

2023 to 2027 Departmental Sustainable Development Strategy (DSDS) - Updated February 2026

Canadian Radio-television and Telecommunications Commission

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SECTION 1

Introduction to the Departmental Sustainable Development Strategy

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 this Departmental Sustainable Development Strategy (DSDS).

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.



In order to promote coordinated action on sustainable development across the Government of Canada, this departmental strategy integrates efforts to advance Canada's implementation of the 2030 Agenda National Strategy, supported by the Global Indicator Framework (GIF) and Canadian Indicator Framework (CIF) targets and indicators. The strategy also now captures SDG initiatives that fall outside the scope of the FSDS to inform the development of the Canada's Annual Report on the 2030 Agenda and the SDGs.

SECTION 2

The CRTC's Sustainable Development Vision

The CRTC supports sustainable development in the areas of telecommunications, reconciliation with Indigenous Peoples and reducing inequality, green procurement and climate change.

Telecommunications

The CRTC supports FSDS Goal 8, “Encourage inclusive and sustainable economic growth in Canada,” and the Access to High-speed Internet Target. Through its Broadband Fund, the CRTC is working to improve high-speed Internet and mobile wireless access in underserved areas across Canada. It has also been taking steps forward to help make Internet services more reliable and affordable for residents of the Far North. 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.

In support of the UN SDGs, the CRTC has been working with Employment and Social Development Canada and Statistics Canada to contribute to the development and measurement of two indicators related to the national availability of both high-speed Internet and the latest generally deployed mobile wireless technology. These indicators contribute to the measurement of Sustainable Development Goal 9 of the Canadian Indicator Framework, “Industry, innovation and infrastructure: build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.”

Reconciliation with Indigenous Peoples and reducing inequality

The CRTC supports Goal 10 of the FSDS, “Advance reconciliation with Indigenous Peoples and take action to reduce inequality” with activities like the Broadband Fund, including the creation of an Indigenous Stream of the fund, and the Telecommunications in the Far North proceeding, as well as its work to co-develop a new Indigenous broadcasting policy with Indigenous Peoples.

Also in support of Goal 10, the CRTC has been working to reduce barriers and increase diversity in its staffing, and in particular, at the executive level. The CRTC provides training in support of diversity, inclusion and reconciliation and has Champions and committees related to these goals.

Green procurement

The CRTC is committed to using strategies and best practices that reduce the environmental impact of its purchasing decisions. By strengthening green procurement criteria, the CRTC contributes to Goal 12 of the FSDS, “Reduce waste and transition to zero-emission vehicles” and of the UN SDGs, “Ensure sustainable consumption and production patterns.”

Climate change

The CRTC does not own real property and has recently disposed of its fleet of vehicles. In support of Goal 13 of the FSDS, “Take action on climate change and its impacts,” the CRTC will not purchase any new vehicles.

SECTION 3

Listening to Canadians

As required by the Federal Sustainable Development Act, the CRTC has taken into account comments on the draft 2022-2026 FSDS made during the public consultation held from March 11 to July 9, 2022.

During the public consultation, more than 700 comments were received from a broad range of stakeholders, including governments, Indigenous organizations, non-governmental organizations, academics, businesses, and individual Canadians in different age groups and of various backgrounds. The draft FSDS was also shared with the appropriate committee of each House of Parliament, the Commissioner of the Environment and Sustainable Development, and the Sustainable Development Advisory Council for their review and comment.

What We Heard

Across the submissions received, the CRTC identified sustainable development priorities and issues that affect it.

As part of the comments related to Goal 8, “Encourage inclusive and sustainable economic growth in Canada,” Canadians, and in particular those living in rural and remote communities, made clear that inclusive economic growth goes hand in hand with access to reliable and affordable high-speed Internet. Participants emphasized that connectivity is key for prosperous rural, remote and Indigenous communities. It is essential for work, quality education, starting a business, building community and to access services.

Participants also noted that improved access to high-speed Internet is part of the infrastructure needed for a just transition to a net-zero carbon economy. Internet connectivity is required for training, skills development, job search and interview opportunities that Canadians need to transition to green jobs. It also has the potential to drive down carbon emissions by reducing the need to commute for work, school and to access services.

As part of the comments related to Goal 10, “Advance reconciliation with Indigenous Peoples and take action to reduce inequality,” participants and representatives from First Nations, Inuit and Métis communities emphasized the importance of accounting for each community’s unique history and lived experience when discussing Indigenous priorities and challenges. This extends to Indigenous knowledge and cultural traditions. Comments also reaffirmed that collaboration and engagement with Indigenous Peoples should include free, prior and informed consent on matters that impact Indigenous rights and take place at a nation-to-nation level with appropriate rights-holders.

Finally, with respect to Goal 10, participants also called for the inclusion of additional perspectives from equity-deserving groups, including racialized and 2SLGBTQI+ communities.

What We Did

The CRTC took the above-mentioned key priorities and issues into consideration in this DSDS.

The CRTC recognizes the importance of telecommunications services in the lives of all Canadians. In support of Goal 8, it will continue to help improve broadband Internet and cellphone services across Canada in underserved areas through its Broadband Fund.

In support of the goal of advancing reconciliation with Indigenous Peoples, the CRTC is establishing a dedicated team to foster ongoing meaningful engagement with Indigenous communities, organizations and persons. The work of this dedicated team will be in the spirit of “nothing about us without us”, which is at the heart of Canada’s renewed relationship with Indigenous Peoples. The CRTC is committed to improving engagement with Indigenous partners and to hiring Indigenous staff to better understand the needs, challenges and gaps specific to Indigenous Peoples.

The CRTC is already actively engaging and consulting with Indigenous communities and governments on how to improve Internet and telephone services in the Far North and in reviewing the Broadband Fund policy. The CRTC is also co-developing a new Indigenous Broadcasting Policy with First Nations, Métis and Inuit broadcasters, content creators and audiences. The renewed framework will be anchored in self-determinacy. The CRTC will actively engage with Indigenous Peoples on how to modernize Canada’s broadcasting system to promote Indigenous content.

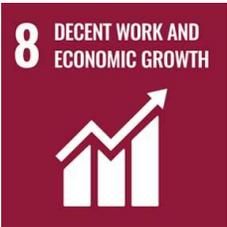
Finally, the CRTC also supports taking action to reduce inequality. The CRTC continues to improve the accessibility of telecommunications services with proceedings like the one to review the regulatory framework for video relay service (VRS) in Canada to ensure the service meets the needs of Canadians whose first language is sign language. As the CRTC focuses its efforts on implementing the *Online Streaming Act*, it will take into account all of the Act's policy objectives, including those related to diversity, equity and inclusion.

Please find more information on the FSDS public consultation and its results in the [FSDS Consultation Report](#)

SECTION 4

CRTC's Commitments





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 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
Invest in broadband capacity across Canada	Continue to help improve broadband Internet and mobile wireless access across	Performance indicator: Percentage of households that have access to fixed broadband Internet access service at	The CRTC’s Broadband Fund contributes to building broadband capacity across Canada by closing the gaps in connectivity

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
	<p>Canada in underserved areas through the CRTC Broadband Fund</p> <p>Program: Canadians are connected to world-class communications services</p>	<p>speeds of at least 50 megabits per second (Mbps) download and 10 Mbps upload (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>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 deployed mobile wireless technology is currently LTE.</p> <p>Target: 100% by December 2026</p>	<p>in underserved areas. This includes improving access to reliable and affordable high-speed Internet and mobile 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 Targets:</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>9.4.1 Proportion of Canadians that have access to the latest generally deployed mobile wireless technology</p>

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

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
<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 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.</p>	<p>The Broadband Fund contributes to advancing: CIF ambition “Canadians have access to modern and sustainable infrastructure.”</p>



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.

Through its 2026–2028 Accessibility Plan, the CRTC is committed to advancing accessibility by removing existing barriers, identifying and addressing new barriers, and preventing future ones as it implements its planned actions.

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)

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
<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>

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)ⁱ

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
<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 and functional specialists to have completed mandatory accessibility training</p> <p>Starting point: 24.83% of employees and 13% of functional specialists as of September 2023</p> <p>Target: 80% of employees by June 30, 2024, and 90% of functional specialists by March 31, 2025. These targets are 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>

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

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
<p>Increased Indigenous employment in the federal public service</p>	<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 and at the executive level 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%. At the executive level, the representation rate 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>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</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
			eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard
Implement the Federal 2SLGBTQI+ Action Plan	<p>Identify representation rates of 2SLGBTQI+ employees at the CRTC through the new self-identification form.</p> <p>Establish targets to eliminate representation gaps throughout the CRTC.</p> <p>Program: Internal Services</p>	<p>Performance indicator: Following the establishment of baseline federal representation rates by TBS, the CRTC will set internal targets to eliminate any 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>Ensuring the representation of 2SLGBTQI+ employees and supporting their professional development will reduce some of the biases and barriers 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>
Implement the Federal 2SLGBTQI+ Action Plan	Include 2SLGBTQI+ employees in inclusion and professional development programs where members of Employment	<p>Performance indicator: The CRTC will review the results of the 2024 Public Service Employee Survey for</p>	Supporting the professional development of 2SLGBTQI+ employees will help reduce some of the biases and barriers they face

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
	<p>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>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: By March 2026, support the creation of a 2SLGBTQI+ employee network and, by March 2027, develop an action plan.ⁱⁱ</p>	<p>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><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>

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
<p>Telecommunications in the Far North The CRTC is taking steps forward to help make Internet services more reliable and affordable for residents of the Far North. This includes consulting on the design and implementation of an Internet service subsidy for residents of the Far North.ⁱⁱⁱ The CRTC is applying a reconciliation lens in its approach that includes consultation and ongoing engagement of Indigenous communities and governments.</p>	<p>Telecommunications in the Far North contributes to advancing: Canadian Indicator Framework ambition “Canadians have access to modern and sustainable infrastructure.”</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 consulting on the creation of 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.^{iv}</p>	<p>The Broadband Fund contributes to advancing: Canadian Indicator Framework ambition “Canadians have access to modern and sustainable infrastructure.”</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 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.</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, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.”</p>
<p>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.</p>	<p>The regulatory policy on described video and audio description will contribute to advancing:</p>

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS
	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.”
<p>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.</p>	<p>The regulatory policy on closed captioning will contribute to advancing:</p> <p>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.”</p>
<p><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 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>The implementation of the <i>Online Streaming Act</i> contributes to advancing:</p> <p>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.”</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:</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>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>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>

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS
<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: 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>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: 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>



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
Strengthen green procurement criteria	<p>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.</p> <p>Program: Internal Services</p>	<p>Performance indicator: Percentage of procurement and materiel management specialists trained in green procurement within one year of being hired</p> <p>Starting point: 33% in 2022-23.</p> <p>Target: 100% in 2025-26 and ongoing within one year of all new appointments.v</p>	<p>Green procurement incorporates environmental considerations into purchasing decisions and is expected to motivate suppliers to reduce the environmental impact of the goods and services they deliver, and their supply chains.</p> <p>Relevant targets or ambitions: <i>CIF Ambition:</i> Canadians consume in a sustainable manner</p> <p><i>CIF Indicator:</i> 12.2.1 Proportion of businesses that adopted selected environmental protection activities and management practices</p> <p><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
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.	<p>Performance indicator: No vehicles are purchased.</p> <p>Starting point: Zero vehicles as of July 2023</p>	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.

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
	<p>Program: Internal Services</p>	<p>Target: Ongoing</p>	<p>Relevant targets or ambitions: <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>

SECTION 5

Integrating Sustainable Development

The CRTC considers sustainable development in its decision making.



Endnotes

ⁱ The performance indicators “A workplan to make inaccessible tools accessible is developed” and “Representation gaps overall and at executive level for persons with disabilities are eliminated” have been removed as targets have been achieved.

ⁱⁱ Following the release of the results of the 2024 Public Service Employee Survey, a target has been established.

ⁱⁱⁱ To remain current, we have updated the reference to Telecommunications in the Far North.

^{iv} To remain current, we have updated the reference to the [Broadband Fund policy review - New policy for funding capital projects](#).

^v This is a multi-year initiative. To add clarity, the wording has been changed.