

2024 to 2025 Departmental Sustainable Development Strategy Report

Canadian Radio-television and Telecommunications Commission

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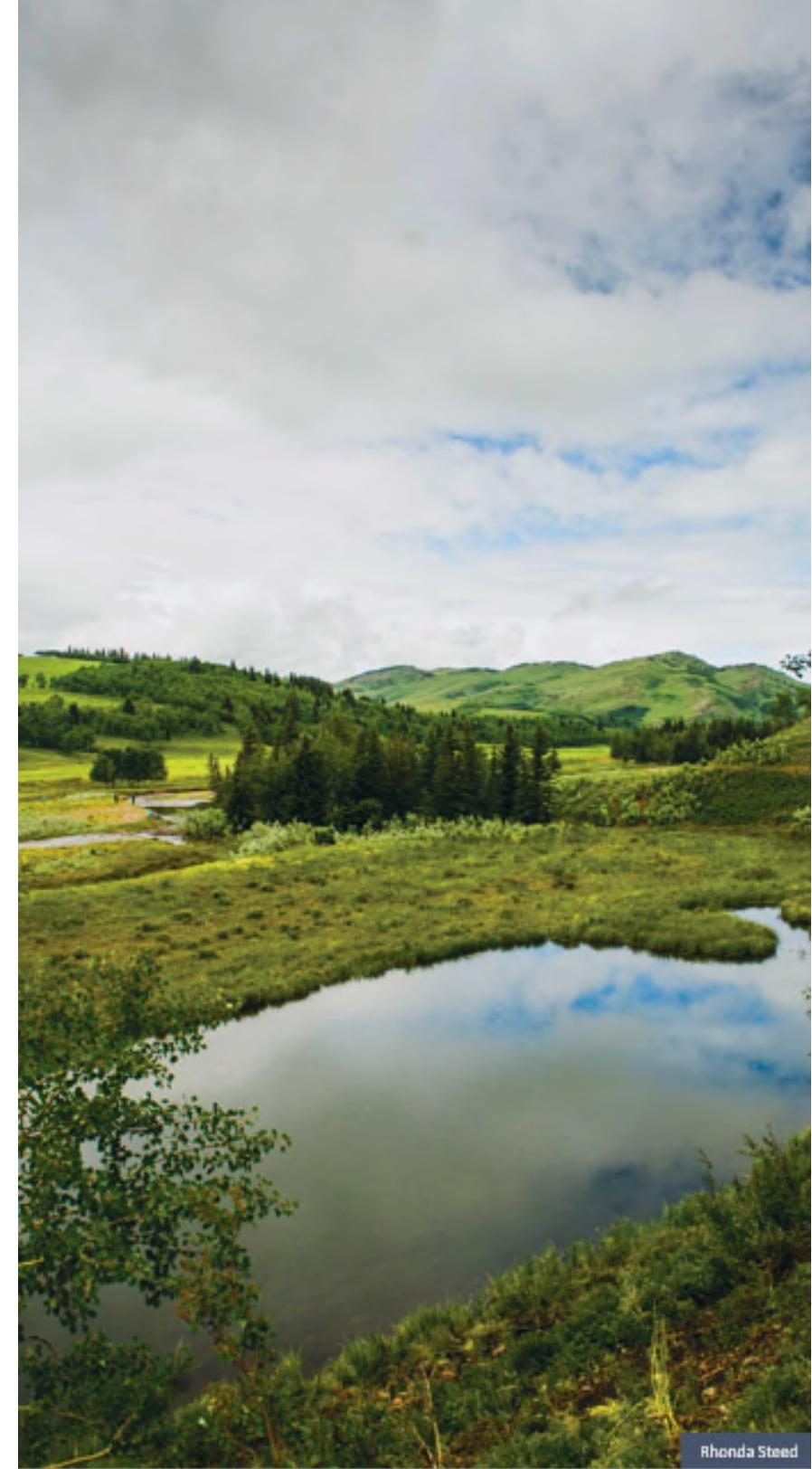
Introduction to the 2024 to 2025 Departmental Sustainable Development Strategy Report

The [2022 to 2026 Federal Sustainable Development Strategy \(FSDS\)](#) presents the Government of Canada's sustainable development goals and targets, as required by the [Federal Sustainable Development Act](#). This is the first FSDS to be framed using the 17 Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda and provides a balanced view of the environmental, social, and economic dimensions of sustainable development.

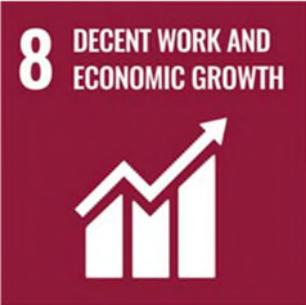
In keeping with the purpose of the Act, to make decision-making related to sustainable development more transparent and accountable to Parliament, the Canadian Radio-television and Telecommunications Commission (CRTC) supports the goals laid out in the FSDS through the activities described in the CRTC's 2023 to 2027 Departmental Sustainable Development Strategy (DSDS) as updated in January 2025. This Report provides a report on progress related to the CRTC's DSDS in the fiscal year 2024 to 2025.

The [Federal Sustainable Development Act](#) also sets out [7 principles](#) that must be considered in the development of the FSDS as well as DSDSs. These basic principles have been considered and incorporated in the CRTC's DSDS and 2024 to 2025 DSDS Report.

To promote coordinated action on sustainable development across the Government of Canada, the CRTC's departmental strategy reports on Canada's progress towards implementing the 2030 Agenda and advancing the SDGs, supported by the Global Indicator Framework (GIF) and Canadian Indicator Framework (CIF) targets and indicators. The Report also now captures progress on SDG initiatives that fall outside the scope of the FSDS.



Commitments for the CRTC





GOAL 8: ENCOURAGE INCLUSIVE AND SUSTAINABLE ECONOMIC GROWTH IN CANADA

FSDS Context:

The CRTC plays an important role in supporting high-quality, high-speed, affordable access to mobile and Internet services for all Canadians. To accomplish this, the CRTC remains committed to delivering more choice to Canadians who want higher-speed Internet at lower prices and to maintaining incentives for companies to invest in high-quality networks. The CRTC’s Broadband Fund supports expanding access to underserved areas of the country. The CRTC is also taking major steps forward to help make Internet services more reliable and affordable for residents of the Far North. It has also put measures in place to ensure mobile wireless services better meet the needs of Canadians with disabilities.

Target theme: Connectivity in Canada

Target: By 2030, ensure that 100% of Canadians have access to broadband speeds of at least 50 Mbps download and 10 Mbps upload (Minister of Rural Economic Development)

IMPLEMENTATION STRATEGY	DEPARTMENTAL ACTION	PERFORMANCE INDICATOR STARTING POINT TARGET	HOW THE DEPARTMENTAL ACTION CONTRIBUTES TO THE FSDS GOAL AND TARGET AND, WHERE APPLICABLE, TO CANADA’S 2030 AGENDA NATIONAL STRATEGY AND SDGS	RESULTS ACHIEVED
Invest in broadband capacity across Canada	Continue to help improve broadband Internet and mobile wireless access across Canada in underserved areas through the CRTC Broadband Fund	Performance indicator: Percentage of households that have access to fixed broadband Internet access service at speeds of at least 50 megabits per second (Mbps) download and 10 Mbps upload	The CRTC's Broadband Fund contributes to building broadband capacity across Canada by closing the gaps in connectivity in underserved areas. This includes improving access to reliable and affordable high-speed Internet and mobile	Indicator result: 96% in December 2024 Notes: Indicator results for broadband Internet access exclude fixed wireless access coverage data that is under evaluation.

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	<p>Program: Canadians are connected to world-class communications services</p>	<p>(50/10) with the option of an unlimited data plan</p> <p>Starting point: 91.9% of households in 2022-23 (excludes satellite coverage)</p> <p>Target: 100% by December 2031</p>	<p>wireless services in Canadian homes and businesses, as well as along major roads in rural and remote communities.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians have access to modern and sustainable infrastructure.</p> <p><i>CIF Indicator:</i> 9.3.1 Proportion of households that have access to broadband Internet service at speeds of 50/10 Mbps</p> <p><i>CIF Target:</i> 9.3.1 By 2026, 98% Canadian homes and small businesses have access to Internet speeds of 50 Mbps download / 10 Mbps upload, with the goal of connecting all Canadians to these speeds by 2030.</p>	<p>In 2024-25, the CRTC committed more than \$350 million to two projects that serve Inuit communities. The first project will bring high-speed fibre Internet to four remote Inuit communities (supporting over 4,000 households and over 80 essential institutions) in Nunavut for the first time. The second project will bring high-speed fibre Internet to five Inuit communities (supporting over 700 households and 40 essential institutions) in northern Quebec, all of which are official language minority communities.</p> <p>The CRTC also awarded funding to projects that will improve cellphone service along nearly 100 kilometres of major roads in Newfoundland and Labrador, Quebec and Ontario, as well as five projects that will bring high-speed fibre Internet to rural communities in Manitoba, British Columbia and the Yukon.</p>
<p>Invest in broadband capacity across Canada</p>	<p>Continue to help improve broadband Internet and mobile wireless access across Canada in underserved areas through the CRTC Broadband Fund</p> <p>Program: Canadians are connected to world-class communications services</p>	<p>Performance indicator: Percentage of households that have access to the latest mobile wireless technology</p> <p>Starting point: 99.4% of households have access to long-term evolution (LTE) or higher in 2022-23. The latest generally</p>	<p>The CRTC's Broadband Fund contributes to building broadband capacity across Canada by closing the gaps in connectivity in underserved areas. This includes improving access to reliable and affordable high-speed Internet and mobile wireless services in Canadian homes and</p>	<p>Indicator result: 99.5% in December 2024</p>

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		deployed mobile wireless technology is currently LTE. Target: 100% by December 2026	businesses, as well as along major roads in rural and remote communities. Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians have access to modern and sustainable infrastructure. <i>CIF Target:</i> 9.4.1 Proportion of Canadians that have access to the latest generally deployed mobile wireless technology	

Initiatives advancing Canada’s implementation of SDG 8 – Decent Work and Economic Growth

The following initiatives demonstrate how the CRTC programming supports the 2030 Agenda and the SDGs, supplementing the information outlined above.

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
Broadband Fund The CRTC initiated a proceeding to review and update the Broadband Fund Policy in light of changes to the funding landscape since the policy was first established. This includes improving the speed and efficiency of the funding process, and exploring how to provide better Internet and wireless services to Indigenous, rural and remote communities.	The Broadband Fund contributes to advancing: CIF ambition “Canadians have access to modern and sustainable infrastructure.”	In 2024-25, the CRTC completed the first phase of its public consultation to review and improve the Broadband Fund, which will help make it faster and easier to connect Canadians to high-speed Internet and cellphone services. The CRTC made three key improvements to the Broadband Fund. First, the CRTC made it easier to submit an application and sped up its evaluation of projects. Second, the CRTC worked to better support Indigenous applicants and communities, as well as Indigenous-led projects. Third, the CRTC improved how it determines which areas are eligible for funding, making it easier for potential applicants to identify the hardest-to-reach communities so that they can be connected more quickly.



GOAL 10: ADVANCE RECONCILIATION WITH INDIGENOUS PEOPLES AND TAKE ACTION ON INEQUALITY

FSDS Context:

The CRTC is committed to advancing reconciliation with Indigenous Peoples and acting on inequality. Through internal policies for increasing Indigenous employment and better supporting Indigenous employees, the CRTC is continuing to remove barriers. The CRTC is also fostering diversity, equity and inclusion for employment equity and equity-deserving groups. For example, the new sponsorship component of the CRTC's mentorship program supports the leadership development of members of employment equity and equity-deserving groups at the EX minus one level who aspire to executive positions. The CRTC launched its first cohort of executive mentor-protégé pairings in 2022.

The CRTC has also committed to removing barriers and facilitating accessibility in its Accessibility Plan for 2023-2025. As the CRTC continues to implement the action steps set out in its Plan, it intends to identify additional barriers, remove barriers that have already been identified and prevent new barriers.

The CRTC is working to improve its engagement with Indigenous communities and governments. This includes consultation and ongoing engagement in its review of Internet and telephone services in the Far North and the co-development of a new Indigenous Broadcasting Policy anchored in self-determinacy. To foster ongoing meaningful engagement with Indigenous communities, organizations and persons, the CRTC is establishing a dedicated team to undertake this role. This team will be Indigenous led and will co-develop the CRTC's approaches to engagement with Indigenous partners.

Target theme: Advancing reconciliation with First Nations, Inuit, and the Métis communities

Target: Between 2023 and 2026, and every year on an ongoing basis, develop and table annual progress reports on implementing *the United Nations Declaration on the Rights of Indigenous Peoples Act* (Minister of Justice and Attorney General of Canada)

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<p>Implement the <i>United Nations Declaration on the Rights of Indigenous Peoples Act</i></p>	<p>Provide mandatory Indigenous cultural competency training.</p> <p>Program: Internal Services</p>	<p>Performance indicator: Percentage of employees who have completed Indigenous cultural competency training</p> <p>Starting point: 23% of employees as of October 2023</p> <p>Target: Progressive annual increases in rate of employee completion of mandatory training to obtain 90% completion rate by April 2026</p>	<p>Public servants are in a unique position to help build respectful relationships with Indigenous Peoples in Canada. This action encourages public service employees to increase their cultural competency skills and awareness of issues related to First Nations, Inuit and Métis in Canada. This action contributes to the development of necessary cultural competency knowledge and skills to implement the UN Declaration.</p> <p>Relevant targets or ambitions: <i>GIF Target:</i> 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>Indicator result: 69.9% as of March 2025</p> <p>Notes: The CRTC progressed from 38.75% of employees having completed the training in January 2024 to 69.9% as of March 2025.</p> <p>Indigenous cultural competency training is included in the annual CRTC Training Priorities for 2025-26 to focus greater attention on its completion in order to achieve its goal of 90% completion by April 2026.</p>

Target theme: Taking action on inequality

Target: Each year, the federal public service meets or surpasses the workforce availability for women, Indigenous persons, persons with a disability, and members of a visible minority (President of the Treasury Board)

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<p>Foster diversity, inclusion and accessibility in the federal public service</p>	<p>Increase awareness of accessibility issues and the duty to accommodate.</p> <p>Program: Internal Services</p>	<p>Performance indicator: Percentage of employees to have completed mandatory accessibility training</p> <p>Starting point: 24.83% of employees as of September 2023</p> <p>Target: 80% of employees by June 30, 2024. This target is to be maintained through to the end of 2027.</p>	<p>Increasing awareness of accessibility issues and the duty to accommodate will contribute to eliminating biases and barriers for employees with disabilities and for persons with disabilities looking for employment with the federal government.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p> <p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>Indicator result: 88% as of March 2025</p> <p>Notes: The CRTC progressed from 80.2% of employees having completed the training in March 2024 to 88% as of March 2025.</p> <p>This improvement is due to a focused effort to have new employees complete the mandatory training.</p> <p>Following a successful large-scale promotional effort in early 2024, the CRTC continues to prioritize this training, particularly for new employees.</p> <p>Maintaining these targets remains an organizational priority for 2025-26.</p>
<p>Foster diversity, inclusion and accessibility in the federal public service</p>	<p>Increase awareness of accessibility issues and the duty to accommodate.</p> <p>Program: Internal Services</p>	<p>Performance indicator: Percentage of functional specialists to have completed mandatory accessibility training</p> <p>Starting point: 13% of functional specialists as of September 2023</p>	<p>Increasing awareness of accessibility issues and the duty to accommodate will contribute to eliminating biases and barriers for employees with disabilities and for persons with disabilities looking</p>	<p>Indicator result: 83% as of March 2025</p> <p>Notes: The CRTC progressed from 80.6% of functional specialists having completed the training in March 2024 to 83% as of March 2025.</p>

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		<p>Target: 90% of functional specialists by March 31, 2025. This target is to be maintained through to the end of 2027.</p>	<p>for employment with the federal government.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p> <p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>This improvement is due to a focused effort to have new employees complete the mandatory training.</p> <p>The CRTC continued to have a high number of new employees who were being onboarded and who are in the process of completing this mandatory training.</p> <p>The CRTC is committed to promptly meeting this target.</p>

Implementation strategies supporting the goal

This section is for implementation strategies that support the goal “**Advance reconciliation with Indigenous Peoples and take action on inequality**” but not a specific FSDS target

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Increased Indigenous employment in the federal public service	<p>Take active measures to increase Indigenous representation, such as considering CRTC diversity targets for Indigenous Peoples in all hiring, ensuring that hiring managers are aware of available inventories with a focus on Indigenous Peoples, continuing to explore new recruitment strategies for Indigenous Peoples and supporting the onsite presence exception, which allows Indigenous employees whose location is critical to their identity to work from their communities.</p> <p>Program: Internal Services</p>	<p>Performance indicator: Representation gaps for Indigenous peoples overall are progressively reduced and eliminated by 2030.</p> <p>Starting point: The overall representation rate for the CRTC as of July 1, 2023, is 4.01%.</p> <p>Target: Meet the CRTC's progressive annual representation targets for Indigenous peoples to meet a long-term representation rate of 2 percentage points above workforce availability (WFA) at all levels no later than 2030. Initial focus is on meeting WFA and stretch targets for the CRTC overall to build diverse feeder pools to help meet similar targets at the executive level.</p>	<p>Relevant Public Service Commission inventories and emerging recruitment initiatives focused on Indigenous Peoples will be leveraged whenever possible. Hiring managers will be kept apprised of options to help meet diversity targets within their sectors and for the CRTC overall. The onsite presence exception will allow the CRTC to hire Indigenous Peoples from outside the National Capital Region without requiring them to relocate. This action will help increase the number of potential Indigenous candidates for a position while also allowing for the preservation of their cultural identity.</p> <p>Relevant targets or ambitions: <i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>Indicator result: 4.41% as of March 2025</p> <p>Notes: The CRTC progressed from 4.38% representation in March 2024 to 4.41% as of March 2025.</p> <p>The WFA rate for 2024-25 was 2.6%. The CRTC's representation rate was above workforce availability throughout 2024-25.</p>
Increased Indigenous employment in the federal public service	Take active measures to increase Indigenous representation, such as	Performance indicator: Representation gaps for Indigenous Peoples at the	Relevant Public Service Commission inventories and emerging recruitment	Indicator result: 4.76% as of March 2025

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	<p>considering CRTC diversity targets for Indigenous Peoples in all hiring, ensuring that hiring managers are aware of available inventories with a focus on Indigenous Peoples, continuing to explore new recruitment strategies for Indigenous Peoples and supporting the onsite presence exception, which allows Indigenous employees whose location is critical to their identity to work from their communities.</p> <p>Program: Internal Services</p>	<p>executive level are progressively reduced and eliminated by 2030.</p> <p>Starting point: The representation rate for Indigenous Peoples at the executive level for the CRTC as of July 1, 2023, is 2.63%.</p> <p>Target: Meet the CRTC's progressive annual representation targets for Indigenous Peoples to meet a long-term representation rate of 2 percentage points above workforce availability (WFA) at all levels no later than 2030. Initial focus is on meeting WFA and stretch targets for the CRTC overall to build diverse feeder pools to help meet similar targets at the executive level.</p>	<p>initiatives focused on Indigenous Peoples will be leveraged whenever possible. Hiring managers will be kept apprised of options to help meet diversity targets within their sectors and for the CRTC overall. The onsite presence exception will allow the CRTC to hire Indigenous Peoples from outside the National Capital Region without requiring them to relocate. This action will help increase the number of potential Indigenous candidates for a position while also allowing for the preservation of their cultural identity.</p> <p>Relevant targets or ambitions: <i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>Notes: The CRTC progressed from 2.5% representation in March 2024 to 4.76% as of March 2025. The representation rate improved in 2024-25, but the CRTC continues to work to meet its target for 2030.</p>
<p>Implement the Federal 2SLGBTQI+ Action Plan</p>	<p>Identify representation rates of 2SLGBTQI+ employees at the CRTC through the new self-identification form.</p>	<p>Performance indicator: Following the establishment of baseline federal representation rates by TBS, the CRTC will set internal targets to eliminate any</p>	<p>Ensuring the representation of 2SLGBTQI+ employees and supporting their professional development will reduce some of the biases and barriers</p>	<p>Indicator result: Representation rates of 2SLGBTQI+ persons have not been established.</p>

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	<p>Establish targets to eliminate representation gaps throughout the CRTC.</p> <p>Program: Internal Services</p>	<p>overall and executive-level representation gaps.</p> <p>Starting point: The CRTC 2SLGBTQI+ representation rates are unknown. A measurement strategy is being developed.</p> <p>Target: To be determined once the baseline has been established.</p>	<p>2SLGBTQI+ employees face, which will contribute to eliminating inequality.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p> <p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>Notes: 2SLGBTQI+ representation rates have not been established due to the delay of the launch of the new public service self-identification form.</p>
<p>Implement the Federal 2SLGBTQI+ Action Plan</p>	<p>Include 2SLGBTQI+ employees in inclusion and professional development programs where members of Employment Equity (EE) and equity-deserving groups are targeted.</p> <p>Identify and remediate any issues negatively affecting 2SLGBTQI+ employees in the workplace.</p> <p>Program: Internal Services</p>	<p>Performance indicator: The CRTC will review the results of the 2024 Public Service Employee Survey for 2SLGBTQI+ employees and build an action plan to remediate issues identified.</p> <p>Starting point: Results particular to 2SLGBTQI+ employees are not identified.</p> <p>Target: To be determined once the results of the 2024 Public Service Employee</p>	<p>Supporting the professional development of 2SLGBTQI+ employees will help reduce some of the biases and barriers they face and will contribute to eliminating inequality.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p>	<p>Indicator result: The 2024 Public Service Employee Survey (PSES) results indicate that 2SLGBTQI+ employees at the CRTC expressed concerns comparable to those of their non-2SLGBTQI+ colleagues, particularly regarding mental health, workplace stress and leadership.</p> <p>Notes: The CRTC will address the concerns identified in the PSES through the development of a workplace well-</p>

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		Survey are known.	<p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	being strategy for the CRTC, with an emphasis on mental health and leadership engagement.
Support accessibility and employment opportunities for persons with disabilities	<p>Address accessibility gaps in current internal technological systems and tools.</p> <p>Program: Internal Services</p>	<p>Performance indicator: A workplan to make inaccessible tools accessible is developed.</p> <p>Starting point: No workplan exists</p> <p>Target: By 31 December 2024</p>	<p>Accessible internal technological systems and tools will reduce some of the biases and barriers employees with disabilities face and will contribute to increasing representation of employees with disabilities at the CRTC. These tools will also support their professional development.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p> <p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>	Indicator result: A workplan to make inaccessible applications and tools accessible was developed, launched and implemented.

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			10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	
Support accessibility and employment opportunities for persons with disabilities	<p>Address accessibility gaps in current internal technological systems and tools.</p> <p>Program: Internal Services</p>	<p>Performance indicator: An inventory of tools, resources and training opportunities is created and promoted to functional specialists and front-line providers.</p> <p>Starting point: No inventory exists</p> <p>Target: By 31 March 2025</p>	<p>Accessible internal technological systems and tools will reduce some of the biases and barriers employees with disabilities face and will contribute to increasing representation of employees with disabilities at the CRTC. These tools will also support their professional development.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p> <p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate</p>	<p>Indicator result: An inventory of tools, resources and training opportunities is available to all employees.</p> <p>Notes: The inventory is available on the CRTC intranet site. It is continually updated as more tools, resources and training opportunities become available.</p> <p>The Accessibility Champion promotes new tools as they are made available through ongoing internal communications. The CRTC's IT Helpdesk provides employees with accessibility software such as Tint and Track, Nuance Dragon Professional, Microsoft Ease of Access, Microsoft Teams Plugins for Closed Captions, Antidote, JAWS, etc.</p>

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			legislation, policies and action in this regard	
Support accessibility and employment opportunities for persons with disabilities	<p>Raise awareness with senior leaders and hiring managers of any applicable Public Service Commission pools and inventories of partially qualified candidates with disabilities, of diversity targets and of areas where gaps exist.</p> <p>Program: Internal Services</p>	<p>Performance indicator: Representation gaps overall for persons with disabilities are eliminated.</p> <p>Starting point: The representation rate for persons with disabilities overall at the CRTC is 7.67% as of July 1, 2023.</p> <p>Targets: Meet the CRTC's progressive annual representation targets for persons with disabilities to meet a long-term representation rate of 2 percentage points above WFA at all levels no later than 2030. Initial focus is on meeting WFA and stretch targets for the CRTC overall to build diverse feeder pools to help meet similar targets at the executive level.</p>	<p>Senior leaders and hiring managers who are aware of specific pools and inventories are more likely to use them. Knowing diversity targets and gaps will also contribute to the hiring of more employees with disabilities.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced <i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>Indicator result: 9.96% as of March 2025</p> <p>Notes: The CRTC progressed from 7.94% representation in March 2024 to 9.96% as of March 2025.</p> <p>Overall representation of persons with disabilities exceeded expected results for 2024-25. This was achieved through a continued focus on destigmatization, employment equity goals, the elimination of biases in staffing evaluation methods and targeted communications highlighting the value of self-identification.</p> <p>CRTC diversity and promotion targets are in place through to 2027 with the goal of exceeding WFA targets by 2%.</p>
Support accessibility and employment opportunities for persons with disabilities	<p>Raise awareness with senior leaders and hiring managers of any applicable Public Service Commission pools and inventories of partially qualified candidates with</p>	<p>Performance indicator: Representation gaps at the executive level for persons with disabilities are eliminated.</p>	<p>Senior leaders and hiring managers who are aware of specific pools and inventories are more likely to use them. Knowing diversity targets and gaps will also</p>	<p>Indicator result: 7.14% as of March 2025</p> <p>Notes: The CRTC maintained representation above 7% throughout</p>

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	<p>disabilities, of diversity targets and of areas where gaps exist.</p> <p>Program: Internal Services</p>	<p>Starting point: The representation rate for persons with disabilities at the executive level is 5.26% as of July 1, 2023.</p> <p>Targets: Meet the CRTC's progressive annual representation targets for persons with disabilities to meet a long-term representation rate of 2 percentage points above WFA at all levels no later than 2030. Initial focus is on meeting WFA and stretch targets for the CRTC overall to build diverse feeder pools to help meet similar targets at the executive level.</p>	<p>contribute to the hiring of more employees with disabilities.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p> <p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>2024-25, surpassing the WFA rate of 5.4%. CRTC diversity and promotion targets are in place through to 2027 with the goal of exceeding WFA targets by 2%.</p>
<p>Support accessibility and employment opportunities for persons with disabilities</p>	<p>Raise awareness with senior leaders and hiring managers of any applicable Public Service Commission pools and inventories of partially qualified candidates with disabilities, of diversity targets and of areas where gaps exist.</p> <p>Program: Internal Services</p>	<p>Performance indicator: The CRTC meets its goal toward the GoC's commitment to hire 5,000 new public servants with disabilities by the end of 2025.</p> <p>Starting point: 28.57% toward its hiring goal for new public servants with disabilities in 2021-22</p> <p>Target: Hire 19 new employees with disabilities by 2025.</p>	<p>Senior leaders and hiring managers who are aware of specific pools and inventories are more likely to use them. Knowing diversity targets and gaps will also contribute to the hiring of more employees with disabilities.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians live free of discrimination and inequalities are reduced</p>	<p>Indicator Result: 2024-25 data is not available.</p> <p>Notes: In May 2025, the Government of Canada announced that it had surpassed its goal of hiring 5,000 new employees with disabilities by 2025, by welcoming nearly 7,000 public servants with disabilities. The CRTC contributed to meeting this goal by hiring five new public</p>

IMPLEMENTATION STRATEGY	DEPARTMENTAL ACTION	PERFORMANCE INDICATOR STARTING POINT TARGET	HOW THE DEPARTMENTAL ACTION CONTRIBUTES TO THE FSDS GOAL AND TARGET AND, WHERE APPLICABLE, TO CANADA’S 2030 AGENDA NATIONAL STRATEGY AND SDGS	RESULTS ACHIEVED
			<p><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	servants who self-identified as persons with disabilities in 2024-25.

Initiatives advancing Canada’s implementation of SDG 10 – Reduced Inequalities

The following initiatives demonstrate how the CRTC’s programming supports the 2030 Agenda and the SDGs, supplementing the information outlined above.

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
<p>Telecommunications in the Far North The CRTC is taking major steps forward to help make Internet services more reliable and affordable for residents of the Far North.¹ The CRTC is applying</p>	<p>Telecommunications in the Far North contributes to advancing: Canadian Indicator Framework ambition “Canadians have access to modern and sustainable infrastructure.”</p>	<p>In 2024-25, the CRTC announced three key measures to help improve telecommunications services in the Far North. First, to help improve affordability, the CRTC introduced a new monthly subsidy for retail Internet services, available to all households in the Far North regardless of</p>

¹ For the purposes of this proceeding, the Far North refers to all the Northwest Territories, Nunavut, Yukon, and parts of northern British Columbia and Fort Fitzgerald, Alberta.

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
<p>a reconciliation lens in its approach that includes consultation and ongoing engagement of Indigenous communities and governments.</p>		<p>their Internet service provider. A public consultation was launched in January 2025 to finalize details regarding the subsidy. Second, to help improve the quality and reliability of Internet services, the CRTC required Northwestel Inc., the region’s largest provider, to provide automatic bill credits to customers when terrestrial Internet services are disrupted for 24 hours or more. Third, to foster competition and expand consumer choice, the CRTC made it easier for other Internet service providers to use Northwestel Inc.’s network and offer services to residents of the Far North.</p>
<p>Broadband Fund The CRTC initiated a proceeding to review and update the Broadband Fund Policy in light of changes to the funding landscape since the policy was first established. This includes considering an Indigenous-specific funding stream and is in recognition of the CRTC’s role and commitment to reconciliation and renewing the relationship between Canada and Indigenous Peoples.</p>	<p>The Broadband Fund contributes to advancing: Canadian Indicator Framework ambition “Canadians have access to modern and sustainable infrastructure.”</p>	<p>In 2024-25, the CRTC took action to improve the Broadband Fund, helping make it faster and easier to connect Canadians to high-speed Internet and cellphone services. The CRTC completed the first phase of its review and made three key improvements to the Broadband Fund. First, the CRTC made it easier to submit an application and sped up its evaluation of projects. Second, the CRTC worked to better support Indigenous applicants, communities and Indigenous-led projects. Third, the CRTC improved how it determines which areas are eligible for funding, making it easier for potential applicants to identify the hardest-to-reach communities so that they can be connected more quickly.</p> <p>In response to suggestions received from several parties to the review of the Broadband Fund Policy, the CRTC also announced that it will launch a process to create an Indigenous Stream of the Broadband Fund. This will be a separate process from the broader policy review to better engage with Indigenous partners, respect their rights and traditions, and advance reconciliation.</p>
<p>Indigenous Broadcasting Policy The CRTC will continue to co-develop a new Indigenous Broadcasting Policy with First Nations, Métis and Inuit broadcasters, content creators and audiences. The CRTC is holding a public consultation to update the policy to help ensure that all forms of broadcasting in Canada, whether online or through radio and television, meet the needs and interests of Indigenous peoples. The consultation officially launches phase 2 of the co-development process and flows directly from the views that were expressed in early</p>	<p>The co-development of the Indigenous Broadcasting Policy contributes to advancing: Global Indicator Framework targets 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status” and 10.3 “Ensure equal opportunity and reduce inequalities of outcome,</p>	<p>In 2024-25, the CRTC continued its three-phase consultation to co-develop a new Indigenous Broadcasting Policy with First Nations, Inuit and Métis peoples that meets the needs and interests of Indigenous broadcasters, creators and audiences. The second phase included a public consultation to gather views on how to support Indigenous broadcasters and creators, and how to ensure Indigenous stories and voices are represented, easily found and shared across all platforms.</p>

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
engagement sessions that were completed in phase 1. The CRTC will work with Indigenous representatives and participants to co-develop a policy that will result in a modernized Indigenous broadcasting policy. The renewed framework will build on self-determination and help ensure that Indigenous stories and voices are represented, easily found, and shared across all platforms.	including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.”	
Rules for described video and audio description The CRTC will develop a regulatory policy for described video and audio description that allows viewers to equitably access programming, regardless of the platform.	The regulatory policy on described video and audio description will contribute to advancing: Global Indicator Framework targets 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status” and 10.3 “Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.”	In 2024-25, the CRTC launched a public consultation on a regulatory policy for described video and audio description ² to help ensure broadcasters, including online streaming services, offer programming that is accessible to persons who are blind or partially sighted.
Rules for closed captioning The CRTC will develop a regulatory policy for closed captioning that allows viewers to equitably access programming regardless of the platform.	The regulatory policy on closed captioning will contribute to advancing: Global Indicator Framework targets 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status” and 10.3 “Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.”	In 2024-25, the CRTC launched a public consultation on a regulatory policy for closed captioning ³ to help ensure broadcasters, including online streaming services, offer programming that is accessible to persons who are Deaf or hard of hearing.
<i>Online Streaming Act</i> The CRTC has a multi-year plan to implement the <i>Online Streaming Act</i> (OSA) and help ensure that Canadian audio and audiovisual content is widely available on online streaming services. As part of its plan, the CRTC will	The implementation of the <i>Online Streaming Act</i> contributes to advancing: Global Indicator Framework targets 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex,	In 2024-25, the CRTC issued The Path Forward – Supporting Canadian and Indigenous content through base contributions . This decision flowed from a public consultation that received more than 360 submissions and heard from over 120 groups, including from Indigenous organizations and

² Described video and audio description enable persons who are blind or partially sighted to have full access to visual content. Described video provides a narration of important visual details and information about actions, characters, scene changes and on-screen text that cannot be understood from the main soundtrack alone. Audio description is often used for information-based programming (including newscasts, weather reports, sports scores and financial data) and provides a voice-over description of key elements such as text and graphics that appear on the screen.

³ Closed captioning enables persons who are Deaf or hard of hearing to have full access to audio-visual content by displaying what is being said and providing additional contextual information for the viewer by describing who is speaking, what music is playing, and other audible cues.

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
<p>launch several public processes, including to examine options for the contributions that should be made by online streaming services and traditional broadcasters to support the creation and promotion of Canadian and Indigenous content. The CRTC will actively engage with Indigenous peoples during the implementation process and will consider diversity, equity and inclusion when developing its regulatory policies.</p>	<p>disability, race, ethnicity, origin, religion or economic or other status” and 10.3 “Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.”</p>	<p>equity-deserving groups. It required online streaming services to direct funding to areas of immediate need, such as local news on radio and television, French-language content and Indigenous content.</p> <p>Specifically, with this decision, the CRTC took steps to address inequities in the Canadian broadcasting system by directing funds to the Indigenous Screen Office Fund, the Black Screen Office Fund, the Canadian Independent Screen Fund for BPOC (Black and People of Color) Creators, the Broadcasting Accessibility Fund, the Indigenous Music Office and other funds that support Indigenous and equity-deserving producers and content.</p>
<p>Indigenous Relations Team As part of its engagement strategy, the CRTC will establish an Indigenous Relations Team to undertake engagement with Indigenous groups and communities. This team will be Indigenous led with predominantly Indigenous staff and will co-develop its approaches to engagement with Indigenous partners. This team will support Indigenous groups and individuals in CRTC processes and work to eliminate barriers to participation.</p>	<p>The Indigenous Relations Team will contribute to advancing: Global Indicator Framework target 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.”</p>	<p>In 2024-25, the CRTC continued to engage through its Indigenous Relations Team (IRT) with Indigenous communities, organizations and industry partners. The IRT is an Indigenous-led team with predominantly Indigenous staff. It supports Indigenous people and groups with their participation in the CRTC’s processes as well as in the industries it regulates. The IRT continued to operate as a dedicated point of contact focused on building and maintaining meaningful relationships with First Nations, Inuit and Métis communities and interested parties based on mutual respect and trust. They also worked internally to promote best practices in engaging with Indigenous peoples and to promote the perspectives of Indigenous peoples in the policy development process.</p> <p>More participation of Indigenous parties in the CRTC’s processes results in more inclusive decisions and policies that consider the distinct nature and lived experience of First Nations, Inuit and Métis communities.</p>
<p>Video relay service The CRTC will continue the proceeding to review the regulatory framework for video relay service (VRS) in Canada to ensure the service meets the needs of Canadians whose first language is sign language.</p>	<p>Video relay service contributes to advancing:</p>	<p>In 2024-25, the CRTC published an updated regulatory policy confirming that VRS remains a basic telecommunications service that must be made available in Canada.⁴ The updated policy will help make the service more inclusive, diverse and user-friendly. It also gave the Canadian</p>

⁴ Video relay service (VRS) is a basic telecommunications service that enables people with hearing or speech disabilities who use sign language to communicate with voice telephone users. The service is available throughout Canada, 24 hours a day, 7 days a week.

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
	<p>Global Indicator Framework target 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.”</p>	<p>Administrator of VRS (CAV) the flexibility and resources to enhance the service to meet the evolving needs of its users and to make use of advances in technology.</p>
<p>Procurement of sign language translation services The CRTC will establish a corporate contract to improve access to sign language translation services. The contract will gradually expand into a long-term, centrally funded contract available to all CRTC sectors publishing accessible documentation. This initiative will help make CRTC content available to more Canadians.</p>	<p>A corporate contract to improve sign language services within the organization contributes to advancing:</p> <p>Global Indicator Framework target 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.”</p>	<p>In 2024-25, the CRTC replaced individual contracts for sign language translation services with a consolidated task-based contract to improve delivery times and increase content availability for content related to consultations.</p> <p>The CRTC has also started work to establish a multi-year corporate contract for sign language translation services. Oversight and resources have also been consolidated to better meet shifting communication needs.</p>
<p>Presentation of sign language content on the CRTC’s website A new search function and central repository will be introduced to the CRTC website. The repository will bring all CRTC sign language content together in one convenient place.</p>	<p>A search function and central repository of CRTC sign language content on the CRTC’s website contributes to advancing:</p> <p>Global Indicator Framework target 10.2 “By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.”</p>	<p>In 2024-25, the CRTC introduced a new search function and central repository to its website. These changes bring all sign language content together in one place and reinforce the recognition of sign languages.</p>



GOAL 12: REDUCE WASTE AND TRANSITION TO ZERO-EMISSION VEHICLES

FSDS Context:

The CRTC is an administrative tribunal responsible for regulating and supervising Canada’s communications system in the public interest. Although its scope for action in this area is limited, the CRTC is committed to reducing waste and to promoting sustainable public procurement practices. To this end, the CRTC is focused on strengthening its green procurement criteria. To achieve this goal, all CRTC procurement and materiel management specialists will be trained in green procurement.

Target theme: Federal Leadership on Responsible Consumption

Target: The Government of Canada’s procurement of goods and services will be net-zero emissions by 2050, to aid the transition to a net-zero, circular economy (All Ministers)

IMPLEMENTATION STRATEGY	DEPARTMENTAL ACTION	PERFORMANCE INDICATOR STARTING POINT TARGET	HOW THE DEPARTMENTAL ACTION CONTRIBUTES TO THE FSDS GOAL AND TARGET AND, WHERE APPLICABLE, TO CANADA’S 2030 AGENDA NATIONAL STRATEGY AND SDGS	RESULTS ACHIEVED
Strengthen green procurement criteria	Ensure all procurement and materiel management specialists are trained in green procurement (such as the Canada School of Public Service course on green procurement, or equivalent) within one year of being hired.	Performance indicator: Percentage of procurement and materiel management	Green procurement incorporates environmental considerations into purchasing decisions and is expected to motivate suppliers to reduce the environmental impact of the goods and	Indicator result: 100% as of March 2025 Notes: Two new hires will complete the Green Procurement course (COR405) by the end of summer 2025, within a year of being hired.

IMPLEMENTATION STRATEGY	DEPARTMENTAL ACTION	PERFORMANCE INDICATOR STARTING POINT TARGET	HOW THE DEPARTMENTAL ACTION CONTRIBUTES TO THE FSDS GOAL AND TARGET AND, WHERE APPLICABLE, TO CANADA'S 2030 AGENDA NATIONAL STRATEGY AND SDGS	RESULTS ACHIEVED
	<p>Program: Internal Services</p>	<p>specialists trained in green procurement within one year of being hired</p> <p>Starting point: 33% in 2022-23.</p> <p>Target: 100% every year until 2026-27</p>	<p>services they deliver, and their supply chains.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians consume in a sustainable manner <i>CIF Indicator:</i> 12.2.1 Proportion of businesses that adopted selected environmental protection activities and management practices <i>GIF Target:</i> 12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities</p>	



GOAL 13: TAKE ACTION ON CLIMATE CHANGE AND ITS IMPACTS

FSDS Context:

Although the CRTC’s scope for action in this area is limited, it is committed to acting on climate change by reducing emissions of greenhouse gases and short-lived climate pollutants and building resilience. To this end, the CRTC has taken action within its limited capacity by disposing of its fleet of vehicles and establishing as policy that no new vehicles will be purchased in the future.

Target theme: Federal Leadership on Greenhouse Gas Emissions Reductions and Climate Resilience

Target: The Government of Canada will transition to net-zero carbon operations for facilities and conventional fleets by 2050 (All Ministers)

IMPLEMENTATION STRATEGY	DEPARTMENTAL ACTION	PERFORMANCE INDICATOR STARTING POINT TARGET	HOW THE DEPARTMENTAL ACTION CONTRIBUTES TO THE FSDS GOAL AND TARGET AND, WHERE APPLICABLE, TO CANADA’S 2030 AGENDA NATIONAL STRATEGY AND SDGS	RESULTS ACHIEVED
Implement the Greening Government Strategy through measures that reduce greenhouse gas emissions, improve climate resilience, and green the government’s overall operations	The CRTC disposed of its only two vehicles in July 2023 through the government surplus program. The Commission does not expect or plan to purchase any new vehicles in the future. Program: Internal Services	Performance indicator: No vehicles are purchased. Starting point: Zero vehicles as of July 2023 Target: Ongoing	Cars and trucks contribute significantly to greenhouse gas emissions in Canada. Without a vehicle, the CRTC will reduce its greenhouse gas emissions and contribute to the overall reduction of these emissions in Canada. Relevant targets or ambitions:	Indicator result: 0 vehicles in 2024-25

IMPLEMENTATION STRATEGY	DEPARTMENTAL ACTION	PERFORMANCE INDICATOR STARTING POINT TARGET	HOW THE DEPARTMENTAL ACTION CONTRIBUTES TO THE FSDS GOAL AND TARGET AND, WHERE APPLICABLE, TO CANADA'S 2030 AGENDA NATIONAL STRATEGY AND SDGS	RESULTS ACHIEVED
			<p><i>CIF Ambition:</i> Canadians reduce their greenhouse gas emissions</p> <p><i>CIF Target:</i> By 2030, reduce Canada's total greenhouse gas emissions by 40 to 45%, relative to 2005 emission levels. By 2050, achieve economy-wide net-zero greenhouse gas emissions.</p> <p><i>CIF Indicator:</i> 13.1.1 Greenhouse gas emissions</p> <p><i>GIF Target:</i> 13.2 Integrate climate change measures into national policies, strategies and planning</p>	

Integrating Sustainable Development

The CRTC will continue to ensure that its decision-making process includes consideration of FSDS goals and targets through its Strategic Environmental Assessment (SEA) process. An SEA for a policy, plan or program proposal includes an analysis of the impacts of the given proposal on the environment, including on relevant FSDS goals and targets.

Public statements on the results of the CRTC's assessments are made public when an initiative has undergone a detailed SEA (see [here](#)). The purpose of the public statement is to demonstrate that the environmental effects, including the impacts on achieving the FSDS goals and targets, of the approved policy, plan or program have been considered during proposal development and decision making.

The CRTC did not complete any detailed SEAs in 2024-25. As an independent quasi-judicial tribunal, the CRTC generally does not submit proposals or requests, like Memoranda to Cabinet or funding requests for decision to the Prime Minister or the Minister of Finance, which are subject to the [Cabinet Directive on Strategic Environmental and Economic Assessment](#).

