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Entertainment Network

**Allarco Entertainment 2008 Inc.
Progress Report**

June 1, 2026

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

Allarco Entertainment 2008 Inc.

Progress Report

1 June 2026

1. General

i) Introduction

Allarco Entertainment 2008 Inc. (Allarco) is pleased to publish our second Progress Report under the *Accessible Canada Act* following the release of our initial Accessibility Plan in 2024. This report marks a significant milestone in our commitment to creating an inclusive, barrier-free environment for our employees, stakeholders, viewers, and audiences.

At Allarco, we believe accessibility is an ongoing journey. This second Progress Report reflects the continued steps we have taken over the past year to enhance accessibility across our organization, building on the work that we have done to date. As we continue to embark on this multi-year process to strengthen accessibility within our organization, we remain committed to identifying, removing, and preventing barriers to accessibilities so our stakeholders and clients can fully engage with and benefit from our services.

Allarco is a Canadian independent broadcaster, dedicated to serving diverse Canadian audiences nationwide. Our mission is to connect, reflect, and enrich the lives of Canadians by delivering a wide range of compelling, entertaining, and high-quality programming. Allarco offers subscribers exceptional entertainment value with four diverse channels – Super Channel Fuse, Super Channel Heart & Home, Super Channel Vault and Super Channel Quest – 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 proud member of the Independent Broadcast Group (IBG)/Le groupe de diffuseurs indépendants (GDI), an association representing independent broadcasters across Canada in English, French, Indigenous, and numerous third languages, reflecting the diversity of Canada’s population. We have worked in collaboration with other IBG members in the preparation of our respective Progress Reports for 2026.

The feedback we have received over the past year from persons living with disabilities, employees, viewers, and accessibility experts has been invaluable in shaping our second Progress Report. In accordance with the *Accessible Canada Act*, Allarco is committed to ongoing engagement and consultation with persons living with disabilities. We remain committed to making our organization and services as inclusive, welcoming, and accessible as possible, and we look forward to continuing our work in the years to come.

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

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

Allarco's Contact Information:

The Director of HR, Accessibility, and Privacy, our Accessibility Champion, is responsible for receiving all accessibility-related feedback, questions and comments. You can reach our Director of HR, Accessibility, and Privacy through the following methods:

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| Mailing address: | Accessibility Officer 1189 - 5328 Calgary Trail NW Edmonton, Alberta Canada, T6H 4J8 |
| Phone: | (780) 430-2808 |
| Email: | accessibility@superchannel.ca |

Requesting Alternate Formats: Accessibility Plan, Progress Report, and Accessibility Feedback Process

Our Accessibility Plan, Progress Report, and Accessibility Feedback Process are available in alternative formats. To request an alternate format, please contact our Accessibility Champion 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 Priorities – Section 5 of the Accessible Canada Act

The purpose of the *Accessible Canada Act* is to allow all Canadians, especially Canadians with disabilities, to 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 committed to building an inclusive and accessible workplace with an equal opportunity environment. During the second year of our Accessibility Plan we focused on strengthening inclusive employment practices by enhancing accessibility across recruitment, workplace accommodations, and staff training.

Key initiatives undertaken included improving recruitment and onboarding processes to ensure accessibility at all stages, including accessible job postings, accommodating interview formats, and the availability of onboarding materials in multiple accessible formats.

Allarco also continues to support employees by assessing and addressing individual accommodation needs within remote work environments. Employees were provided with access to ergonomic and accessibility assessments to help identify and implement appropriate workplace supports.

In addition, efforts were made to build internal awareness and capacity through accessibility training initiatives. Staff participated in internal learning sessions to promote a more inclusive and accessible workplace culture.

As we move forward, Allarco will continue to refine our approach by regularly reviewing our employment practices, identifying opportunities for improvement, and engaging with employees to ensure a welcoming, accessible environment.

Set out below are the actions related to employment taken each year since our initial Accessibility Plan was published in 2024.

| Initiative | Action Taken in 2024-2025 | Action Taken in 2025-2026 |
|---|---|---|
| Further develop the mandate and objectives of Allarco’s Accessibility Committee | Mandated weekly meetings to discuss and follow-up on our accessibility goals for the company. | Continuing weekly meetings to discuss and follow-up on our accessibility goals for the company. |
| Review and update of Allarco’s policies, procedures, guidelines, and practices related to accessibility. | Our HR Director has reviewed our handbook, and an updated version is ongoing. | Our handbook has been updated with policies related to accessibility and was published within our Company early 2026. |
| Conduct reviews of workstations at home and assess accessibility and accommodation needs for employees living with disabilities and/or requiring particular accommodations. | <p>We have conducted assessments for our employees to ensure ergonomic and accessible structure in their home office.</p> <p>If any equipment is needed to better accommodate their home office, we have provided a \$400 allowance.</p> <p>This initiative is an ongoing benefit, so employees can request follow up assessments anytime.</p> | This initiative is an ongoing benefit, so employees can request follow up assessments anytime. |
| Ensure that HR executives receive accessibility training. | <p>Our HR Director has attended and/or completed the following training related to accessibility:</p> <ul style="list-style-type: none"> • Seminar on CBC’s AccessWorks 2.0 – <i>“Unlocking How Canadian Film & TV is Breaking Barriers and Championing Accessibility”</i> • Mental Health First Aid – Mental Health Commission of Canada • The Enriched Communication Approach Journey Workshop – DeafBlind Ontario Services • Introduction to Sensory Loss – DeafBlind Ontario Services | |

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| Review and revise recruitment processes to ensure that job postings are accessible, interview processes are accommodating, and onboarding materials are available in multiple formats. | | We have created an accessible job posting checklist, and we provide multiple platforms and processes to accommodate interviews, and we have created templates in multiple formats for our onboarding materials. |
| Ensure that all staff receive accessibility training | | Our HR Director hosted two accessibility Lunch and Learns: April 9, 2026 - Accessibility Lunch and Learn - TV and Media Oct 9, 2025 - Accessibility Lunch and Learn – Introduction |

2. Built Environment

Allarco is committed to creating an accessible and inclusive physical environment. Even though we are longer located at a physical facility, Allarco is committed to fostering a workplace that adapts to the varied needs of our staff. During the second year of our Accessibility Plan, we focused on ensuring that both virtual and in-person environments are accessible and inclusive for all employees.

Key initiatives undertaken included hosting workplace events and activities using accessible platforms and venues, with a strong emphasis on accommodating diverse accessibility needs. Virtual events were delivered through accessible digital tools, while in-person gatherings were planned with consideration for the specific requirements of participants. These efforts support our commitment to creating environments that are inclusive, adaptable, and responsive to the needs of employees, regardless of how they engage in workplace activities. As we move forward, we remain dedicated to identifying, preventing, and eliminating barriers to foster a truly inclusive and accessible workplace.

Set out below are the actions related to our built environment taken each year since our initial Accessibility Plan was published in 2024.

| Initiative | Action Taken in 2024-2025 | Action Taken in 2025-2026 |
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| Ensure that our organization’s events and employee gatherings are hosted at or with accessible venues and/or software. | We held our Christmas party at an accessible restaurant and continue to host virtual town halls and meetings on accessible platforms such as Microsoft Teams and Zoom. | We held our Christmas party at an accessible restaurant and continue to host virtual town halls and meetings on accessible platforms such as Microsoft Teams and Zoom. |

3. Information and Communication Technologies (ICT)

Allarco is dedicated to ensuring that our employees, customers, and stakeholders have access to information and communication technologies, regardless of their abilities. During the second year of our Accessibility Plan, we focused on enhancing digital accessibility by strengthening the accessibility of its technologies, tools, and online platforms.

Key initiatives undertaken included reviewing and improving web-based platforms to ensure compliance with recognized accessibility standards, including alignment with WCAG guidelines. This work included the launch of an updated website designed to meet accessibility requirements and improve usability for all users.

The organization also focused on supporting employees through access to accessible technologies and tools. Employees were provided with resources and support to address individual accessibility needs, including access to assistive technologies and a centralized help desk for requesting accommodations. These efforts are part of our ongoing commitment to removing barriers in our digital spaces and ensuring that users can interact with our technology with ease.

As we move forward, Allarco will continue to assess and enhance our ICT accessibility, regularly reviewing our policies, platforms, and tools to ensure they remain aligned with best practices and the evolving needs of our employees and audience. We are committed to fostering an inclusive digital environment that promotes equal access.

Set out below are the actions related to ICTs taken each year since our initial Accessibility Plan was published in 2024.

| Initiative | Action Taken in 2024-2025 | Action Taken in 2025-2026 |
|---|---|--|
| Conduct an audit of the communications technology options available for persons with disabilities. | Our evaluation and audits are ongoing. As we migrated to a completely remote workplace, our IT department continue to evolve our technology and their training on the available options surrounding the support of accessibility. | Our IT department continue to evolve our technology and their training. Internal audits are complete and procedures and guidelines are now in place. |
| Conduct an audit of our organization’s policies and procedures for accommodating requests for use of accessible technologies. | Our HR Director has reviewed the handbook, and an updated version is ongoing. After review, we realized we had an informal approach to the request for equipment and accessible technologies, so our HR Director is adding this procedure to our home office assessment noted under Employment. | Our handbook has been updated with policies, procedures, and guidelines related to accessibility and was published within our Company early 2026. |

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| Update websites and applications to ensure they are accessible and comply with WCAG Guidelines. | Ensuring that our new website meets international accessibility standards and is built with WCAG's four key principles in mind: Perceivable, Operable, Understandable, and Robust (POUR). This project is ongoing, and we hope to deliver an inclusive and accessible experience for all users. | We launched the new website that complies with the WCAG Guidelines. |
| Conduct an audit of our websites and web-based applications. | | We conducted an internal audit on our website and successfully passed on an external accessibility scan, and we are ongoing on our internal audits for our web-based applications. |
| 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). | | Through our ergonomic assessments, we keep up to date on what our employees need. We also have a Help Desk to request tools and resources. Procedures and guidelines have been updated in our new handbook. |

4. Communication, Other Than ICT

Allarco is committed to ensuring that both internal and external communications are accessible, inclusive, and reflective of the diverse needs of our audiences, employees, and partners. During the second year of our Accessibility Plan, we focused on strengthening policies, practices, and staff capabilities, improving the accessibility of written materials, developing clear guidance for accessible communication, and equipping employees with the knowledge and tools needed to produce inclusive content.

Key initiatives undertaken included the development and advancement of policies and guidelines to support accessible communication practices, with a focus on improving the accessibility of written materials and ensuring consistency across communications. Allarco also prioritized building internal capacity by providing training and learning opportunities to support employees in creating accessible documents and presentations. These efforts helped increase awareness of accessibility considerations and promoted more inclusive communication practices across the organization.

Together, these initiatives contributed to creating communication practices that are more inclusive, accessible, and reflective of the diverse needs of employees, audiences, and stakeholders.

As we move forward, Allarco will continue to review and enhance our communication strategies, considering feedback and evolving needs to create an inclusive and equitable environment.

Set out below are the actions related to communication other than ICT taken each year since our initial Accessibility Plan was published in 2024.

| Initiative | Action Taken in 2024-2025 | Action Taken in 2025-2026 |
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| Conduct an audit of our organization's communications tools and assess how they may be more accessible. | Our evaluation and audits are ongoing. As we migrated to a completely remote workplace, our IT department continue to evolve our communication tools and their training on all the features to support our new remote workplace including accessibility. | Our IT department continue to evolve our communication tools and their training. Internal audits are complete and procedures and guidelines are in place, and training was provided to support employees in creating inclusive and accessible communications. |
| Create a policy to ensure virtual conference calls and meetings are conducted on accessible platforms. | HR has reviewed our handbook, and an updated version is ongoing. One of the updates is more transparent language to ensure virtual conference calls and meetings are conducted on accessible platforms. | An Accessibility Policy has been added to the Handbook and has been published. |
| 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.) | | An Accessibility Policy has been added to the Handbook and has been published. |
| Create a Policy for creating accessible documents. | | An Accessibility Policy has been added to the Handbook and has been published. |
| Train staff in creating accessible documents and presentations to ensure all internal and external materials are inclusive. | | Our HR Director hosted two mandatory Accessibility Training Lunch and Learns for our staff. |

5. Procurement of Goods, Services, and Facilities

Allarco is dedicated to ensuring that accessibility is a priority in the procurement of goods, services, and facilities. During the second year of our Accessibility Plan, we focused on strengthening accessibility considerations within its procurement practices.

Key initiatives undertaken included incorporating accessibility criteria into procurement processes and working toward identifying and engaging suppliers who provide accessible goods and services. These efforts have been crucial in ensuring that the products and services we procure meet accessibility requirements, fostering a more inclusive environment.

As we move forward, Allarco will continue to enhance our procurement practices by integrating accessibility considerations into decision-making and supporting the development of tools and resources to guide accessible purchasing.

Set out below are the actions related to the procurement of goods, services, and facilities taken each year since our initial Accessibility Plan was published in 2024.

| Initiative | Action Taken in 2024-2025 | Action Taken in 2025-2026 |
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| Conduct an audit of current procurement policies, processes and procedures and consider options to improve accessibility within our organization. | An internal audit of the current procurement policies, processes, and procedures was conducted, and we are exploring options for enhancing accessibility within the organization. | Incorporated accessibility criteria into procurement processes and working toward identifying and engaging suppliers who provide accessible goods and services. |
| Conduct a review and assessment of how programming licensed for our broadcasting service(s) may be more accessible for audiences. | We have completed a review and assessment of the general terms and conditions within our contracts and agreements. We are currently developing a procurement checklist aimed at improving the accessibility of our programming for our audiences. | Integrated accessibility considerations into decision-making. |
| Incorporate accessibility criteria into procurement policies and procedures. | | Developed an internal checklist, ensuring that features such as Closed Captioning and Described Video are considered and included where applicable. |
| Develop a list of approved suppliers that offer goods, services, and facilities that are | | Began developing a list of suppliers that provide accessible goods and services, focusing on vendors that support accessibility |

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| accessible for persons living with disabilities. | | features such as Closed Captioning and Described Video. |
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6. Design and Delivery of Programs and Services

Allarco is committed to ensuring that our programs and services are designed and delivered with accessibility at the forefront, allowing for diverse needs to be met. During the second year of our Accessibility Plan, we focused on enhancing the accessibility of our programming and services to better meet the needs of diverse audiences.

Key initiatives undertaken included reviewing and assessing programming content to identify opportunities to improve accessibility and inclusion. This work supported ongoing efforts to ensure that programming reflects the experiences of individuals living with disabilities and aligns with accessibility expectations. Allarco also advanced practical measures to improve accessibility in content delivery, including the development of tools to support the inclusion of features such as Closed Captioning and Described Video.

These actions have been crucial in reducing barriers and improving the overall experience for customers and employees interacting with our programs and services. As we move forward, Allarco will continue to enhance the design and delivery of our programs and services.

Set out below are the actions related to the design and delivery of programs and services taken each year since our initial Accessibility Plan was published in 2024.

| Initiative | Action Taken in 2024-2025 | Action Taken in 2025-2026 |
|--|--|---|
| Conduct a review and assessment of how programming content licensed for our broadcasting service(s) may be more accessible to audiences. | We have completed a review and assessment of the terms and conditions within our contracts and agreements. We are currently developing a checklist aimed at improving the accessibility of the programming content for our audiences. | Developed an internal checklist, ensuring that features such as Closed Captioning and Described Video are considered and included where applicable. |
| Conduct outreach with the Disability Screen Office (ISO) to determine how best to work with content creators and producers who are living with disabilities. | Although this initiative was set for Year 2, being a part of the IBG Accessibility Working Group, we were able to consult with the Disability Screen Office, and we are dedicated to influence all stages of content production to remove barriers | As a member of the Canadian Association of Broadcasters (CAB), we were able to attend another consultation with the Disability Screen Office again, and we continue our dedication to influence all stages of content production to remove barriers |

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| | and continue to engage with our local disability communities. | and continue to engage with our local disability communities. |
| Conduct a review of the content available on our web-based platforms and determine how accessibility may be enhanced. | | We have completed a review and developed an internal checklist, ensuring that features such as Closed Captioning and Described Video are considered and included where applicable. We are exploring ways to enhance the development of Integrated Described Video. |

7. Transportation

Allarco does not provide transportation services, and as such, no barriers were identified or actions required in this area under our Accessibility Plan.

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).

In our Accessibility Plan and 2025 Progress Report we identify these requirements by providing reference to the relevant CRTC regulations, policies, orders, and decisions. As required by section 42(1) of the Accessible Canada Act, we continue to 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 and on-demand services, Broadcasting Regulatory Policy CRTC 2016-436 (2 November 2016), and the conditions set out in the broadcasting licence for the undertaking.

Set out below are the actions related to licence conditions and requirements under the *Broadcasting Act* taken each year since our initial Accessibility Plan was published in 2024.

| Initiative | Action Taken in 2024-2025 | Action Taken in 2025-2026 |
|--|---|---|
| Operate in compliance with licensing and regulatory requirements for closed captioning, described video and audio description. | Ongoing each year during our licence period | Ongoing each year during our licence period and exploring ways to do more than the required. |
| Explore best practices within the broadcasting sector to serve persons with disabilities. | Ongoing each year during our licence period with the assistance of the IBG group and our collective informative meetings. We learn from each other and grow together. | Ongoing each year during our licence period with the assistance of the IBG group and our collective informative meetings. We learn from each other and grow together. |

3. Consultations

In alignment with the principles of the *Accessible Canada Act*, Allarco conducted external consultations to gather valuable feedback on our progress in implementing the Accessibility Plan. These consultations allowed us to ensure that accessibility remains a central focus in our ongoing efforts.

1) Internal Consultations

As part of the development of our initial Accessibility Plan, we conducted internal consultations with employees to better understand accessibility barriers within the organization. Although no additional employee consultations were conducted during this reporting period, the organization continued to build on insights from earlier consultations and from Q&A sessions following staff Accessibility Lunch and Learns, and to apply those insights to its accessibility practices and ongoing actions.

2) External Consultations with individuals living with disabilities

Allarco has taken a deliberate and sustained approach to consultation with persons with disabilities since the development of our initial Accessibility Plan in 2024. From the outset, we have treated consultations as an ongoing and important process rather than a one-time exercise, recognizing the importance of learning directly from lived experience and building on insights over time.

In the winter and spring of 2026, members of the IBG Accessibility Working Group again engaged in consultation sessions with individuals living with disabilities and experts on accessibility. This included an engagement with a representative from Accessible Media Inc. (AMI) and a consultation with a panel of four individuals living with disabilities coordinated through the Broadcasting Accessibility Fund (BAF). As discussed in greater detail below, these consultations provided practical, lived-experience and insights that

continue to inform our accessibility efforts, and were instrumental in developing our second Progress Report.

Accessible Media Inc. (AMI) is a media organization dedicated to empowering Canadians with disabilities through relevant original content. AMI-tv is the world's first television network to broadcast all programming with open format described video for viewers who are blind or partially sighted. Allarco participated in two sessions with AMI, the first focusing on internal employee accessibility practices. AMI's presentation outlined its accessibility-first approach across all operations, including governance, human resources, training, event planning, and content development. The session was conducted by AMI's Vice President, Human Resources and highlighted AMI's internal Accessibility Advisory Committee, composed of volunteer employees, more than half of whom have lived disability experience. This Committee provides guidance on internal policies and software, accessibility plans, training, feedback processes. AMI also described its accessibility training programs, inclusive employment practices, and work placement, apprenticeship, and early-talent initiatives that support career pathways for people with disabilities. In addition, AMI discussed the role of its external research panel in informing content development and programming decisions, including comparative assessments of traditional and integrated described video. AMI noted that, while it continues to monitor the use of artificial intelligence in accessibility-related work, current AI tools do not yet meet its standards for closed captioning accuracy. The presentation concluded by emphasizing that accessibility must be embedded from the outset of all projects as an ongoing practice that strengthens creative outcomes, workplace culture, and audience engagement.

In a follow-up session focused specifically on broadcast programming and accessibility, AMI's Media Accessibility Supervisor and Senior Scheduling & Compliance Coordinator provided a detailed overview of its accessibility programming strategies, including a detailed overview on closed captioning described video (DV) and integrated described video (IDV).

In particular, these two broadcast accessibility experts from AMI discussed the differences between DV and IDV and their approach to serving audiences who are blind and low vision. They explained that DV can have limitations as it is added after a production is fully packaged and is typically delivered as a separate audio track, while IDV integrates descriptive elements into scripting, performance, and audio design which can create a more seamless and engaging experience for audience members. AMI also noted that nearly much of its original productions now incorporate IDV, enabling content to be understood through audio alone and supporting accessibility across multiple platforms. They did note, however, that certain genres of programs lend themselves better to DV rather than IDV.

AMI also summarized key DV best practices that they follow for broadcasting, noting that DV should follow established industry best practices and standards, be clear and understandable, avoid overlapping or overpowering dialogue, and accurately describe relevant visuals and on-screen text, while recognizing that relevance is context-

dependent and requires judgment. In response to a question from the IBC Accessibility Working Group about the use of Artificial Intelligence (AI) in accessibility-related work, the representatives of AMI explained that in their view, while this technology may improve in the future, AI-generated description can currently result in lower-quality outcomes and that user experience must remain a key priority.

AMI further discussed and outlined AMI's live captioning evaluation frameworks such as the NER model, which is used for assessing live captioning accuracy. They also discussed AMI's closed captioning practices, explaining that its approach to pre-recording captioning includes pop-on captioning style and best efforts to include all spoken dialogue. AMI also detailed some practical constraints with captioning, explaining that when there are multiple speakers, omission of some dialogue is necessary to preserve readability for the audience member.

AMI emphasized the following takeaways: accessibility work involves ongoing learning, that accessibility features can interact across disability groups, and that AMI aims to continue breaking down barriers while producing content led by people with disabilities. Overall, the session also included a helpful discussion between Allarco and AMI on practical approaches to accessibility, including captioning and described video obligations, which was insightful and helpful as broadcasters continue to monitor and support compliance in this area.

Allarco participated in a consultation session with four individuals living with disabilities representing organizations consisting of the Broadcasting Accessibility Fund (BAF), the Alliance for Equality of Blind Canadians (AEBC), People First of Canada, and the Neil Squire Society. The panel brought together perspectives from individuals with lived experience relating to blindness and low vision, hearing loss, intellectual and developmental disabilities, and physical disabilities requiring assistive technologies and adaptive supports. The session included discussions from the panelists about their lived experiences with disability and was structured around specific questions which gathered feedback on the areas of employment, broadcasting accessibility (including described video, closed-captioning, and integrated described video), communication practices, built environments include remote work, and assistive technology.

Throughout the session, panelists responded to questions regarding best practices for hiring and retaining employees living with disabilities, building workplace cultures that support accommodation requests, improving accessibility in television and radio broadcasting, and creating accessible communication and workplace environments. Panelists emphasized the importance of proactively identifying and removing barriers in hiring processes, including reviewing job postings to eliminate requirements that may unintentionally exclude qualified candidates, such as requiring a driver's licence, and clearly communicating organizational commitments to accessibility and accommodation. The discussion also highlighted the importance of normalizing accessibility conversations in the workplace by creating environments where employees feel comfortable discussing accommodation needs without stigma or fear of negative consequences. Additional best practices included the use of plain language in

workplace, providing materials in accessible formats in advance of meetings, and conducting usability testing with persons living with disabilities to help identify barriers within digital systems and communications tools.

The session also included discussions regarding barriers associated with described video and closed captioning in television broadcasting, accessibility considerations in digital and physical workspaces, and challenges related to assistive technologies and compatibility with broadcasting systems. Panelists emphasized the importance of integrating accessibility features into broadcasting and workplace practices from the outset, rather than relying solely on retroactive accommodations or post-production solutions. Recommendations included ensuring digital systems are compatible with assistive technologies such as screen readers, considering acoustic design and wayfinding within physical workspaces, maintaining accessible remote work and virtual meeting environments, and incorporating accessibility testing into technology and platform development. Panelists also stressed the value of direct consultations with persons living with disabilities and noted that accessibility improvements often benefit all users, whether or not they are living with a disability, by supporting clearer communication and more inclusive workplace and audience experiences.

Allarco also participated in a consultation, led by the Disability Screen Office (DSO), a national, disability-led not-for-profit organization dedicated to advancing accessibility and inclusion in Canada's screen industry. The session was led by Winnie Luk, the inaugural Executive Director of the DSO. Winnie is an individual living with disabilities, in particular Attention-Deficit/Hyperactivity Disorder (ADHD) and mobility-related disabilities. The session provided an overview of systemic barriers faced by individuals living with disability and highlighted practical approaches to embedding accessibility across all stages of production and workplace practices. The DSO emphasized that accessibility should be proactively integrated into development, hiring, budgeting, and on-set processes, rather than addressed reactively. The session also underscored the importance of creating psychologically safe environments that support disclosure of access needs without requiring formal diagnoses, as well as the need for clear and consistent accommodation processes.

The consultation further provided Allarco with practical tools and resources to support the identification and removal of barriers, including an overview of the DSO's Industry Resource Hub and the DSO's upcoming best practices guide. The DSO also outlined the findings of its Mapping Representation Survey, which was created to address a longstanding gap in data on the participation of people with disabilities in Canada's screen-based media and broadcasting sectors. Among other insights, this survey found that 55% of respondents reported experiencing unfair treatment or discrimination due to their disabilities. Additional similar findings of the DSO survey highlighted the prevalence of ongoing barriers and discrimination experienced by persons living with disabilities across the screen sector, reinforcing the need for systemic and sustained action.

A large part of the discussion highlighted accessibility in production environments, which are equally applicable across broadcasting operations, including in-house production, workplace policies, and the acquisition of programming. Broadcasters were encouraged to view accessibility not only as a legal obligation under the Accessible Canada Act, but also as a strategic opportunity to expand workforce participation and audience reach. The DSO further highlighted emerging considerations related to artificial intelligence, noting that while AI tools can support accessibility, they should be used with caution and not introduce new barriers to accessibility. Overall, the consultation reinforced that meaningful accessibility requires sustained leadership commitment, proactive planning, and ongoing engagement with persons living with disabilities.

In addition to these sessions, beginning in 2024, members of the IBG Accessibility Working Group engaged with disability advocacy organizations and individuals living with disabilities, including SignAble Vi5ion, the Canadian National Institute for the Blind (CNIB), and DeafBlind Ontario Services, to better understand barriers related to employment practices, workplace communications, and broadcasting services. These early consultations were critical in informing the development of our initial Accessibility Plans. In 2025, this work was expanded through additional engagement sessions with organizations such as the Disability Screen Office (DSO), the Centre for Addiction and Mental Health (CAMH), the Broadcasting Accessibility Fund (BAF), and the CNIB, which provided further practical guidance on accessibility in content production, mental health in the workplace, and evolving best practices to help inform our first Progress Report. Further details regarding consultations conducted in earlier years is set out in our initial Accessibility Plan and previous Progress Reports.

These sessions conducted over the past three years are all part of our ongoing commitment to learning from and collaborating with persons with disabilities, experts in the area, and stakeholders. These takeaways and key learnings were very helpful and used to implement accessibility goals in our Accessibility Plan and inform the development of both of our Accessibility Progress Reports. They also provided valuable insight into potential barriers, emerging best practices, and areas for improvement, allowing us to refine our initiatives, strengthen our approach to accessibility, and ensure our efforts are responsive to the evolving needs of our employees and audiences.

4. Feedback

As part of our commitment to continuous improvement, Allarco has implemented various mechanisms for gathering feedback on accessibility barriers from both internal and external stakeholders. This feedback helps us identify, address, and prevent barriers while shaping future enhancements to our services. The following outlines feedback received through Allarco's Feedback Process Page:

Internal and External Feedback Received:

Allarco has not received any accessibility-related feedback regarding our organization through our Accessibility Feedback Process Page. We remain committed to fostering an open and inclusive dialogue and will continue to raise awareness about our Accessibility Feedback Process Page. Our goal is to ensure that individuals are aware of the opportunity to provide feedback through this page and that our processes remain accessible, responsive, and transparent]

Accessibility Committee:

Allarco also meets regularly with its Accessibility Committee to review progress, identify potential barriers, and discuss strategies for improvement. These meetings provide an ongoing opportunity to assess accessibility initiatives, proactively address potential concerns, and ensure that accessibility remains a priority in our operations. Through this process, we continue to explore ways to enhance our feedback mechanisms and encourage greater engagement from our community.

Since our last report, Allarco undertook key activities including accessibility training, updates to policies and procedures, and the development of tools to support accessible procurement and content delivery. These activities increased organizational awareness of accessibility, identified opportunities to strengthen consistency across practices, and reinforced the value of ongoing consultation in informing and refining accessibility initiatives.

Continuous Improvement:

We value the feedback we receive from both internal and external stakeholders, as it provides us with opportunities to further improve accessibility. We will continue to monitor feedback and take proactive steps to address any barriers that arise, ensuring that our services remain accessible and inclusive.

5. Conclusion

Allarco thanks you for taking the time to read our second Progress Report following the publication of our 2024-2027 Accessibility Plan. As we reflect on the progress made during the second year of our Accessibility Plan, Allarco remains committed to creating an inclusive and accessible environment for our stakeholders, employees, and clients. While we are proud of the steps we have taken, we recognize that accessibility is an ongoing journey, and we will continue to identify and address barriers in the years ahead. Together, we look forward to building a more inclusive future.