



Entertainment Network

**Allarco Entertainment 2008 Inc.
Accessibility Plan
2024-2027**

June 1, 2024

1189 - 5328 Calgary Trail NW
Edmonton, Alberta T6H 4J8

Allarco Entertainment 2008 Inc.

Three-Year Accessibility Plan

2024-2027

June 1, 2024

1. General

i) Introduction

Allarco Entertainment 2008 Inc. (Allarco) is very pleased to publish its first Accessibility Plan for 2024-2027. This inaugural plan outlines our approach to identifying, removing, and preventing barriers to accessibility in alignment with the *Accessible Canada Act* (ACA). At Allarco, we strive to create an inclusive environment for our employees, stakeholders, clients, and audience(s). We view this plan as the beginning of an ongoing journey regarding accessibility within our organization.

Allarco Entertainment 2008 Inc. is a Canadian independent broadcaster serving Canadian audiences across the country. Our mission is to connect, reflect, and enrich the lives of Canadians by delivering a diverse array of compelling, entertaining, and high-quality programming. Allarco Entertainment offers subscribers exceptional entertainment value with four diverse channels – Super Channel Fuse, Super Channel Heart & Home, Super Channel Vault and GINX TV Canada – plus access to Super Channel on Demand where available by service provider. Super Channel’s innovative team provides uniquely curated, exceptional, and engaging programming across a variety of platforms that satisfies and excites its loyal viewers and attracts new subscribers.

We are also a member of the Independent Broadcast Group (IBG)/Le groupe de diffuseurs indépendants (GDI). The IBG is an association of independent broadcasters serving Canadian audiences in English, French, Indigenous and a multitude of third languages, reflecting the rich tapestry of Canada’s population. In the winter of 2024, a number of IBG members created an Accessibility Working Group with a view to preparing our respective Accessibility Plans for 2024-2027. We worked in collaboration with other IBG members to prepare and conduct our consultations with stakeholders, persons with disabilities, and experts that were both internal and external to our respective organizations.

The feedback we have received from persons with disabilities, our employees, viewers, stakeholders, and experts were instrumental in completing our Accessibility Plan 2024-2027. We are excited about the journey ahead and committed to ensuring that our organization and services are welcoming, inclusive, and accessible.

ii) **Allarco Entertainment 2008 Inc.'s Contact Information, Feedback Process and Alternative Format Requests**

If you would like to provide Allarco Entertainment 2008 Inc. with feedback relating to accessibility and our organization, our Feedback Process, or our Accessibility Plan 2024-2027, please contact our Accessibility Champion who will be pleased to assist:

Allarco Entertainment 2008 Inc.'s Director of HR & Accessibility:

Valentina Phavone
Director, HR & Accessibility
1189 - 5328 Calgary Trail NW
Edmonton, Alberta
Canada, T6H 4J8

Phone: (780) 430-2808

Email: accessibility@superchannel.ca

Requesting Alternate Formats: Accessibility Plan and Accessibility Feedback Process

Our Accessibility Plan and Accessibility Feedback Process are available in alternative formats. To request an alternate format, please contact Valentina Phavone using the contact details above.

Anonymous Feedback

If you prefer to remain anonymous, please do not include personal details like your name or contact information in your communications with our organization.

Any personal information you provide will remain confidential unless you explicitly consent to share it with others.

2. Accessibility Summary:

Allarco's Accessibility Plan represents an important step towards creating a more accessible and inclusive environment within Canada's media sector. We are dedicated to ongoing engagement as well as to meeting the objectives of the *Accessible Canada Act* in the years ahead. As we prepared our Accessibility Plan, we conducted a number

of initiatives to gain invaluable input and to work collaboratively with persons with disabilities, our colleagues and stakeholders.

These initiatives include the following:

Establishment of Accessibility Working Group with Certain IBG Members: In the winter of 2024, we formed an Accessibility Working Group comprised of accessibility champions from five independent broadcaster organizations, as well as legal counsel with expertise in regulatory compliance and accessibility. This Working Group met weekly to discuss action items, best practices, and the requirements of the *Accessible Canada Act*. This collaborative approach was highly effective for small Canadian businesses seeking to create a more accessible environment for Canadians.

Establishment of Accessibility Committee Within our Organization: In the spring of 2024, we formed an Accessibility Committee consisting of members of our organization. Our Accessibility Committee meets quarterly to identify, remove, and prevent accessibility barriers within our environment. We also met to provide important input and insights into the preparation of our Accessibility Plan.

Conducting an Internal Assessment of our Organization: in the winter/spring 2024, we conducted an overall assessment of our organization regarding accessibility, including a review of our workstations, employment policies and procedures, hiring and retention, accessibility training, communications, programming, technology, and broadcasting services.

Internal Employee Consultation: In the spring of 2024, Allarco Entertainment 2008 Inc. conducted an internal consultation process that involved engaging with our employees to gather critical information in view of preparing our Accessibility Plan. To that end, we conducted an online survey regarding accessibility in our workplace. This optional survey was distributed to all employees, and each was given two weeks to respond to the questionnaire. As a result, we found that there is at least one employee who identifies as a person living with a disability. We believe that their firsthand experiences are invaluable in identifying any barriers that might exist, as well as providing insightful suggestions on how to address potential barriers.

External Consultations: In 2024, our IBG Accessibility Working Group thoughtfully engaged with disability advocacy groups, experts on accessibility, and persons with disabilities such as **SignAble Vi5ion, the Canadian National Institute for the Blind (CNIB), and DeafBlind Ontario Services**. Our engagement with these organizations allowed us to consult with persons living with disabilities and to learn more about barriers they may face in the workplace with hiring practices, communications technologies, and in relation to accessibility and broadcasting services.

Guiding Principles for Accessibility at Allarco Entertainment 2008 Inc.: At Allarco, we appreciate the principle of “Nothing Without Us.” We are also mindful of the

important principles set out in section 6 of *the Accessible Canada Act*, which form the basis of our Accessibility Plan and our accessibility decision-making work for the future.

These principles are:

1. “All persons must be treated with dignity regardless of their disabilities
2. all persons must have the same opportunity to make for themselves the lives that they are able and wish to have, regardless of their disabilities
3. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities
4. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities
5. laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their Guidance on the Accessible Canada Regulations – Module 1: Accessibility Plans 3 environments and the multiple and intersecting forms of marginalization and discrimination faced by persons
6. persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures
7. the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.”¹

3. Consultations for Allarco Entertainment 2008 Inc.’s Accessibility Plan

At Allarco, engaging with our employees, clients, stakeholders, and audiences is a vital part of our daily activities. While preparing our Accessibility Plan, we also conducted several consultation initiatives to obtain invaluable input from our community and persons living with disabilities.

i) Accessibility Feedback Page

¹ [Guidance on the Accessible Canada Regulations - Module 1: Accessibility Plans.](#)

In our efforts to ensure accessibility within our organization, we published an Accessibility Feedback Page in May/June 2023 as required by the *Accessible Canada Act* and the related Regulations. Our Accessibility Feedback Page can be found [here](https://superchannel.ca/sc_accessibility_feedback_form): https://superchannel.ca/sc_accessibility_feedback_form

We have also included at **Appendix 1** the language of our Accessibility Feedback Page.

Our Accessibility Feedback Page was designed to collect information from persons with disabilities, the public, our employees, and stakeholders in a range of areas, such as:

- Content accessibility (i.e. closed captions, described video)
- Digital accessibility (i.e. assistive technology use on the website or app)
- Facilities (i.e. facilities access, events accessibility)

We have not yet received any feedback or issues identified regarding our organization over the last year. We will continue to work to ensure awareness about our Accessibility Feedback Page over the course of the next three years.

ii) **Accessibility Committee**

In our ongoing commitment to creating an inclusive workplace, we also established an Accessibility Committee in the spring of 2024. This committee is composed of designated accessibility champions, Director, Human Resources & Accessibility, Valentina Phavone and President & CEO, Don McDonald. Their primary role is to facilitate discussions, identify potential accessibility barriers, reflect on input from persons with disabilities, assist with the preparation of our Accessibility Plan, and spearhead initiatives to enhance accessibility across our organization.

iii) **Internal Employee Consultation**

Alongside the creation of our Accessibility Committee, we conducted an optional internal online employee accessibility consultation over the course of two weeks in April 2024. During this consultation, we asked all employees a series of 14 questions designed to uncover any barriers they may have encountered concerning accessibility within our organization. Our survey also sought input on how to prevent and remove accessibility barriers in the future. Out of our 29 employees, 20 have responded to the survey.

The survey provided us with valuable insights into the experiences of our employees.

The results from this survey are currently being analyzed by our Accessibility Committee and Human Resource Department. The findings will be instrumental in informing the possible changes and improvements within our organization. Through this process, we learned about the accessibility needs of our workforce, as well as issues to consider

regarding accommodation processes to support employees with disabilities at home and in the office, communications, and communications technologies. Moving forward, we will continue to encourage open dialogue about accessibility and invite all employees to contribute their experiences and suggestions. Our goal is to maintain a proactive approach to identifying and addressing accessibility issues within our organization.

iv) **External Consultations**

As part of our mission to enhance accessibility and inclusivity, members of our Accessibility Committee actively participated in targeted sessions with notable disability advocacy groups throughout April/May 2024. Our engagements involved fruitful interactions and discussions with representatives from **SignAble Vi5ion, Access Labs through the CNIB, and DeafBlind Ontario Services**. As a broadcaster, we primarily engage with physical mediums consumed through sight and sound. Therefore, while these consultations included discussions on general accessibility awareness, there was a focus on organizations which represent the needs of individuals with physical disabilities, to better address the specific accessibility challenges presented by our broadcasting services.

SignAble Vi5ion is an organization run by founder Leah Riddell who is a consultant, ASL instructor, and deaf woman. Leah is a champion for creating a more equitable world, and champions ASL as a means to not only create inclusion for the deaf, hard of hearing, and deaf-blind, but also for many other communities, such as new Canadians, autistic people, neurodivergent communities, and seniors.² Leah communicated to the IBG participants through using ASL interpreters. Her presentation focused on cultural etiquette on how to interact with deaf, hearing impaired, and deafblind individuals, including learning essential strategies for effective communication and respectful engagement. Leah also discussed accessibility barriers to employment, workplace accommodations, communications technologies, and broadcasting services. Additionally, Leah discussed strategies and best practices for preventing accessibility barriers. She also made a number of important recommendations such as best practices for conducting job interviews with individuals who are deaf or hard of hearing, optimal online platforms to use for accessible virtual meetings and the appropriate inclusive language to use when referring to persons living with disabilities. A Question-and-Answer period was also held to allow for a deeper understanding of the needs and interests of persons living with disabilities.

The **CNIB** is a non-profit organization driven to change what it is to be blind today. The CNIB delivers innovative programs and powerful advocacy that empowers people impacted by blindness.³ CNIB's Access Labs is a social enterprise supporting businesses, organizations, and government institutions to ensure all Canadians with disabilities can benefit from barrier-free communities and workplaces.⁴ The CNIB's

² <https://signablevi5ion.com/about/>.

³ <https://www.cnib.ca/en/about-us?region=on>.

⁴ <https://www.cnib.ca/en/access-labs?region=on>.

presentation and engagement with the IBG focused on general accessibility awareness, highlighting how to remove everyday barriers and obstacles in the workplace that help make an environment more inclusive and safe for everyone. There was a focus on how to approach individuals who are blind and low vision, including steps that organizations can take to ensure the safety, dignity and wellbeing of all employees, particularly those living with disabilities. The CNIB's presentation also focused on the duty to accommodate, the importance of accessible web and media platforms as well as approaches for ensuring inclusivity at a range of work-related functions.

One of the presenters, David Greenidge, Director of Operations for Access Labs at the CNIB, is partially sighted and shared examples of his lived experience throughout the presentation. Additionally, there was a member of the community with vision loss present to discuss best practices for digital communications services and television programming, such as the importance of clear and professional audio description.

DeafBlind Ontario Services supports people who are deafblind, as well as people who are deaf, hard of hearing and non-verbal with a developmental disability. This organization offers specialized services for persons living with a disability, customized to each person's unique needs, method of communication, and goals to live their best life.⁵ Their presentation to the IBG was given by an individual who is deafblind as well as an individual who is deaf. The presenters were accompanied by an ASL interpreter as well as another staff person expert in the area. Their presentation focused particularly on technologies for optimal workplace performance and communications with persons with disabilities, how to ensure a more accessible work environment, as well as how to ensure broadcasting services are accessible. Both presenters also provided important input on the importance of technology to create a more inclusive workplace, and how best to work with ASL interpreters for workplace meetings and accommodations.

This direct feedback was invaluable, as it gave participants firsthand insights into the daily challenges, and technological needs of individuals with auditory and visual disabilities. A Question-and-Answer period was also held at the end of the presentation to allow for an exchange on how to create a more accessible work environment.

In addition to what is outlined above, the sessions conducted with these organizations and persons living with disabilities focused on several key areas:

1. **Workplace Accommodation for Persons with Disabilities:** We explored strategies to optimize our built environment to better support the needs of employees with disabilities.
2. **Hiring, Retaining, and Promoting Persons with Disabilities:** Our discussions centered on enhancing human resources policies to ensure equitable opportunities for all staff members.

⁵ <https://deafblindontario.com/about/>.

3. Technologies for Optimal Workplace Performance and Communications: We examined current and emerging technologies that can facilitate more effective workplace performance and smoother communication for persons with disabilities.
4. Best approaches for communicating with potential future employees and colleagues living with disabilities.
5. Broadcasting Services and Accessibility: We addressed how our broadcasting services can be improved to ensure they are fully accessible to all audience members.

The discussions we had with the expert representatives from these communities on the above topics allowed participants to delve deeply into critical areas impacting accessibility, both within the workplace and the broadcasting services provided to the public.

These sessions are part of our ongoing commitment to learning from and collaborating with persons with disabilities, experts in the area, and stakeholders. They were highly insightful, informative, and inspiring.

4. Accessibility Priorities – Section 5 of the Accessible Canada Act

The purpose of the *Accessible Canada Act* is to allow all Canadians, especially Canadians with disabilities, live in a country without barriers to accessibility by 1 January 2040.

Section 5 of the *Accessible Canada Act* identifies the following areas where the identification, removal, and prevention of accessibility barriers must be pursued:

- a) Employment
- b) The built environment
- c) Information and communications technologies
- d) Communications other than information and communications technologies
- e) The procurement of goods, services, and facilities
- f) The design and delivery of programs and services
- g) Transportation
- h) Other areas designated under regulation, such as conditions of licence for broadcasters.

The following portions of our Accessibility Plan address these priority areas of accessibility.

1. Employment

Allarco is dedicated to inclusivity in our hiring, retention, and promotion practices. Currently, we employ approximately 30 employees. Our head office is in Edmonton, Alberta and we are currently a hybrid model that supports a blend of in-office and remote employees.

Our organization's Human Resources Department also plays an important role of ensuring accessibility within our company. We aim to foster a supportive and equitable workplace that facilitates the recruitment, retention, and career progression of all employees, with attentive consideration to the accessibility needs of those with disabilities. This department is mindful of accommodating employees with disabilities during the hiring processes, onboarding of new employees, and while individuals are employed. Our approach ensures that each new and existing employee is accommodated in terms of their workspace needs, including the appropriate technology, desk and ergonomic chair they need to effectively perform their duties.

While we have made great strides over the last few years, we recognize that there is more work to be done within our organization to address accessibility barriers to employment. Through our internal review and consultations, we have learned that our policies and procedures should be updated, that our workforce could benefit from accessibility training, and that more work can be done in terms of hiring and retaining policies/procedures for persons with disabilities.

The following table outlines our key plans in the areas of Employment over the next three years.

| Action | Planned Completion |
|---|---------------------------|
| Further develop the mandate and objectives of Allarco's Accessibility Committee | Year 1 |
| Review and update of Allarco's policies, procedures, guidelines, and practices related to accessibility. | Year 1 |
| Review and revise recruitment processes to ensure that job postings are accessible, interview processes are accommodating, and onboarding materials area available in multiple formats. | Year 2 |
| Conduct reviews of workstations at home and assess accessibility and accommodation needs for employees living with disabilities and/or requiring particular accommodations. | Year 1, Year 2, Year 3 |
| Ensure that HR executives receive accessibility training. | Year 1 |
| Ensure that all staff receive accessibility training. | Year 2 |

2. Built Environment

Allarco is committed to ensuring equitable access to our building and built facilities for employees, stakeholders, clients, and visitors. Our goal is to create environments that are accessible and that promote safety, comfort, and independence for individuals with varying needs.

Allarco is located on the first floor of a two-floor building that we share with other companies. The building has a spacious and open parking lot that includes accessible parking and is located in front of the building. The first-floor offices have their own entrance, and the building has an elevator to access the second-floor offices from the main entrance in front of the building. Bathrooms and First Aid kits are available on each floor and there is also one accessible ramp where our offices can be accessed.

Although the facility can further work to identify, prevent and eliminate accessibility barriers, during the summer 2024, Allarco is moving out of the facility and enhancing into a completely remote workplace. By providing the flexibility to work remotely, we ensure that all employees can choose the environment that best supports their productivity and well-being. Our goal is to foster a workplace that adapts to the varied needs of our staff, enabling everyone to perform at their best while ensuring accessibility and comfort regardless of location. We plan to continue offering these working options and will continue to check-in with employees to ensure that they are comfortable with their physical working arrangements.

The following table outlines our key plans in the areas of Built Environment over the next three years.

| Action | Planned Completion |
|--|---------------------------|
| Ensure that our organization’s events and employee gatherings are hosted at or with accessible venues and/or software. | Year 1, Year 2, Year 3 |

3. Information and Communication Technologies (ICT)

As a Canadian broadcaster that works within the digital landscape, we place a high priority on ensuring that our Information and Communication Technologies (ICT) are accessible. This commitment is reflected in our proactive measures as well as our commitment to our employees and organization.

Allarco strives to ensure that each employee has access to the technologies and platforms they need to best fulfil their employment obligations. We acknowledge that there is room for improvement to ensure the needs of our staff are met and that our policies and procedures must be reviewed and updated on a regular basis. We have

learned through this process that there may be barriers that exist for our employees to seek out and access particular technologies that may be needed.

We are also in the works of updating our website to ensure it meets modern accessibility standards, and creating a page on our internal website for information related to the accessibility features of various ICT tools and how employees can request accommodations related to these tools.

The following table outlines our key plans in the areas of Information and Communications Technology over the next three years.

| Action | Planned Completion |
|---|---------------------------|
| Conduct an audit of the communications technology options available for persons with disabilities. | Year 1 |
| Conduct an audit of our organization’s policies and procedures for accommodating requests for use of accessible technologies. | Year 1 |
| Conduct an audit of our websites and web-based applications. | Year 2 |
| Update websites and applications to ensure they are accessible and comply with WCAG Guidelines. | Year 1, Year 2 |
| Provide employees with accessible technology tools and resources, including assistive devices and software that enhance digital accessibility (e.g., screen readers, text-to-speech software, adaptive keyboards, touchscreen assistive technologies, closed captioning, and audio descriptions). | Year 2 |

4. Communication, Other Than ICT

Clear and effective communication is crucial to our operations. We are committed to adapting traditional communication methods to better serve all employees and stakeholders, with special attention to the needs of those with disabilities. Our efforts include improving the accessibility of printed materials and ensuring that our in-person interactions and other non-digital forms of communication are designed to promote an inclusive environment.

By addressing communication-related barriers, Allarco has learned that we can improve the accessibility of the documents that we create and develop a guideline to provide direction on how to create documents and advertising that promote our products and services in a way that meets accessibility requirements. Our virtual conference calls and

meetings can be improved with training on the use of all the accessible barriers persons with disabilities face and create policies and procedures to ensure our platforms are inclusive and accessible for all our employees and clients.

To ensure that Allarco remains proactive the following table outlines our key plans in the areas of Communication, Other Than ICT over the next three years.

| Action | Planned Completion |
|---|---------------------------|
| Conduct an audit of our organization’s communications tools and assess how they may be more accessible. | Year 1 |
| Create a policy to ensure that internal and external communications are more inclusive and accessible (consider type and size of font for email messages, message boards, etc.) | Year 2 |
| Create a Policy to ensure virtual conference calls and meetings are conducted on accessible platforms. | Year 1 |
| Create a Policy for creating accessible documents. | Year 2 |
| Train staff in creating accessible documents and presentations to ensure all internal and external materials are inclusive. | Year 2 |

5. Procurement of Goods, Services, and Facilities

Procurements are conducted mainly by our organization’s Information Technology and Operations department. These departments conduct important work in fulfilling Allarco’s mandate and key priorities. Through our procurement practices, we strive to reflect our commitment to accessibility.

Upon further review Allarco believes it would be proper to conduct a review of our procurement practices to address any barriers to accessibility that may exist in our current approach. We also appreciate that there may be suppliers in the marketplace that are particularly supportive of offering goods and services that are accessible for persons with disabilities.

The following table outlines our key plans in the areas of Procurement of Goods, Services, and Facilities over the next three years.

| Action | Planned Completion |
|---|--------------------|
| Conduct an audit of current procurement policies, processes and procedures and consider options to improve accessibility within our organization. | Year 1 |
| Conduct a review and assessment of how programming licensed for our broadcasting service(s) may be more accessible for audiences. | Year 1 |
| Incorporate accessibility criteria into procurement policies and procedures. | Year 2 |
| Develop a list of approved suppliers that offer goods, services, and facilities that are accessible for persons living with disabilities. | Year 2 |

6. Design and Delivery of Programs and Services

As an independent Canadian broadcaster, providing high quality, entertaining, and engaging media services to Canadian audiences is the primary mandate of our organization.

We recognize the importance of designing and delivering programs and services that are accessible to our audiences, including those with disabilities.

On our website, we have dedicated a page for [‘Described Video: Accessible Entertainment’](#). This page provides a list of all our described video content in one place. Our commitment is reflected in our continuous efforts to evaluate, adapt, and enhance the accessibility of our programs and services to ensure they are comprehensible, reachable, and usable for everyone, regardless of their abilities.

In addition to ensuring that persons with disabilities can access the programming broadcast on our services, it is also important that they see themselves on the screen. Allarco reports annually on our cultural diversity plans and the representation of persons with disabilities. Our Content & Programming t Executives continues to pre-license and develop Canadian content productions, keeping in mind the inclusion and positive portrayal of the four key groups: Indigenous Peoples, Visible Minorities, People with Disabilities, and Women, in these projects.

While Allarco’s content is reflective of Canada’s diverse cultural heritage and current cultural diversity, more work can be done to ensure that individuals living with disabilities, are reflected in our programming.

The following table outlines our plans in the areas of Design and Delivery of Programs and Services over the next three years.

| Action | Planned Completion |
|--|--------------------|
| Conduct a review and assessment of how programming content licensed for our broadcasting service(s) may be more accessible to audiences. | Year 1 |
| Conduct outreach with the Disability Screen Office (ISO) to determine how best to work with content creators and producers who are living with disabilities. | Year 2 |
| Conduct a review of the content available on our web-based platforms and determine how accessibility may be enhanced. | Year 2 |

7. Transportation (If Applicable)

This area of accommodation and accessibility is not relevant to Allarco Entertainment. We therefore have no comments for this section.

8. Licence Conditions and Requirements Under the Broadcasting Act:

The Canadian Radio-Television and Telecommunications Commission (CRTC) regulates and supervises broadcasting in Canada. As such, the CRTC requires broadcasters to comply with certain accessibility requirements, such as closed captioning, described video and audio description of audiovisual content (these obligations can vary depending on a broadcaster’s licensing requirements).

As required by section 42(1) of the *Accessible Canada Act*, we have set out a list of applicable conditions and requirements that Allarco Entertainment 2008 Inc. adheres to under pursuant to our broadcasting licence(s) that ensure accessibility of our broadcasting services.

Allarco shall adhere to the terms, conditions of licence, expectations and encouragements for the national, English-language discretionary undertaking Super Channel as set out in the Broadcasting Decision CRTC 2020-205.

In addition, Allarco shall adhere to the standard conditions of licence for discretionary services set out in the Standard requirements for television stations, discretionary services, and on-demand services, Broadcasting Regulatory Policy CRTC 2016-436, 2 November 2016, as well as to the conditions set out in the broadcasting licence for the undertaking.

We strive to meet these requirements during each broadcast year and will continue to do so during our licence period.

| Action | Planned Completion |
|--|--|
| Operate in compliance with licensing and regulatory requirements for closed captioning, described video and audio description. | Ongoing each year during our licence period |
| Explore best practices within the broadcasting sector to serve persons with disabilities. | Ongoing each year during our licence period. |

8. Conclusion:

As we move forward our Three-Year Accessibility Plan, Allarco Entertainment 2008 Inc. is inspired by a vision of an inclusive community for all Canadians. This plan reflects an important step towards diversity, inclusion, and equality.

Allarco appreciates the opportunity to develop and share this Accessibility Plan. We are committed to making our services, company, and communities more accommodating and accessible for individuals living with disabilities. We are proud of the work we have completed to date and recognize that more work is required to achieve the objectives of the Accessible Canada Act. We look forward to continuing our efforts to identify, remove, and prevent barriers to accessibility for all.

We look forward to continuing to work with persons with disabilities, our stakeholders, the broadcast community, and our clients to contribute to achieving the goals and objectives of the *Accessible Canada Act*.

Appendix 1

Accessibility Feedback Process

Further to the regulatory requirements of the Canadian Radio-television and Telecommunications Commission, in fulfillment of the Accessible Canada Act, you are invited to share any feedback you may have on any barriers to accessibility you encounter in your dealings with information and communication technologies or products and services offered in Canada by Allarco Entertainment 2008 Inc., relative to a disability.* Feedback received will inform Allarco Entertainment 2008 Inc.'s Accessibility Plan.

You may share your comments (including your type of interaction with Allarco Entertainment 2008 Inc., disability, barrier, and suggestions for removal), along with optional information such as your name, contact information, and, if applicable, company affiliation, to Allarco Entertainment 2008 Inc. Accessibility Officer.

However, your feedback is submitted, and any personal information provided will remain confidential and handled by Allarco Entertainment 2008 Inc. in accordance with privacy and data protection laws applicable to Allarco Entertainment 2008 Inc. in Canada. Important: Please do not provide any sensitive personal information of any kind, such as Social Insurance Number or other government-issued identification or banking or credit card information, medical information, etc.).

Allarco Entertainment 2008 Inc. believes everyone is entitled to participate equally in society and is committed to identifying, removing and preventing barriers for persons with disabilities in their interactions with Allarco Entertainment 2008 Inc. Thank you for assisting us in this journey.

You can contact Allarco to express your feedback on Accessibility in any of the following ways:

- - By Telephone at (780)430-2808, Accessibility Officer
- - By Email at accessibility@superchannel.ca
- - By Mail at 200-5324 Calgary Trail, Edmonton, AB, T6H 4J8 (attention: Accessibility Officer)

When feedback is provided via any of the above methods, the following information is helpful:

- -Time and date
- -Description of interaction, suggestion, or complaint
- -Contact information (if the person wishes to hear further in this matter)
- -Preferred alternate format or accessible communication support (as applicable)

Responding to Feedback:

Allarco will register the feedback if the matter cannot be resolved immediately. Unless feedback is provided anonymously, Allarco will acknowledge all feedback within two (2) business days and will thereafter provide a timeframe for resolution or redress. Allarco will follow-up with any required action within the timeframe noted in the acknowledgement. Information on all feedback received both formal and informal, any actions taken will be tracked and reported in Allarco's annual progress reports.

*A disability is defined by the Accessible Canada Act as any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.