initiatives, practices and methodologies.

Here are the details of the main initiatives taken by SSP Telecom in relation to accessibility.

Employment

SSP Telecom is committed to ensuring a workplace that promotes equity, diversity, inclusion, and universal accessibility for all employees who work there. The company recognizes that the richness of its people's individual experiences adds great value to its culture and accomplishments. In addition, it believes that it is important that the diversity of its clientele be adequately represented.

As part of this commitment to diversity:

- Starting in the fall of 2024, SSP Telecom will organize discussion and sharing sessions on accessibility issues with its team. These sessions will be held twice a year in the various work teams or occasionally with the entire PHC team.
- SSP Telecom will share its Diversity, Equity and Inclusion Workplace Accessibility Policy with its team at its annual meeting and will be included in the Employee Handbook when it is updated in November 2024.

Information and Communications Technologies (ICT)

We are dedicated to making our services available to everyone. We understand the importance of inclusion and accessibility in today's technologies and are committed to embedding these principles in all our ICT services.

With respect to the accessibility of our website and applications, our goal is to comply with the Web Content Accessibility Guidelines (WCAG) at Level AA. To do this, we revise and optimize our website in terms of structure, content, visuals and navigation.

In our collaboration with suppliers, we aim to work with those who share our commitment to accessibility. We ensure that the majority of our suppliers have plans in place to incorporate inclusion and accessibility into their applications and we collaborate with them to improve the services provided.

For customer support, we aim to improve accessibility for people with accessibility needs to our customer support services. We are setting up accessible access to chat. Finally, for monitoring and auditing, our goal is to maintain and continuously improve the accessibility of our ICTs. We have feedback mechanisms in place to identify and correct barriers encountered by users.

The Built Environment

When completing renovations, we are committed to improving our buildings so that our physical spaces are accessible to all people, including those living with disabilities. We will ensure the following measures are in place to ensure an inclusive environment:

- Addition of access controls at the entrances so that anyone can report their arrival (thisterm);
- Toilets adapted for people with reduced mobility;
- Corridors and doors wide enough to allow wheelchair passage.

Communications, other than ICT

SSP Telecom is committed to ensuring that all forms of communication are accessible to all people, including those living with disabilities. To this end, we can provide our communications in large print, audio or electronic format upon request, depending on the need identified at the time of the request.

Procurement of goods, services and facilities

SSP Telecom is committed to integrating accessibility criteria into the procurement process of goods, services and facilities to foster an inclusive environment for all people, employees and customers, by working with suppliers who share our commitment to accessibility.

Design and delivery of programs and services

People with functional limitations who are currently in contact with our sales, technical services and management teams do not benefit from a service adapted to their specific needs.

However, SSP Telecom undertakes to respond to all requests requiring a specific accessibility service to offer a service that eliminates barriers for people with disabilities.

Through the awareness of our team and the clear commitment of SSP Telecom, we want to facilitate access to all our services.

Transportation

SSP Telecom does not offer transport services, there are no specific accessibility objectives or initiatives related to transport within the company.

In line with the values that we promote on a daily basis in our operational management and in the provision of our services, namely:

Integrity

We act with integrity by constantly maintaining the highest level of professionalism, providing sound advice and complying with the laws in force.

Collaboration

We work collaboratively to bring out the best in everyone. We forge strong and successful working relationships within our team and with our clients.

Respect

We respect people for who they are, for their knowledge, skills and experience as individuals and teammates.

Excellence

We are wholeheartedly involved in the projects to be carried out, the challenges encountered and the daily work in order to offer excellence to our customers.

SSP Telecom is committed to continuously improving the accessibility of its services and promoting the inclusion of people with disabilities.

We are committed to working collaboratively with organizations and stakeholders to ensure that our actions meet the needs of all involved.

5. Identification of accessibility barriers

To ensure that accessibility barriers are identified, we have created an initial accessibility committee to start discussions and barrier assessments.

We called on an external accessibility specialist, Marc Tremblay, an accessibility professional from the SAT Agency and Editions Expression Diversity, certified in 2021 as a CPACC by the International Accessibility Association. Its role is to validate the quality and validity of our approach to assessing accessibility barriers. It will be improved in future versions of the accessibility plan.

The various consultations have nevertheless made it possible to raise accessibility barriers that will have to be eliminated or at least reduced during the implementation of the accessibility plan. The main obstacles are:

- Governance practices have challenges in supporting the implementation of accessible inclusive practices within the organization: dedicated accessibility budget, integration of accessibility requirements into the organization's current rules and policies.

- No communication mechanism to identify the diversity of accessibility needs and barriers, action planning, co-creation and evaluation.

- Practices for the development or acquisition of digital products or services do not comply with ISO 30071-1, Code of Practice for the Accessibility of Accessible Digital Products and Services, which makes it difficult to improve the accessibility of SPP Telecom's digital products and services.

- The main SPP Telecom website does not comply with WCAG 2.2 accessibility standards, making the user experience less accessible.

- Information in digital format whose PDFs do not meet WCAG 2.2 and ISO PDF/UA standards, making the information difficult to access for people with accessibility needs.

- The accessibility of the premises must be improved for people with reduced mobility

6. Strategies for preventing and removing barriers

Achievements in Removing Barriers (Completion Dates)

Planned actions to improve accessibility for the duration of the accessibility plan

Description	Timeline / Status	Responsible
DATES/ year 1		
Drafting and publication of an accessibility statement on the SPP Telecom website	August 2024	
Drafting and publishing the accessibility plan	August 2024	
Appointing an accessibility manager at SPP Telecom	August 2024	
Implementation of the Accessibility Committee and a monthly meeting of the Committee	December 2024	
DATES/ year 2		
Produce awareness capsules for the internal team	April 2025	
Updated internal policies to ensure accessibility is supported, including purchasing, communications, hiring and contracting policies.		
Have an evaluation of the building's accessibility by an external expert firm to identify the priority actions to be taken.		

Provide training for the creation of accessible entry-level content for all team members, especially those who have to create content.		
Hold meetings and monitor the implementation of the accessibility plan by the accessibility committee		
DATES/ year 3		
Development of in-house training for the various teams of SSP Telecom		
Update the website to ensure accessibility		
Meeting and monitoring of the implementation of the accessibility plan by the accessibility committee		
DATES / year 4		
Train all team members on different accessibility protocols and best practices		

Meeting and monitoring of the implementation of the accessibility plan by the accessibility committee		
DATES / year 5		
Review the accessibility plan		

7. Review and follow-up process

The Committee shall ensure that the following actions are taken in relation to the accessibility plan:

- Monthly follow-up to ensure consistent implementation of the accessibility plan
- Constant consultation with staff and clients with accessibility needs, thus ensuring that accessibility needs are met.
- Ensure a steady reduction of barriers to accessibility.
- An update of the accessibility plan every 5 years.

Consultation with individuals and organizations

We want to make sure that our plan is appropriate. In order to verify that it adequately meets the needs of all the people concerned, the consultation of an organization representing the needs of the vast majority of people living with various types of limitations is planned for the month of August 2024. The information gathered during this consultation will be documented and integrated into our accessibility plan in its next update.

Accessibility Committee

The governance of SSP Telecom's accessibility plan is ensured by the following people:

Executive Lead for the Accessibility Plan

François Bourassa, President

fbourassa@ssp-telecom.com

Executive Officer, Human Resources and Operational Management

Louise Blanchard, Quality Assurance Director

lblanchard@ssp-telecom.com

The team involves a total of 6 people representing the following areas: Sales, Management, Technical Support and Services, and Quality Assurance.

Sara Bourgoin, Deputy Administrative and Internal Auditor

Dominic Rivard, Director of Technical Services

Maxime Guy, VP Sales & Marketing

Joël Bourdelois, technician

8. Communication of the plan

This accessibility plan will be published on our website, in accordance with the Web Content Accessibility Guidelines (WCAG) Level AA. It will be accessible via a hyperlink on the home page. Upon request (by phone, email or through the form on our website), we will be happy to provide this report in one of the following formats:

- Printed;
- Printed in large print;
- Braille;
- Format audio.

Feedback Process

SSP Telecom has implemented a feedback process in accordance with the legislation in force. People living with disabilities, and the groups and organizations that represent them, can provide feedback on the barriers they face through the accessibility page of our website. François Bourassa, President, is responsible for receiving feedback. Individuals who wish to provide feedback can use the following communication channels:

- **Email**: accessibilite-ssp@ssp-telecom.com An acknowledgement of receipt will be sent to you confirming that we have received your message.

- **Phone**: 1.819.693.2535 The information and comments shared during the call will be documented during the conversation, which will serve as an acknowledgement of receipt for your comments. It will be possible to send you a confirmation by email if you wish.

- **Web form (anonymous or not)**:Link: https://www.ssp-telecom.com/accessibilite. Fill out the feedback form available on our website. You can choose to remain anonymous or provide your contact information. You'll see a confirmation in your browser that we've received your feedback.

We are also committed to maintaining the confidentiality of personal information and the confidentiality of the content of comments received as part of our feedback process. These elements will only be used for the purpose of improving the accessibility plan put in place by our organization.