



2023 to 2024 Departmental Sustainable Development Strategy Report

Canadian Radio-television and Telecommunications Commission

Cat. No.: BC9-42E-PDF

ISSN: 2818-6095

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Introduction to the 2023 to 2024 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, which is 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). This Report describes the CRTC's progress on its DSDS in the fiscal year 2023 to 2024.

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 2023 to 2024 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 helps play a role in supporting affordable access to fast and reliable, high-quality Internet and mobile services for Canadians. Through its Broadband Fund, the CRTC contributes to a broad effort by federal, provincial and territorial governments to address the gap in connectivity in underserved rural, remote and Indigenous communities across Canada. The projects funded through the Broadband Fund have a significant impact on these communities, connecting households as well as essential institutions, such as schools, and health care and community centres.

As of March 31, 2024, the Broadband Fund had committed over \$300 million to improve services in more than 230 rural, remote and Indigenous communities, improving connectivity to over 45,000 homes and nearly 540 kilometres of major roads.

In 2023-24, the CRTC reviewed its approach to wholesale high-speed access services and implemented new rules that will help regional mobile providers offer more competition and choice to Canadians. Further, the CRTC launched the second phase of its review of telecommunications services in the Far North and continued to put in place measures to enhance network resiliency.

The CRTC 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	<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 fixed broadband Internet access service at 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>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 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>Indicator result: 93.8% in December 2023</p> <p>Notes: Indicator results for broadband Internet access exclude fixed wireless access coverage data that is under evaluation.</p> <p>In 2023-24, the CRTC received over 100 applications seeking \$1.9 billion in funding through its third call for applications to the Broadband Fund. The CRTC committed \$35 million in funding to two projects serving satellite-dependent communities. The first project will bring high-speed satellite Internet service to all 25 communities (encompassing over 11,000 households) in Nunavut for the first time. The second project will maintain satellite Internet connectivity in two First Nations communities in Northern Ontario. An additional \$12 million will help improve access to emergency services along 70 kilometres of highway in northern British Columbia.</p>
Invest in broadband capacity across Canada	<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 2023</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: CIF Ambition: Canadians have access to modern and sustainable infrastructure <i>CIF Indicator:</i> 9.4.1 Proportion of Canadians that have access to the latest generally deployed mobile wireless technology <i>CIF Target:</i> 9.4.1 Improved access to the latest mobile wireless services	

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	RESULTS ACHIEVED
Broadband Fund In 2022-23, 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 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.”	The CRTC continued its public proceeding to improve the Broadband Fund Policy and to make the application process faster and easier. As part of the review, the CRTC will be launching a separate process in collaboration with Indigenous partners to create an Indigenous stream under the Broadband Fund and is considering funding projects that would increase the reliability of rural and remote networks.



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

FSDS Context:

The CRTC is committed to advancing reconciliation with First Nations, Inuit and Métis 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 (EE) and equity-deserving groups. In 2023-24, the CRTC continued its Mentorship Plus program that targets managers in designated EE and equity-deserving groups to develop a diverse succession pool and increase representation among its executive group. A new sponsorship component of the CRTC's mentorship program supports the leadership development of members of EE and equity-deserving groups at the EX-minus-one level who aspire to executive positions. The CRTC launched its first cohort for the program in 2022. Starting in 2024, all senior executives will mentor and sponsor at least two Indigenous, Black or racialized employees.

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, remove and prevent barriers to accessibility for employees and Canadians.

The CRTC is also working to improve its engagement with Indigenous communities. In telecommunications, this includes consultation and ongoing engagement in its review of Internet and telephone services in the Far North, while in broadcasting, this includes the co-development of a modernized Indigenous Broadcasting Policy. In recent CRTC proceedings, including the first phase of the co-development proceeding, the CRTC heard that it should improve engagement with Indigenous peoples and make its proceedings more accessible. That is why the CRTC created an Indigenous Relations Team (IRT) in 2023-24. The team supports Indigenous participation in CRTC proceedings and ensures the distinct nature and lived experiences of Indigenous peoples are considered across the CRTC's work.

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 100% 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: 38.75% as of January 2024</p> <p>Notes: The CRTC progressed from 23% of employees completing the training to 38.75% as of January 2024.</p> <p>Indigenous cultural competency training is included in CRTC Training Priorities established for 2024-25 to focus greater attention on its completion in order to achieve its goal of 100% 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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Foster diversity, inclusion and accessibility in the federal public service	Increase awareness of accessibility issues and the duty to accommodate. Program: Internal Services	Performance indicator: Percentage of employees to have completed mandatory accessibility training Starting point: 24.83% of employees as of September 2023 Target: 90% of employees by 31 March 2024	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. 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	Indicator result: 80.2% as of March 2024 Notes: The CRTC progressed from 24.83% of employees completing the training to 80.2% as of March 2024. The CRTC prioritized this training in early 2024, which was successful in increasing completion rates for the organization overall. The CRTC continues to have a high number of new employees who are being onboarded and who are in the process of completing this mandatory training. Efforts to reach our targets remain an organizational priority for 2024-25.
Foster diversity, inclusion and accessibility in the federal public service	Increase awareness of accessibility issues and the duty to accommodate.	Performance indicator: Percentage of functional specialists to have completed mandatory accessibility training	Increasing awareness of accessibility issues and the duty to accommodate will contribute to eliminating biases and	Indicator result: 80.6% as of March 2024

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	<p>Program: Internal Services</p>	<p>Starting point: 13% of functional specialists as of September 2023</p> <p>Target: 100% of functional specialists by 31 March 2024</p>	<p>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>Notes: The CRTC progressed from 13% of functional specialists completing the training to 80.6% as of March 2024.</p> <p>The CRTC prioritized this training in early 2024, which was successful in increasing completion rates, including for functional specialists. The CRTC continues to have a high number of new employees who are being onboarded and who are in the process of completing this mandatory training. Efforts to reach our targets remain an organizational priority for 2024-25.</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% 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: 4.38% as of March 2024</p> <p>Notes: The CRTC progressed from 4.01% representation to 4.38% as of March 2024.</p> <p>The WFA rate for 2023-24 was 2.6%. The CRTC's representation rate is above workforce availability.</p>
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</p>	<p>Performance indicator: Representation gaps for Indigenous peoples at the executive level are progressively reduced and eliminated by 2030.</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</p>	<p>Indicator result: 2.5% as of March 2024</p> <p>Notes: Gaps remain in the representation of Indigenous peoples at the executive level. To help ensure that this gap is eliminated, new CRTC diversity and</p>

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	<p>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>Starting point: The representation rate 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% 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>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>promotion targets are proposed for 2025 through to 2027.</p> <p>Hiring managers continue to work with HR strategic advisors to obtain advice on hiring tools and flexibilities to help them meet their goals.</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>Establish targets to eliminate representation gaps throughout the CRTC.</p> <p>Include 2SLGBTQI+ employees in inclusion and professional development programs where members of EE and equity-deserving groups are targeted.</p>	<p>Performance indicator: Representation rates are established and gaps are identified.</p> <p>Targets to eliminate overall and executive-level representation gaps are established.</p> <p>2SLGBTQI+ employees are included in inclusion and professional development programs where members of EE and equity-deserving groups are targeted.</p> <p>Bias and barriers specific to 2SLGBTQI+ employees are identified. Strategies to</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</p>	<p>Indicator result: Representation rates of 2SLGBTQI+ persons have not been established.</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. No new Public Service Employee Survey results are available for this group.</p>

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	<p>Identify and remediate any issues negatively affecting 2SLGBTQI+ employees in the workplace.</p> <p>Program: Internal Services</p>	<p>eliminate or mitigate them are put in place.</p> <p>Starting point: The CRTC 2SLGBTQI+ representation rates are unknown and results particular to 2SLGBTQI+ employees are not identified in the Public Service Employee Survey.</p> <p>Target: 50% women and/or non-binary persons at the CRTC's executive level by 2027</p> <p>Other targets to be established once representation levels are known.</p>	<p>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>Support accessibility and employment opportunities for persons with disabilities</p>	<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>	<p>Indicator result: A short-term workplan has been developed.</p> <p>Notes: A short-term workplan has been established to ensure the accessibility of all internal and external web applications before they go into production. A workplan to make all inaccessible applications accessible will be developed once the overall inventory has been finalized.</p> <p>The Accessibility Center of Expertise ensures that all new system releases receive accessibility recommendations and appropriate validation before publication.</p>

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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	Address accessibility gaps in current internal technological systems and tools. Program: Internal Services	Performance indicator: An inventory of tools, resources and training opportunities is created and promoted to functional specialists and front-line providers. Starting point: No inventory exists Target: By 31 March 2025	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. 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	Indicator result: An initial inventory of tools, resources and training opportunities has been made available to all employees. Notes: The initial inventory was published on the CRTC intranet site. It is continually updated as more tools, resources and training opportunities become available. 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.
Support accessibility and employment opportunities for persons with disabilities	Raise awareness with senior leaders and hiring managers of any applicable Public Service Commission pools and inventories of partially qualified candidates with	Performance indicator: Representation gaps overall for persons with disabilities are eliminated.	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	Indicator Result: 7.94% as of March 2024

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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 overall at the CRTC as of July 1, 2023 is 7.67%.</p> <p>Targets: Meet the CRTC's progressive annual representation targets for persons with disabilities to meet a long-term representation rate of 2% 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>Notes: The CRTC progressed from 7.67% representation to 7.94% as of March 2024.</p> <p>The WFA rate for 2023-24 was 9.4%. The CRTC continues to strive to meet its target of 2% above WFA by 2030.</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: Representation gaps at the executive level for persons with disabilities are eliminated.</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% 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</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><i>GIF Targets:</i> 10.2 By 2030, empower and promote the social, economic and political inclusion of</p>	<p>Indicator Result: 7.5% as of March 2024</p> <p>Notes: The CRTC progressed from 5.26% representation to 7.5% as of March 2024.</p> <p>The WFA rate for 2023-24 was 5.3%. The representation rate meets the CRTC's target of 2% above WFA.</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
		pools to help meet similar targets at the executive level.	<p>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>	
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: 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><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: 2023-24 data is not available.</p> <p>Notes: The CRTC hired two new public servants who self-identified as persons with disabilities in 2022-23, as reported by Treasury Board Secretariat (TBS). In 2023-24, the overall representation rate for persons with disabilities (which includes both new hires and increased self-identification) has increased consistently. The CRTC continues to promote self-identification internally and on external selection processes.</p> <p>Data is provided by TBS and not yet available for 2023-24. TBS typically provides the data to the CRTC annually with totals from previous fiscal years. Starting in fall 2024, the data will also be tracked internally on a quarterly basis.</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	RESULTS ACHIEVED
<p>Telecommunications in the Far North</p> <p>In 2022-23, the CRTC launched the second phase of its review of telecommunications services to improve the affordability, quality, and reliability of Internet and telephone services for communities in the Far North.¹ 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:</p> <p>Canadian Indicator Framework ambition “Canadians have access to modern and sustainable infrastructure.”</p>	<p>The CRTC is helping to advance reconciliation by engaging with Indigenous communities to ensure communities in the Far North have access to affordable, reliable and high-quality Internet and telephone services. This proceeding included a public hearing to obtain a complete and diverse record and to help obtain broader perspectives from communities in the Far North such as Nunavut and Inuit Nunangat.</p> <p>Throughout the Telecom in the Far North proceeding, the CRTC worked with communities to identify barriers to participation in its proceedings and offer potential solutions. For example, the CRTC: (1) held focus groups with residents of the Far North to meet and talk to people where they live and work; (2) held a public hearing in Whitehorse; (3) enabled regional appearances by interveners at satellite locations; (4) unveiled more accessible online engagement opportunities; and (5) published key information in Indigenous languages commonly used in the Far North.</p>
<p>Broadband Fund</p> <p>In 2022-23, 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:</p> <p>Canadian Indicator Framework ambition “Canadians have access to modern and sustainable infrastructure.”</p>	<p>In 2023-24, the CRTC received over 100 applications seeking \$1.9 billion in funding through its third call for applications to the Broadband Fund. The CRTC committed \$35 million in funding to two projects serving satellite-dependent communities. The first project will bring high-speed satellite Internet service to all 25 communities (encompassing over 11,000 households) in Nunavut for the first time. The second project will maintain satellite Internet connectivity in two First Nations communities in Northern Ontario. An additional \$12 million will help improve access to emergency services along 70 kilometres of highway in northern British</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>Columbia. Each project will positively impact Indigenous communities by improving connectivity.</p> <p>The CRTC also continued its public proceeding to improve the Broadband Fund Policy and to make the application process faster and easier. As part of the review, the CRTC will be launching a separate process in collaboration with Indigenous partners to create an Indigenous stream under the Broadband Fund and is considering funding projects that would increase the reliability of rural and remote networks. As part of this review, the CRTC also sought feedback from Indigenous communities.</p>
<p>Indigenous Broadcasting Policy</p> <p>The CRTC will continue to co-develop a new Indigenous Broadcasting Policy with First Nations, Inuit and Métis broadcasters, content creators and audiences. The renewed framework will be anchored in self-determination and will support the creation, presentation and discoverability of Indigenous content throughout the broadcasting system. The CRTC will hold a public consultation on how the broadcasting system in Canada can best promote the broadcasting interests and needs of Indigenous peoples. Following the public consultation, the CRTC will work with Indigenous representatives and participants to co-develop a proposed policy and to further comments on the potential impacts of the new policy.</p>	<p>The co-development of the Indigenous Broadcasting Policy 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>In March 2024, the CRTC launched Phase 2 of the Co-development of the Indigenous Broadcasting Policy.</p> <p>This public consultation flows directly from the views that were expressed by participants in Phase 1. For a description of the steps of this co-development process, please see Broadcasting Notice of Proceeding 2019-217.</p> <p>The purpose of updating the Indigenous Broadcasting Policy is 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. This includes helping Indigenous peoples find and enjoy content, supporting broadcasters and content creators, and making sure Indigenous stories and voices are represented, easily found and shared across the broadcasting system.</p> <p>The intent of the co-development of a new framework is to help maximize Indigenous peoples’ opportunities to shape the Indigenous Broadcasting Policy. It also acknowledges the distinct nature and lived experiences of Indigenous peoples. As such, the CRTC sought specific feedback of Indigenous peoples, while also inviting non-Indigenous peoples in Canada to participate.</p>

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
<p>Rules for described video and audio description</p> <p>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 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>As part of the CRTC’s efforts to modernize Canada’s broadcasting framework, it is working to ensure that programming within the Canadian broadcasting system is fully accessible to persons with disabilities.</p> <p>Described video and audio description help enable persons who are blind or partially sighted to access visual content.² In 2023-24, the CRTC announced that it would launch a public consultation to help ensure that Canadians who use described video and audio description have access to the highest possible quality, regardless of whether they are accessing programming online or through traditional television services.</p>
<p><i>Online Streaming Act</i></p> <p>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>Significant amendments to the <i>Broadcasting Act</i> came into force on April 27, 2023, when the <i>Online Streaming Act</i> received Royal Assent. The CRTC acted quickly and immediately published a regulatory plan and launched four public consultations, including one on the base contributions that online services should make to support the Canadian broadcasting system. As part of that consultation, the CRTC received more than 360 detailed submissions and held a three-week public hearing where it heard from over 120 groups. In 2023-24, the CRTC made decisions on three of the public consultations it launched (registration of online streaming services, exemption orders and basic conditions of service and broadcasting regulatory fees) to implement the new legislation.</p> <p>As part of these proceedings, the CRTC focused on expanding its engagement activities to improve its understanding of the needs and interests of all Canadians and Indigenous peoples, including those of equity-deserving groups, and to promote full participation in its proceedings with a diverse group of participants.</p>
<p>Dedicated team</p> <p>As part of its engagement strategy, the CRTC will establish a dedicated team to undertake engagement with Indigenous groups and communities. This</p>	<p>The dedicated team will contribute to advancing:</p>	<p>The CRTC’s Indigenous Relations Team (IRT) was launched in March 2024. The IRT has been working to support Indigenous participation in CRTC</p>

² Described video is the narration added to the soundtrack of a program to describe important visual details that cannot be understood from the main soundtrack alone. Audio description, which is used during news and information programming, relies on a program host or announcer to provide a voice-over by reading aloud or describing key elements of programming, such as text and graphics that appear on the screen.

PLANNED INITIATIVES	ASSOCIATED DOMESTICS TARGETS OR AMBITIONS AND/OR GLOBAL TARGETS	RESULTS ACHIEVED
<p>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>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>proceedings and will help ensure the distinct nature and lived experiences of Indigenous peoples are considered across the CRTC’s work.</p> <p>In 2023-24, the CRTC worked towards the creation of the IRT and focused on early outreach activities, including attending the Assembly of First Nations’ Special Chiefs Assembly and the Spectrum Sovereignty Summit organized by the Indigenous Connectivity Institute. The IRT also began introductory meetings with Indigenous organizations from the telecommunications and broadcasting sectors. Finally, the IRT met with officials from the Department of Innovation, Science and Economic Development (ISED) (spectrum policy) and from the Department of Indigenous Services Canada (ISC) (regional operations infrastructure program), as well as officials from the Federal Communications Commission’s (FCC) Office of Native Affairs and Policy.</p>
<p>Video relay service</p> <p>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>	<p>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 24 hours a day, 7 days a week. In 2023-24, the CRTC continued its review of VRS. It hosted a series of virtual discussion sessions in January 2023, which were offered in American Sign Language (ASL) and Langue des signes québécoise (LSQ), English, French and with Communication Access Realtime Translation (CART) services. The record of the consultation closed in November 2023. The CRTC will issue an updated regulatory policy in English, French, ASL and LSQ.</p>



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

FSDS Context:

The CRTC is an independent quasi-judicial tribunal that regulates and supervises the Canadian communications sector in the public interest. It holds public consultations on telecommunications and broadcasting matters and makes decisions based on the public record. The CRTC is committed to reducing waste and to promoting sustainable public procurement practices within its mandate. To this end, the CRTC is focused on improving 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	<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%</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>	<p>Indicator result: 100% as of March 2024</p> <p>Notes: Two new hires will complete the Green Procurement course (COR405) by the end of summer 2024, within a year of being hired.</p>



GOAL 13: TAKE ACTION ON CLIMATE CHANGE AND ITS IMPACTS

FSDS Context:

The CRTC is committed to acting on climate change within its mandate by reducing emissions of greenhouse gases and short-lived climate pollutants and building resilience. To this end, the CRTC has taken action by disposing of its fleet of vehicles and establishing a 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 in 2023-24

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 2023-24. As an independent quasi-judicial tribunal, the CRTC rarely submits 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](#).

