

# QUEBECOR



## Quebecor Media Inc.'s Accessibility Plan

2026-2029

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# 1. General information

## 1.1 Introduction

A Canadian leader in telecommunications, entertainment, news media and culture, Quebecor is one of the country's most successful integrated communications companies. Rooted in the Quebec and Canadian ecosystem for more than 70 years, Quebecor and its subsidiaries play a structuring role in content distribution, the connectivity of individuals and communities, and the promotion of local culture.

Guided by the desire to provide the best possible experience to their customers, all of Quebecor's subsidiaries and brands are distinguished by a multiplatform, convergent and high-quality product and service offering, accessible to a broad and diverse audience, both consumers and businesses alike.

Aware of its social responsibility and its role at the national level, Quebecor is committed to fostering an inclusive environment and to reducing, preventing and eliminating accessibility barriers for persons with disabilities. This commitment reflects its determination to be an exemplary employer, service provider and content broadcaster, while complying with the requirements of the *Accessible Canada Act (ACA)* and applicable regulatory frameworks.

This accessibility plan applies to Quebecor Media Inc., collectively designated with its subsidiaries and divisions as "Quebecor", as well as to its subsidiaries and brands that are subject to regulatory and legal obligations under the ACA. For clarity, the plan covers the following entities in particular: Quebecor Media, Videotron Ltd. (Videotron) (including its brands Freedom Mobile, Fizz and VMedia), TVA Group Inc. (TVA Group), and SETTE Inc. (SETTE).

The approach taken in developing this first consolidated accessibility plan is based on a principle of continuity and consistency. This plan builds on the work, initiatives and commitments already undertaken by certain subsidiaries and brands under their previously published accessibility plans, while pursuing a progressive harmonization of practices across Quebecor.

With respect to consumers, Quebecor commits to:

- Facilitating access to its services, whether by phone, chat or in store;
- Providing an optimal experience to its customers throughout their subscription, by minimizing to the greatest extent possible the barriers they may encounter;
- Remaining attuned to best practices in accessibility and inclusivity;
- Promoting the presentation of fictional and non-fictional content that highlights persons or characters with disabilities and that reflects their stories in a nuanced and sensitive manner; and
- Taking accessibility considerations into account in its decisions, to continuously improve the experience and satisfaction of its customers, particularly those living with functional limitations.

With respect to its employees, Quebecor will continue to take the necessary measures to provide them with a work environment that promotes equity, diversity and inclusion. In doing so, it intends to continue encouraging the hiring of persons living with functional limitations. The company considers it important to offer them the same opportunities so that they can thrive and feel supported in their work environment.

Please note that this document complies with the Level AA standards set out in the Web Content Accessibility Guidelines (WCAG).

It is also possible to use PDF reader application features to adjust the display of the document and facilitate reading.

## **1.2 General information on the company**

Quebecor today employs more than 10,000 employees, who contribute daily to providing quality services and content to millions of customers and users across the country.

Quebecor operates in five Canadian provinces: Quebec, Ontario, Manitoba, Alberta and British Columbia. The group operates in the fields of wireless and wireline telecommunications, Internet access, entertainment, news and culture.

In the telecommunications sector, Quebecor serves a potential coverage area of more than 34 million Canadians, representing approximately 83% of the population, and can rely on an extensive operational network comprising more than 1,500 retail locations across Canada. Quebecor's brands and subsidiaries have approximately 4,4 million wireless subscribers, in addition to millions of customers for Internet and television services.

On the broadcasting and media side, TVA Group owns and operates a significant portfolio of specialty television services, including Addik TV, CASA, LCN, PRISE 2, TVA Sports, Zeste, Évasion, Témoin and QUB. TVA Group also operates six conventional television stations forming the TVA Network, along with four affiliated regional stations. The TVA Network's signal reaches Canadians from coast to coast. In addition, TVA Group operates five online broadcasting undertakings, including the TVA+ platform. The hybrid video-on-demand platform Illico+ is operated by Videotron.

Customer experience remains the cornerstone of the services offered by Quebecor. The initiatives deployed by Videotron, Freedom Mobile, Fizz, TVA Group and the other entities of the group aim to maintain a high level of satisfaction, foster innovation and service flexibility, and broaden access to technologies and content, all while progressively integrating accessibility considerations.

### **1.3 Overview of Quebecor's process**

In 2021, Quebecor began a reflection on the services the company provides to consumers living with functional limitations and on the improvements it could implement.

In developing its accessibility plan, Quebecor was able to count on the remarkable work of its Operational Projects Office and a multisectoral team. This team is made up of motivated individuals who are committed to advancing the cause of accessibility within the company.

## 1.4 Interdepartmental team

The governance of Quebecor's Accessibility Plan is ensured by the following individuals:

### **Executive Lead, Accessibility Plan**

Peggy Tabet

Vice-President, Regulatory and Environmental Affairs, Quebecor

### **Executive Lead, Human Resources**

Roxanne Doucet

Vice-President, Human Resources, Quebecor

More than twenty Quebecor employees have also been involved in the multisectoral accessibility committee. The following sectors are represented: Operational Projects Office, Regulatory Affairs, Corporate and Operational Communications, Training, Product Support and Expertise, Marketing, Retail Network, Human Resources, Customer Contact Centres, Operational Documentation Solutions, Production Teams, Video Broadcasting, Quebecor Media Content and Digital Studio.

Some of the individuals who participated in the multisectoral committee themselves live with functional limitations or have a loved one with a disability. The experiences of these individuals were particularly valuable to the committee's work. Likewise, several members have been involved in diversity and inclusion initiatives for equity-seeking groups at Quebecor. Their participation fostered the adoption of a more inclusive and intersectional approach.

## 1.5 Feedback process

Quebecor, as well as its subsidiaries and brands subject to the ACA, have established a feedback process, accompanied by a detailed description accessible on their respective websites. Persons with disabilities, as well as the groups and organizations that represent them, may share their comments on the barriers they encounter on the "Accessibility" page of these websites, which comply with the WCAG 2.1, Level AA standard.

Persons wishing to send us their feedback may use the following communication channels:

### Videotron

Communication Channel	Contact Information
<b>Email</b>	<a href="mailto:accessibilite.retroaction@videotron.com">accessibilite.retroaction@videotron.com</a> An acknowledgement of receipt is sent by email to the sender.
<b>Telephone</b>	Residential Service: 1-877-512-0911 Business Service: 1-877-512-8590 The representative verbally acknowledges receipt of the submitted comments.
<b>Online Form (anonymous or not)</b>	<a href="#">Online form</a> A message is displayed in the sender's browser acknowledging that their feedback has been received.

## Fizz

Communication Channel	Contact Information
Email	<a href="mailto:accessibilite.retroaction@support.fizz.ca">accessibilite.retroaction@support.fizz.ca</a> An acknowledgement of receipt is sent by email to the sender.
Online Form (anonymous or not)	<a href="#">Online form</a> A message is displayed in the sender's browser acknowledging that their feedback has been received.

## Freedom

Communication Channel	Contact Information
Email	<a href="mailto:accessibility.feedback@freedommobile.ca">accessibility.feedback@freedommobile.ca</a>
Telephone	1-844-203-7171
Online Form (anonymous or not)	<a href="#">Online form</a>

## TVA Group

Communication Channel	Contact Information
Email	<a href="mailto:accessibilite@tva.ca">accessibilite@tva.ca</a>
Telephone	514 526-9251, extension 3287
Online Form (anonymous or not)	<a href="#">Online form</a>

The personal information of those submitting feedback, along with the content of said feedback, remains confidential. It will only be used by the multisectoral team for the purpose of enhancing and evolving the Accessibility plan.

## 2. Inclusion of principles of the Accessible Canada Act

In 2019, the Canadian government adopted the ACA. It is intended to make Canada a barrier-free country for persons with disabilities by 2040. This Act recognizes seven key principles:

- Everyone must be treated with dignity;
- Everyone must have the same opportunity to make for fulfillment;
- Everyone must be able to participate fully and equally in society;
- Everyone must have meaningful options and be free to make their own choices, with support if they desire;
- Laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect;
- Persons living with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- Accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

Quebecor has taken into consideration the abovementioned principles when preparing its Accessibility plan, as outlined in this document.

### **3. Consultations with individuals and organizations**

In order to identify and prioritize relevant initiatives tailored to the needs of its customers, Quebecor favours an approach based on consultation and active listening with persons with disabilities and the organizations that represent them.

In addition to the feedback mechanisms put in place by its subsidiaries, Quebecor participates annually in the sectoral consultations organized by the Canadian Telecommunications Association (CTA). These meetings provide an opportunity to gather findings on persistent barriers, assess progress made and inform deliberations surrounding the evolution of accessibility practices across Quebecor's sectors of activity.

TVA Group also participated in a consultation session organized by the Broadcasting Accessibility Fund (BAF), an independent non-profit organization that funds innovative projects aimed at improving access to broadcasting content for persons with disabilities. This session allowed members of the Canadian Association of Broadcasters (CAB) to engage directly with stakeholders and gather concrete recommendations on best practices.

### **3.1 Information received during the feedback process**

As previously explained, the feedback collected through the feedback processes continues to help guide the initiatives of the accessibility plan. These comments relate in particular to the importance of specialized customer service, the accessibility of digital journeys, equipment adaptation and the affordability of service plans.

This feedback, combined with the findings from subsequent sectoral consultations, has enabled Quebecor to embed its actions within an evolving approach, taking into account both the needs expressed by customers and the evolution of technologies and usage patterns.

### **3.2 Feedback Received Through CTA Meetings**

The consultations organized by the ACT, held annually and bringing together close to twenty organizations representing various communities of persons with disabilities, have made it possible to identify several structural findings that guide the initiatives and deliberations of Quebecor and its subsidiaries.

At the most recent consultations held in October 2025, participants acknowledged the progress made by the telecommunications industry in the area of accessibility, while emphasizing the need to continue efforts, particularly with respect to:

- staff training and awareness;
- the clarity and flexibility of verification and eligibility processes;
- the accessibility and reliability of customer communication channels;
- the ongoing accessibility of websites and applications, particularly during updates;
- the adaptation of service plans, equipment and services to the specific needs of persons with disabilities; and
- the in-store experience and in-person interactions.

As previously mentioned, TVA Group and CAB members also participated, on January 22 2026, in a consultation session organized by the BAF. Facilitated by three persons living with hearing and visual limitations, this session resulted in concrete recommendations to improve accessibility, both in broadcasting and in the workplace. Participants engaged directly with stakeholders and gathered best practices, notably the importance of making radio content accessible online to enable transcription, as well as the necessity of closed captioning and video description for television content.

More broadly, stakeholders emphasized that accessibility is most effective when it is integrated from the outset into the design of content, platforms and internal practices, rather than implemented as a corrective measure. They also stressed the importance of identifying the needs of persons concerned, adopting flexible work practices and ensuring consistent delivery of accessibility features across all platforms. The systematic use of existing technologies, such as captioning and transcription tools, was also presented as essential.

The ACA and CAB consultations confirmed the importance of a collaborative and evolving approach, focused on continuous improvement and ongoing dialogue with stakeholders.

## 4. Quebecor's Obligations

As a company operating, among other sectors, in telecommunications and broadcasting, Quebecor is governed primarily by the Telecommunications Act and the Broadcasting Act, as well as by the resulting regulations of the Canadian Radio-television and Telecommunications Commission (CRTC). With few exceptions, its various services are subject to detailed licence conditions. Several conditions relate to the implementation of technologies and practices that ensure the accessibility of the company's services to persons with disabilities. In this regard, Quebecor is subject to regular monitoring and review by the CRTC.

Various codes of conduct developed by the regulator apply to Quebecor's subsidiaries, including the Wireless Code, the Internet Code and the Television Service Provider Code. These codes include obligations regarding trial periods offered to customers with disabilities, so that they may ensure that the selected services meet their needs, as well as regarding possible adaptations of contractual documentation and account statements to favor comprehension and ease of use.

Quebecor must also ensure the accessibility of its websites, its customer service and comply with several obligations regarding the promotion and presentation of its accessible services and products to persons with disabilities.

As part of its telecommunications services offering, Quebecor is required to offer wireless plans and devices specifically designed to meet the particular needs of its customers with disabilities. In addition, the company must ensure barrier-free access to video relay services intended for deaf or hard-of-hearing persons, enabling them to make calls using sign language, and must allow text messages to be sent to 911 where possible.

With respect to cable television services, the company must comply with strict rules regarding the channels distributed, which include AMI-télé, AMI-TV and Canal M, as well as the provision of accessibility-related equipment and technologies. Furthermore, Quebecor's stations and channels must offer closed captioning for all broadcast content, as well as video description for certain

content presented. They must also provide audio description of key elements of their news programs.

Furthermore, since TVA Group's channels and stations are members of the Canadian Broadcast Standards Council, they must also comply with several codes of conduct, including the *Canadian Association of Broadcasters' Code of Ethics*, the *Radio Television Digital News Association of Canada's Journalistic Code of Ethics*, and the *Equitable Portrayal Code*. These codes govern, among other things, the on-screen representation of communities and individuals, including persons with disabilities.

Finally, in addition to the many other CRTC accessibility rules governing its operations, Quebecor is subject to a variety of federal, provincial and municipal laws and regulations that ensure the full and equal 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*.

## **5. Quebecor Policies, Programs, Practices and Services**

The ACA establishes various priority areas in which organizations must act, in order to ensure the recognition and elimination of barriers faced by persons with disabilities — such as their employees or customers.

The main accessibility initiatives undertaken by Quebecor are detailed below, with respect to:

- Employment;
- Built environment and acquisition of goods, services, and facilities;
- Information and Communication Technologies (ICT);
- Communications beyond ICT;
- Creation and delivery of programs and services; and
- Transportation

The timeline for achieving these initiatives has been subdivided into three categories: the short term, the medium term, and the long term.

### **5.1. Employment**

The company continues its efforts to ensure a workplace that promotes equity, diversity and inclusion for its entire workforce. Aware that the plurality of its employees' experiences enriches the organizational culture and that it is important for the diversity of its clientele to be adequately represented within it, the company has implemented several structural initiatives over the past three years in the areas of workplace accessibility and the representation of minority groups.

## Staff Training and Awareness

Promoting an inclusive culture requires raising awareness among our staff about the various forms of diversity, particularly with respect to persons with disabilities. To this end, we maintain a calendar of diversity-related events, communicated to all staff throughout the year.

We have also established an intranet site dedicated to diversity, equity and inclusion (DEI), designed to foster peer-to-peer awareness. This portal offers a space that allows staff to:

- Better understand the realities experienced by their colleagues;
- Access tools to support team members from diverse groups; and
- Contribute to an inclusive environment that reflects everyone's experiences.

Finally, our online training platform makes content on unconscious bias and inclusive leadership available to all employees.

## 2026–2029 Priorities

<b>Initiative</b>	<b>Subsidiaries &amp; Brands</b>	<b>Timeline</b>
Training offered to web developer and designer teams on web content accessibility standards	Videotron and its brands TVA Group	<b>Ongoing</b>
Training for newsletter managers on accessibility best practices	Videotron and its brands TVA Group	<b>Ongoing</b>

## **Recruitment, Onboarding and Integration of Persons with Disabilities**

The recruitment process has been adapted to include a question regarding accommodation measures in the recruitment form. In addition, tools for managers and the Talent Acquisition team were made available in early 2025, in order to better plan the onboarding and support the integration of persons with disabilities. All job descriptions have also been reviewed to ensure inclusive wording and the absence of discriminatory language. Training modules on ethical recruitment are offered to managers responsible for staffing, and talent acquisition advisors promote them as part of their coaching activities.

## **Employment Partnerships for Persons with Disabilities**

The company has established and will continue to develop partnerships aimed at promoting the hiring of persons with disabilities, notably with:

- DuoEmploi;
- Horizon travail; and
- The Ready, Willing & Able initiative, bringing together Inclusion Canada, the Canadian Autism Alliance and their member organizations.

These initiatives allow us to promote our employment opportunities to this population and to integrate new resources as needed.

## 2026–2029 Priorities

Initiative	Subsidiaries & Brands	Timeline
Support by human resources for employees with disabilities and adaptation of the work environment and equipment as needed.	All	<b>Ongoing</b>
Provision of tools and resources to support physical, psychological, financial and social health through the Health and Wellness Program.	Videotron and its brands Quebecor Media TVA Group	<b>Ongoing</b>
Provision of tools for managers and the Talent Acquisition team to better plan the onboarding and integration of persons with disabilities.	Videotron and its brands Quebecor Media TVA Group	<b>Ongoing</b>

## 5.2. Built environment and acquisition of goods, services and facilities

Quebecor and its subsidiaries operate facilities located across different regions of the country. Although the company has established a standards guide compliant with the National Building Code, the diversity of contexts specific to each facility, including the year of construction, geographic location and applicable provincial regulatory framework, represents an ongoing challenge that the company is committed to addressing in a structured manner.

In this regard, the company has begun integrating barrier-free design and accessibility standards for various types of functional limitations into its specifications. It also carries out, on an ongoing basis, the upgrading of its current and future built environments to ensure compliance with applicable accessibility standards. Notably, Freedom brand kiosks are designed to

accommodate employees and customers using wheelchairs and can be adapted to meet the accessibility needs of its employees. As part of new renovation projects, the company also integrates complementary modular units to address the accessibility needs of both customers and employees.

**Outlook**

Quebecor intends to continue its ongoing efforts to bring all of its facilities into compliance with barrier-free design standards, by incorporating accessibility requirements into every fit-out, renovation or facility acquisition project.

**2026-2029 Priorities**

<b>Initiative</b>	<b>Subsidiaries &amp; Brands</b>	<b>Timeline</b>
<b>Buildings:</b> Presence and maintenance of access ramps, door-opening devices, elevators and accessible restrooms.	All	<b>Ongoing (where applicable)</b>
<b>Production studios:</b> Adapted layout of studios and availability of safe spaces for wheelchair users.	TVA Group	<b>Ongoing</b>
<b>Public events:</b> Consideration of venue accessibility in the organization of events and exclusive selection of accessible venues.	All	<b>Ongoing</b>

## **5.3. Information and Communication Technologies (ICT)**

As part of its commitment to customers with disabilities, a set of concrete measures has been implemented aimed at improving the digital experience, the visibility of accessibility resources, and the quality of interactions with its service teams.

### **Digital Platform Optimization**

Since the filing of the 2023–2026 plan, the company has substantially improved its websites, particularly the sections dedicated to accessibility, by making changes to structure, typography, contrast, visual elements and keyboard navigation. This continuous improvement approach now applies to all newly published pages. Since 2025, all interface developers use an accessibility testing and validation tool, while the teams responsible for the customer relationship management platform have integrated a code validation tool ensuring compliance with accessibility standards.

### **Identification of the physical accessibility features of stores.**

Videotron has enriched the descriptive listing of its stores, both on its own websites and on search engines (e.g. Google), by detailing the physical accessibility features and accommodations available at targeted locations. This initiative enables customers to plan their visits with reliable and comprehensive information.

### **Adapted Customer Service**

To offer more direct and seamless access to customers with disabilities, Videotron launched a dedicated chat channel for this clientele in early 2025. The presentation of contact information in the "Accessibility" section was also redesigned to simplify access to this specialized support. For its part, Fizz expanded access to its chat service to all visitors to its website, no longer restricting it to existing customers only.

## **Enhancement of the operational knowledge base**

To support the quality of these interactions, a section dedicated to accessibility has been integrated into the operational documentation platform of its telecom subsidiaries and brands. This section provides employees with the following resources:

- A description of the main functional limitations encountered in a service context;
- Recommended behaviours to adopt and avoid when serving customers living with these limitations;
- A glossary of appropriate terminology to use in interactions; and
- Links to all pages describing the accessibility service offering and its benefits for the persons concerned.

## **Accessible Tutorial Content**

Videotron and Freedom have enriched their websites with a series of video tutorials. These modules are designed to be compatible with browsers' accessibility settings, thereby ensuring an optimal experience for all users.

VMedia has published a series of tutorial-style videos, which include closed captions to improve their accessibility, on its YouTube channel. These videos are also accessible from the footer of its website.

## **Outlook**

Efforts to optimize the accessibility of content published on Internet sites will continue, with a view to facilitating browsing and use by persons with disabilities. Building on the measures already implemented, additional dedicated access channels for this clientele are also planned, in order to improve the delivery of services intended for them and to strengthen the quality of their support at every point of contact.

## 2026-2029 Priorities

Initiative	Subsidiaries & Brands	Timeline
<p><b>Web:</b> Ongoing update of the list of stores that comply with accessibility standards for certain types of disabilities.</p>	<p>Videotron Freedom</p>	<p><b>Short Term:</b> Enhancement of Freedom store listings on various search engines with the addition of physical accessibility features and available accommodations.</p>
<p><b>Customer Contact Centres:</b> Establishing a dedicated phone line.</p>	<p>Videotron</p>	<p><b>Short/Medium Term:</b> Implementation of this communication channel, which will facilitate access to our call centre staff and improve the customer experience, planned by end of 2026. The feasibility of this initiative will also be assessed for Freedom.</p>
<p><b>Customer Contact Centres:</b> Establishing a dedicated chat access.</p>	<p>Freedom</p>	<p><b>Short/Medium Term:</b> Addition of an accessibility question to the conversational flow to allow chat agents to personalize their approach and better respond to the needs of persons with disabilities.</p>
<p><b>Helix/Web:</b> Systematic addition of audio description and/or subtitles to new support videos.</p>	<p>Videotron and its brands</p>	<p><b>Ongoing</b></p>
<p><b>Web:</b> Systematic use of plugins that allow for quick validation or auditing of the accessibility of our sites.</p>	<p>Videotron and its brands</p>	<p><b>Ongoing</b></p>
<p><b>Web:</b> Integration of accessibility best practices in all optimizations or creation of new pages on our sites.</p>	<p>Videotron and its brands</p>	<p><b>Ongoing</b></p>

## 5.4. Communications Beyond ICT

### Internal Communications and Promotion of an Inclusive Environment

To better raise awareness among its employees about the realities experienced by persons living with functional limitations, a DEI page has been established as a reference point accessible to all staff on the corporate intranet. This page hosts a collection of resources, definitions and news articles published on a regular basis, as well as an events calendar dedicated to diversity, equity and inclusion.

#### 2026-2029 Priorities

Initiative	Subsidiaries & Brands	Timeline
<b>DEI:</b> Maintenance of a page dedicated to accessibility and DEI on the company's Intranet.	Videotron and its brands TVA Group	<b>Ongoing</b>

### 5.4.1. Communications with customers

Since the filing of the 2023-2026 plan, the "Accessibility" sections of the websites have undergone a complete overhaul. Now substantially enriched, they offer more relevant information and a streamlined browsing experience for customers with disabilities. A dedicated alert banner has also been integrated to inform these customers in real time of outages affecting accessibility services.

On the digital communications front, all templates were reviewed to meet accessibility standards. This approach also complemented the work of the Diversity, Equity and Inclusion (DEI) committee, making it possible to identify,

prioritize and integrate the most relevant content for customers with disabilities into communications planning.

## Outlook

The company intends to continue enriching its accessibility-related content to better support these customers at every stage of their journey: facilitating informed decision-making, strengthening their autonomy and more effectively addressing their support needs.

### 2026–2029 Priorities

Initiative	Subsidiaries & Brands	Timeline
<p><b>eMarketing/Telemarketing/Newsletter:</b> Validation of the accessibility of all communications sent to customers.</p>	Videotron	<p><b>Short Term:</b> Review of communication templates for printed materials (letters, promotional postcards, etc.).</p>
<p><b>Newsletter:</b> Addition of alternative text describing images and illustrations in newsletters.</p>	TVA Group	<p><b>Ongoing</b></p>

## 5.5. Design and Performance of Programs and Services

Convinced that an adapted customer experience relies above all on the competence and conduct of its staff, a structured awareness and training strategy is being deployed for all teams.

## **Functional Limitations Awareness Modules**

A program of six awareness modules designed for operational groups is currently being rolled out. Four of them are already available and integrated into the onboarding process for new hires:

- *Without Limits*
- *Walk in My Shoes — Physical Limitations*
- *Walk in My Shoes — Hearing Limitations*
- *Walk in My Shoes — Cognitive Limitations*

This program aims to develop among frontline staff an understanding of the realities experienced by customers living with functional limitations, and to embed adapted behaviours into everyday interactions.

## **Inclusive Leadership and Unconscious Bias Training**

In addition, the company has developed and deployed a training program entitled *Inclusive Leadership*, focused on developing cultural intelligence and building a genuinely inclusive team culture. In addition, the training *Unconscious Bias*, already offered to all managers and professionals, will soon be extended to first-level operational staff.

## **Digital Accessibility — Maintaining Expertise and Compliance**

Digital teams now benefit from an ongoing training and upgrading program on WCAG standards, ensuring content compliance when creating or modifying web pages. This framework is reinforced by regular accessibility audits, which make it possible to validate page compliance, share best practices and formulate targeted optimization recommendations.

## **Outlook**

The enrichment of the operational intranet will continue as a lever for developing the skills and professional behaviours of teams, in order to sustainably improve the quality of interactions with these customers and increase their satisfaction.

## 2026–2029 Priorities

Initiative	Subsidiaries & Brands	Timeline
<p><b>Training:</b> Ongoing development and delivery of development initiatives for frontline employees responsible for specialized contacts.</p>	<p>Videotron and its brands</p>	<p><b>Ongoing</b></p>
<p><b>Training:</b> Ongoing upskilling of digital team members on accessibility, taking into account the evolving WCAG standard, in order to ensure the compliance of content hosted on our websites.</p>	<p>Videotron and its brands</p>	<p><b>Ongoing</b></p>
<p><b>Training:</b> Ongoing assessment of accessibility communication and training needs, and implementation of tactical plans as required.</p>	<p>Videotron and its brands</p>	<p><b>Medium Term:</b> The development and delivery of the last two modules in the “Walk in My Shoes” series (Visual Limitation and Language Limitation), intended for all operational staff, are planned by end of 2026.</p> <p><b>Medium Term:</b> Implementation of an annual accessibility certification as of early 2027.</p>
<p><b>Training:</b> Continued enhancement of initial training</p>	<p>Videotron and its brands</p>	<p><b>Ongoing:</b> Development of initiatives to improve</p>

Initiative	Subsidiaries & Brands	Timeline
for frontline staff through the addition and optimization of accessibility content.		the customer experience, where necessary, based on needs expressed by customers in post-call surveys or the satisfaction index.
<b>Service Offering:</b> Ongoing reassessment of the service offering for persons with disabilities, harmonization across our different brands, and proposal of improvements where deemed relevant.	Videotron and its brands	<b>Ongoing</b>
<b>Service Offering:</b> Ongoing enhancement of customer applications to enable the use of the platforms' accessibility features as opportunities arise.	Videotron and its brands	<b>Ongoing</b>

From a continuous improvement perspective, Quebecor ensures that its products and services meet the specific needs of customers with disabilities, by enriching its offering with concrete elements that facilitate their daily lives.

### Support Content — Helix TV Terminal

Over the past three years, Videotron has enriched the *Tips & Tricks* section of the Helix TV terminal with several targeted pieces of content, designed to better support users with disabilities. Following functional updates that occurred at the end of 2025, some of these modules have become outdated and the section is temporarily unavailable. The relevant information remains accessible in the

Support section of Videotron's website, ensuring continuity of service for this clientele.

### Improved Accessibility Services

Videotron has added to its equipment inventory a simplified voice-enabled Helix remote control, featuring oversized buttons. Designed to facilitate television use by persons living with functional limitations, this new equipment option represents a tangible advancement in the accessibility of the television experience offered by Videotron.

For its part, the VMedia brand continues to develop applications for its services enabling the use of the platform's accessibility features, including, but not limited to, voice control, high contrast mode, screen reader, enlarged text, and more.

### 2026–2029 Priorities

Initiative	Subsidiaries & Brands	Timeline
<p><b>Support:</b> Maintenance and ongoing development of the Settings/Help/Tips and Tricks section related to Videotron's products, applications and terminals (Helix TV). This is done through content specifically designed for persons with disabilities.</p>	<p>Videotron</p>	<p><b>Medium Term:</b> Review of the support content creation strategy, both for content hosted on the Helix terminal and on the company's website.</p>

## **Accessibility of content broadcast by the TVA Group**

TVA Group places great importance on the accessibility of its content, particularly with respect to the closed captioning and described video offered to its viewers. The company therefore treats seriously any situation likely to affect the quality or availability of these services.

Unfortunately, the relocation in June 2025 of the TVA Group's broadcasting operations to new premises caused an unforeseen malfunction in the broadcaster's closed captioning systems.

This major technological transition, involving the relocation, reconfiguration and integration of numerous interconnected systems, gave rise to interoperability challenges affecting the processing and delivery of closed captioning files.

Since then, the TVA Group's teams, in close collaboration with their technology partners, have deployed numerous corrective measures in order to reduce the instability of the closed captioning offering and improve its quality. These interventions have led to a notable improvement in the situation, and technical work is still ongoing to ensure optimal and sustainable performance of TVA Group's closed captioning systems.

TVA Group also maintains constant monitoring of its closed captioning and holds regular meetings with its suppliers to track the progress of the fixes and technological solutions being deployed.

## **Accessibility of Content Available on TVA+**

The vast majority of programs and films presented on the TVA+ platform are offered with closed captioning for persons with hearing impairments. Only certain content, primarily short-form content such as clips and trailers, is not covered due to technical and operational limitations. Eager to offer closed captioning for all TVA+ content in the coming years, TVA Group will continue to explore with its suppliers and partners the options available to it and the feasibility of their implementation.

In addition, TVA+ has begun integrating described video into certain live content offerings. TVA Group is currently studying the feasibility of expanding this functionality to other content in the platform's catalogue.

## 2026–2029 Priorities

<b>Initiative</b>	<b>Subsidiaries &amp; Brands</b>	<b>Timeline</b>
<b>Closed Captioning:</b> Provision of closed captioning for all content broadcast by the stations and channels.	TVA Group	<b>Ongoing</b>
<b>Closed Captioning:</b> Enhanced monitoring to oversee the quality of closed captioning services.	TVA Group	<b>Ongoing</b>
<b>Closed Captioning:</b> Regular follow-up with technology partners.	TVA Group	<b>Ongoing</b>
<b>Closed Captioning:</b> Feasibility study for the closed captioning of video content broadcast on social media and exploration of available technologies.	TVA Group	<b>Ongoing</b>

## 5.6. Transportation

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

## 6. Conclusion

This 2026-2029 Accessibility Plan reflects the commitment of Quebecor and its subsidiaries and brands to continue actively listening to their various customers, collaborating with their stakeholders and taking concrete measures to improve the experience offered to persons with disabilities. Quebecor is committed to work in partnership with organizations, persons concerned and industry players in order to adopt best practices and contribute to a more inclusive society.

Quebecor recognizes that this plan represents an important, but not final, step in the journey toward barrier-free accessibility. The company favours a progressive, consistent and evolving approach, founded on continuous improvement and the gradual integration of solutions adapted to the operational realities of its various subsidiaries and brands. This approach takes into account expressed needs, feedback, technological advances and applicable regulatory obligations.

In accordance with the ACA, Quebecor commits to publishing an accessibility plan every three years and to reporting annually, through a progress report, on the progress made, the initiatives implemented, and the consultations conducted. These mechanisms are intended to ensure transparency in the actions undertaken and to foster ongoing dialogue with persons concerned.

# 7. Appendix

## Television Content

### Representation in Broadcast Content

TVA Group recognizes the importance of television in representing a diverse society, allowing everyone to both see themselves reflected and become aware of the richness brought by the diversity of ideas, perspectives and experiences of the individuals who make up society. This is considered throughout the development of programming for our stations and channels, both in the creation of original content and in the acquisition of content from third-party producers.

TVA Group also acknowledges and encourages the growing interest among the producers it works with in including persons with disabilities in their content. This enables TVA Group to broadcast each year a growing number of programs showcasing persons and characters with disabilities. Following are some examples.

### Fictional content featuring respectful and nuanced portrayals.

**The Sketch Artist** — Follows the journey of a special unit investigating murders and disappearances, one of whose members has a fictional disease similar to osteogenesis imperfecta (brittle bone disease), which requires her to use a wheelchair, among other things. (Season 3 broadcast on TVA)



**Audrey's Back** — Audrey returns from a long coma and her unexpected awakening prompts those around her to take a fresh look at life. This series explores the rehabilitation of the main character as she faces physical and neurocognitive after-effects. (Available on TVA+)

## **Non-fictional content that reflects the realities of persons with disabilities.**

**Autiste, le commencement** — Follows parents facing the diagnosis of this permanent neurodevelopmental disorder in their child. (broadcast on TVA)



**Jeanick Fournier, L'histoire d'une voix** — Offers an unfiltered look into the surprising daily life of the singer, whose two children have Down syndrome. (broadcast on TVA)

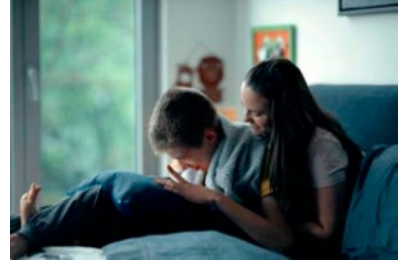
**Téléthon Opération Enfant Soleil** — Shines a light on the courage and resilience of sick children, some of whom have disabilities, as well as their families and the medical teams who care for them. (broadcast on TVA)

## **A growing place for actors with disabilities in the coming years.**

TVA Group is sensitive to the concerns raised in recent years regarding the place reserved for Quebec television industry professionals with disabilities. In this regard, it encourages the producers it works with to ensure the inclusivity of their productions, both for professionals in front of and behind the camera.

In the coming years, the TVA network will notably present two outstanding fictional series showcasing the talent of actors with disabilities. This marks a first television experience for two young actors who are rising to the challenge with flying colours!

**About Antoine** — This series produced by ComediHa! in collaboration with Quebecor Contenu focuses on the daily life of a family with a child who has severe disabilities. Antoine Parent-Bédard, who has non-verbal multiple disabilities, plays the role of Antoine, based on his own life. In order to ensure a safe and comfortable shoot, the producers notably brought in medical personnel on set and adapted the filming schedule according to the young man's condition.



**The Last Summer of the Raspberries** — This award-winning series produced by Trio Orange in collaboration with Quebecor Contenu notably stars young actor Xavier Chalifoux, who plays the role of William, the protagonist's son. William, like his portrayer, is a signing Deaf person. The series therefore features numerous scenes in which characters communicate with each other in Quebec Sign Language. As part of this project, the producers worked with the "Association du Québec pour les enfants avec problèmes auditifs" and ensured the presence of an interpreter for Xavier and his loved ones throughout the filming and the promotional activities that followed.

