

FAIRCHILD RADIO GROUP LTD.

Accessibility Plan 2026-2028

The Fairchild Radio Group Ltd. Accessibility Plan 2026-2028 outlines the organization's commitments under the Accessible Canada Act to identify, remove, and prevent barriers across its operations. The plan establishes clear priorities and actions in employment, the built environment, information and communication technologies, communications, program delivery, procurement, and transportation. It reflects Fairchild Radio Group's commitment to continuous improvement, accountability, and equitable access for employees, listeners, and the public. Through this plan, the organization reaffirms its support for a barrier-free Canada by 2040.

FAIRCHILD RADIO GROUP LTD.
Unit 26-29, 151 Esna Park Drive
Markham, ON L3R 3B1

Published: June 1, 2026 |

Contact: | Email: accessibility@am1430.com |
Phone: 905 415 1430

CHKT-AM1430
Fairchild Radio Group Ltd.

2026 – 2028 Accessibility Plan
(Version 1)

Table of contents

| | |
|--|-----------|
| General | 2 |
| • Background of Fairchild Radio Group Ltd. | 2 |
| • Contact and Alternative Formats of this Accessibility Plan | 2 |
| Executive Summary | 3 |
| • Regulatory Framework | 3 |
| Accessibility Summary | 4 |
| • Fairchild Radio Accessibility Statement | 4 |
| • Accessibility Committee | 5 |
| • Summary of Past Accessibility Achievements | 6 |
| • How We Listened (Consultation) | 8 |
| Barriers by area and Action Plan | 11 |
| A) Employment | 11 |
| B) The Built Environment | 13 |
| C) Information and Communication Technologies (ICT) | 15 |
| D) Communication Not Covered by ICT (Internal & External) | 18 |
| E) The Procurement of Goods, Services and Facilities | 20 |
| F) The Design and Delivery of Programs and Services | 22 |
| G) Transportation | 23 |
| Consultations | 25 |
| • Overview | 25 |
| • Consultation with Joy Beyond Vision Community | 25 |
| Budget and Resources | 28 |
| Training | 32 |
| Glossary | 33 |

1. General

Background of Fairchild Radio Group Ltd.

Established in 1997, CHKT-AM1430 is owned and operated by Fairchild Radio Group Ltd. (hereinafter “Fairchild Radio”) which is a subsidiary of Fairchild Broadcasting Ltd. and a sister station of Fairchild Radio (Vancouver FM) Ltd. and Fairchild Radio (Calgary FM) Ltd.

Fairchild Radio provides broadcasting services to a wide range of ethnic communities in multiple languages, including Cantonese, Mandarin, Thai, Macedonian, Cambodian, Laotian, Vietnamese, Russian, Hungarian, Korean, Italian, Polish, Romanian, East Indian, Filipino, and Spanish.

The station is located at 151 Esna Park Drive, Units 26–29, Markham, Ontario, L3R 3B1.

Fairchild Radio operates the website www.am1430.com and shares the Fairchild Radio app with its sister stations, CHKG-FM961 in Vancouver, operated by Fairchild Radio (Vancouver FM) Ltd., and CHKF-FM94.7 in Calgary, operated by Fairchild Radio (Calgary FM) Ltd.

Contact and Alternative Formats of This Accessibility Plan

You can contact us or request alternative formats of this Accessibility Plan by contacting:

| Method | Details |
|--------------|---|
| Email | accessibility@am1430.com (Accessibility Support Officer, Fairchild Radio) |
| Phone | 905-415-6288 |
| Mail | Fairchild Radio, 151 Esna Park Drive, Unit 26-29, Markham, Ontario, L3R 3B1 |

Fairchild Radio is committed to provide this Accessibility Plan and description of the Feedback Process in the following alternative formats:

- Print (within 15 days)
- Large print (within 15 days)
- Electronic format (within 15 days)
- Audio or Braille (within 45 days)

2. Executive Summary

Regulatory Framework

Broadcasting organizations must follow accessibility requirements set by both the Canadian Radio-Television and Telecommunications Commission (CRTC) and the Accessibility Commissioner. These requirements include maintaining:

- A Feedback Process
- A Multi-Year Accessibility Plan
- A First Progress Report
- A Second Progress Report

To meet requirements from both the CRTC and the Accessibility Commissioner under one coordinated process. This is the start of Cycle 2 for us; we will follow a unified three-year reporting cycle:

Cycle 2 (2026–2028)

- 2026 Accessibility Plan
- 2027 First Progress Report
- 2028 Second Progress Report

As Fairchild Radio is a CRTC-regulated broadcasting organization with an average employee count of over 100 across the past three calendar years, going forwards, Fairchild Radio will adopt CAN/ASC-EN 301 549:2024/ WCAG 2.1 AA as the ICT accessibility benchmark for our digital accessibility review and remediation, covering areas including public-facing and employee-facing web pages, digital documents published on public-facing web pages or mobile apps, mobile applications, related training, accessibility statements, and procurement or conformity assessment requirements.

3. Accessibility Summary

Fairchild Radio Accessibility Statement

Fairchild Radio Group Ltd. is committed to providing accessible, inclusive, and barrier-free experiences for our listeners, employees, volunteers, and visitors. This commitment spans across all aspects of our operations, including radio broadcasting, digital platforms, our physical workplace environment, and public-facing communications.

As a federally regulated employer, Fairchild Radio Group Ltd. aligns its accessibility efforts with the Accessible Canada Act (ACA) and adheres to the Standard on Accessibility of ICT Products and Services. We are actively identifying, removing, and preventing accessibility barriers across our services and facilities.

In addition to consultations with persons with disabilities to understand real-world accessibility challenges, we continuously expand our knowledge through guidance from the ACA, CRTC, and the Canadian Association of Broadcasters (CAB). We also work closely with technology specialists and developers to ensure our website and mobile app remain compatible with assistive technologies such as screen readers, keyboard navigation tools, and voice-command devices.

Between 2023 and 2025, Fairchild Radio Group Ltd. implemented several key accessibility enhancements. In the area of inclusive employment, we increased the representation of persons with disabilities in our workforce from 1.9% in 2023 to 4.6% in 2024, supported by equity-focused recruitment strategies, partnerships with disability-focused organizations, and individualized workplace accommodations. Our built environment was improved through upgraded floor lighting in the studio hallway, and emergency evacuation supports, while ongoing accessibility inspections helped us identify and address safety risks.

We have also taken significant steps to improve digital and communication accessibility. Our website and mobile app support keyboard navigation and font resizing. Most news articles and select radio programs are available in text format, and selected multimedia content includes captions or transcripts. For interactive services such as contest registration, we offer alternative access via phone, email, or in-person formats. Public documents can be provided upon request in large print, audio, electronic, or Braille formats.

Despite these advancements, we acknowledge that some barriers may still exist. Certain digital content may not yet fully comply with WCAG 2.1 Level AA standards, and some interactive web elements or legacy documents may pose challenges for users relying on specific assistive technologies. Employees responsible for website content, communication materials, digital documents, and procurement of external digital services may have limited knowledge of digital accessibility requirements and best practices. The workplace may have limited accessible wayfinding features, which can create navigation challenges for staff and visitors with vision loss or low vision. These areas are being actively addressed through ongoing system reviews, testing, staff training, and phased upgrades, as outlined in our 2026–2028 Accessibility Plan.

We welcome all feedback on accessibility and are committed to providing alternative formats of our public materials upon request. If you have any comments or suggestions, please complete the Accessibility Feedback Form on our website www.am1430.com or email your concern or suggestion to accessibility@am1430.com. You can also call our Accessibility Hotline at 905-415-6288 if contacting us by phone is more convenient to you.

Accessibility at Fairchild Radio Group Ltd. is a shared and ongoing commitment. We value every opportunity to learn, improve, and better serve the diverse needs of our audience and community.

Accessibility Committee

The Accessibility Committee and the I.D.E.A. Team (Inclusion, Diversity, Equity, and Accessibility) play a central role in advancing these initiatives. Both teams are led by our Director of Human Resources & Administration, who also serves as the organization’s designated Accessibility Officer and reports directly to the Vice President and General Manager. These teams are responsible for coordinating planning and implementation across departments, overseeing staff feedback, and carrying out ongoing follow-up and review.

This 2026–2028 Plan is informed by broad consultation to ensure input was gathered from a diverse range of stakeholders, including key internal departments such as Human Resources, Programming, News, Information Technology, Promotion, and Operations. Each member brings role-specific knowledge and supports the identification of barriers, the development of improvement measures, and the monitoring of ongoing progress.

Roles represented on the Accessibility Committee include:

- Management – Act as role models for inclusive behaviour, promote open communication and problem-solving. Provides oversight, aligns accessibility initiatives with organizational priorities, and ensures accountability.
- Human Resources Representative – Oversees recruitment, onboarding, accommodations, and employee training related to accessibility.
- Programming Representative – Integrates accessibility considerations into program development, listener services, and overall content delivery.
- News Department Representative – Ensures news content and related communications are accessible, support captioning and alternative text practices, and identifies barriers within newsroom operations.
- I.T Promotion Representative – Oversees the digital accessibility of all I.T. promotional materials. This includes ensuring all online content, digital tools, and promotional campaigns (e.g., website updates, instructional videos) are designed and developed in accordance with relevant accessibility standards (e.g., WCAG).
- Administrative Staff Representative – Offers insight into daily interactions with visitors and listeners, helping ensure accessibility at public-facing touchpoints.

Summary of Past Accessibility Achievements

Between 2023 and 2025, Fairchild Radio made significant, measurable progress in advancing accessibility across employment, the built environment, digital systems, communications, procurement, program delivery, and transportation. Guided by the organization’s IDEA (Inclusion, Diversity, Equity and Accessibility) framework, accessibility considerations have been embedded into both strategic planning and day-to-day operations.

1. Employment

Fairchild Radio enhanced inclusive employment practices across recruitment, onboarding, training, accommodation, and retention. An Employment Equity Committee and multi-year Employment Equity Plan were established to support ongoing barrier identification and removal. Partnerships with community organizations expanded outreach to persons with disabilities, increasing workforce representation from 1.9% in 2023 to 4.6% in 2024. Accessibility and inclusion training, accommodation support, and inclusive recruitment practices—including accommodation statements, accessible interviews, and manager training—were implemented company-wide.

2. Built Environment

Fairchild Radio improved workplace accessibility and safety through regular inspections and targeted upgrades. Enhancements included installation of washroom grab bars, improved lighting, better hallway accessibility, cable management to reduce tripping hazards, and updated emergency evacuation procedures. Individual accommodation needs, such as workstation adjustments and relocations, were addressed promptly, supported by ongoing monthly health and safety meetings.

3. Information and Communication Technologies (ICT)

Digital accessibility was strengthened across Fairchild Radio's website and mobile platforms in alignment with WCAG standards. Improvements included keyboard navigation, alt-text, ARIA support, adjustable font sizing, and personalized accessibility settings. Additional multilingual resources and alternative registration methods—including phone, email, and in-person options—were introduced to improve accessibility for diverse users.

4. Communication (Non-ICT)

Fairchild Radio standardized accessible communication practices for both internal and external audiences. Internal materials use a minimum 14-point font, are archived on the intranet, and are available in alternative formats upon request. Staff, volunteers, and front-line personnel received inclusive communication training, with more than 90% of event volunteers trained to support individuals with disabilities.

5. Procurement of Goods, Services, and Facilities

Accessibility considerations have started to be incorporated into procurement practices and workplace equipment selection. Ergonomic furniture and adaptive devices—including specialized keyboards, mouse devices, standing-desk converters, and adjustable lighting—were made available based on employee needs. Ergonomic assessments were also conducted periodically to support a more inclusive work environment.

6. Design and Delivery of Programs and Services

We enhanced accessibility across its multilingual programming and content delivery. More than 95% of news content became available in text format, while audio “Listen” functions and captioning coverage were expanded across digital content. Additional instructional resources supporting voice-activated technology access and improved multilingual digital readability were introduced through external partnerships.

7. Transportation

Supportive transportation measures were implemented to improve accessibility for employees and visitors. These included accessible route information, designated accessible parking arrangements when required, flexible work arrangements during transportation disruptions, and individualized transportation accommodation support for employees with disabilities.

How We Listened (Consultation)

How we gathered input:

- Leadership meetings to secure the necessary resources.
- Annual employee surveys with specific questions on workplace accessibility and accommodation.
- Public feedback will be gathered continuously through our audiences, listeners, and visitors regarding accessibility experiences, concerns, and suggestions.
- In-depth interviews with external partners regarding the accessibility of our broadcast content and mobile platforms.

Accessibility Feedback Process: Your Feedback is Welcome

We value your input on any barriers you encounter and suggestions for improvement. Your feedback helps us shape this Plan and our next steps. After receiving accessibility feedback, the Company will acknowledge receipt as soon as possible using the same contact channel through which the feedback was submitted. The Company will address the feedback in a timely manner and will retain all accessibility feedback for a period of seven years for record-keeping purposes. You may contact us via the following channels:

| Method | Details |
|---------------|---|
| Email | accessibility@am1430.com |
| Phone | 905-415-6288 |
| Mail | Fairchild Radio, 151 Esna Park Drive, Unit 26-29, Markham, Ontario, L3R 3B1 |
| Online | Use the dedicated, accessible web form on the FAIRCHILD RADIO GROUP LTD. AM1430 website https://www.am1430.com/accessibility.php . |

Note: You may choose to submit information anonymously. Please be advised that selecting anonymity precludes the Accessibility Committee from conducting follow-up contact or providing direct confirmation of resolution.

Feedback Handling and Resolution Protocol

Our protocol for receiving and addressing accessibility feedback is as follows:

(a) Online Form (with contact information provided)

- Automatic email confirmation will be sent.
- Follow-up contact will be made within **5 business days**.

(b) Email (sent to accessibility@am1430.com)

- Automatic email confirmation will be sent.
- Follow-up contact will be made within **5 business days**.

(c) Voice Message / Phone Call

- No automated confirmation is available.
- A representative will return the call within **5 business days**.

Review and Reporting

- A designated representative of the Accessibility Committee is responsible for reviewing all submitted feedback and initiating resolution actions in a timely and efficient manner.
- If the provider has granted contact permission, the representative may reach out to gather supplementary information or to provide specific assistance.
- All feedback, along with the implemented solution (or the documented rationale for non-resolution), is formally shared with the Accessibility Committee members for comprehensive review.

- d) Persistent or recurring issues will be formally documented, placed on file, and prioritized for discussion during the Committee's regular meetings.
- e) Select cases of feedback and their corresponding resolutions may be incorporated into Fairchild Radio's annual Accessibility Progress Report.

4. Barriers by Area and Action Plan

A. Employment

Identified barriers & the 2-year plan to overcome these barriers:

Barriers Identified

- Accessibility levels of workstations and individualized accommodation measures can be further monitored and enhanced for people with disabilities;
- Accessibility awareness and sensitivity training among new and existing staff can be further enhanced;
- Job postings cannot adequately reach and be shared among people with disabilities, thus imposing challenges to the company's employment diversity.

Planned Action

2026 – 2027:

- Provide customized accommodations to visitors, guests, or employees with disabilities as needed — such as ergonomic chairs, adjustable desks, adaptive computer accessories, text-to-speech software, parking arrangement, or flexible work arrangements.
- Continue incorporating the Accessibility training into all new-hire onboarding programs, including examples relevant to radio operations (e.g., how to assist guests with hearing or visual impairments when visiting studios).
- Introduce 80%+ of HR and administrative staff to education and training sessions on assistive technologies, and raise awareness of how emerging technologies can support the workplace and employees with disabilities.
- Celebrate accessibility-related global events to raise awareness, such as the International Day of Persons with Disabilities (December 3).
- For new job postings, ensure that they are posted on websites for people with disabilities and can reach the relevant communities

2027 – 2028:

- Continue to review and update individualized accommodation plans through staff consultations and regular performance check-ins.

- Document all implemented measures and feedback from employees or guests to improve future accessibility planning.
- Conduct continuous training and webinar sessions, such as on assistive technologies, to reinforce knowledge and enhance staff awareness.
- Continue to celebrate accessibility-related global events.
- Recognize staff who demonstrate exemplary accessibility support or inclusive teamwork during daily operations.
- Continue to monitor the reach of new job postings among people with disabilities and address employment diversity issues as needed.

B. The Built Environment

Identified barriers & the 2-year plan to overcome these barriers:

Barriers Identified

- The current office and studio spaces can be further enhanced to ensure consistent accessibility throughout all operational areas, such as for people with visual impairments;
- Some workstations are not well-lit as reported by office colleagues.

Planned Action

2026 – 2027:

Following the suggestions by community organizations, develop an implementation plan to address identified needs. Actions are listed below:

- **Clear Exits & Paths:** Keep exit doors and walkways free of obstructions.
- **Entrance & Audible Signage:** Add window signs with braille and consider audible guidance for partial-sighted users at office entrance and on office doors.
- **Signage & Visibility:** Use yellow-strip signage, logos, or decorative features on glass; place signs at eye level by doors.
- **Visual Contrast:** Add continuous yellow strips on glass at eye level for better visibility.
- **Accessible Emergency Plans:** Provide plain-language plans in large print, braille, and digital formats.
- **Auditory Wayfinding:** Offer an auditory map of the building layout.
- **Conduct a lighting assessment** of all office and production spaces, identifying dim or unevenly lit areas. Carry out consultation to all staff and collect feedback about office lighting. Fix light tubes or provide additional lights (e.g. desk lamps) to increasing the lighting for workstations.

2027 – 2028:

Execute approved improvement projects, including the following actions:

- **Reception Area:** Replace glass shelving with a black sofa chair to reduce glare and improve safety.
- **Maintain Surfaces:** Repair curbs and sidewalks to reduce tripping hazards.
- **Tactile Indicators:** Install yellow TWSIs on sidewalk slopes and at steps for safe navigation.

- Office Rooms: Use contrasting-color chairs, door frames, and step-reminders to enhance visibility.
- Fire Extinguisher: Install a cane-detectable permanent enclosure.
- Verify improvements through internal testing with staff and volunteer feedback.
- Establish a routine maintenance schedule to replace bulbs and recalibrate lighting levels annually. Seek staff feedback after changes to ensure comfort and visibility standards are met.

C. Information and Communication Technologies (ICT, mainly digital accessibility)

Identified barriers and the 2-year plan to overcome these barriers:

Barriers Identified

- While Fairchild Radio’s website and mobile application now include the majority of accessibility features developed from previous consultations, certain online content (especially images, ads, and interactive forms) may still pose challenges for users with assistive technologies. For example, the color contrast of posters or other printed materials may not be user-friendly to people needing visual assistance. Continuous monitoring and enhancement are necessary to maintain compliance and user satisfaction.
- For employees involved in the development, maintenance, and/or purchasing of digital technologies, there is a lack of regular training on the fundamentals of digital technology accessibility.
- Lack of audio-editing software on the company desktop computer (CE1009) in News Department cubicle (F1). Audio-editing capability is essential to the delivery of accessible News Content.
- While our company would require all staff to clock-in and -out to record attendance, standing to clock in or out may be challenging for individuals with disabilities

Planned Action

2026– 2027

- Create and maintain a digital accessibility inventory covering all regulated digital technologies used in broadcasting operations and public communication, including websites, streaming pages, media players, forms, recruitment pages, employee-facing webpages, and digital documents.
- Conduct a baseline accessibility audit of main website pages, campaign / event / contest pages, feedback pages, recruitment pages, employee-facing pages / internal web tools, PDFs and other downloadable digital documents. Identify existing barriers and prioritize remediation of high-risk items.
- Continuously improve the accessibility of Fairchild Radio’s digital technologies to ensure ongoing alignment with WCAG 2.1 AA standards, including employee-facing web pages and audience-facing content.
- Incorporate QR codes on event posters, print materials, and station promotions to

provide direct access to accessible digital versions with descriptive text and audio alternatives.

- Apply high-contrast, legible fonts and avoid complex backgrounds, flashing effects, or excessive visual clutter. Use color palettes that maintain contrast between foreground and background elements.
- Ensure all multimedia content includes accurate, synchronized captions or transcripts for spoken dialogue, music cues, and key sound effects to enhance comprehension for all users.
- Conduct periodic assessments of internal and external ICT systems to identify and remove accessibility barriers. Monitor and include appropriate assistive technologies into the ICT system when technically feasible.
- Provide digital accessibility training to employees who develop, maintain, publish, review, manage, or purchase digital technologies by December 5, 2027. Training records will be maintained as part of the organization's compliance documentation.
- Install audio-editing software on the company desktop computer (CE1009) in News Department cubicle (F1).
- Provide a spare computer on the desk to accommodate wheelchair users during the clock-in/clock-out process.

2027-2028

- Full alignment of digital technologies with WCAG 2.1 AA standards will be achieved by December 5, 2028.
- For all newly created or updated employee-facing webpages from December 5, 2027, and for all newly created or updated public-facing webpages from December 5, 2028, conduct accessibility review before publication. Review criteria will include keyboard accessibility, visible focus, logical page structure, headings and labels, clear link purpose, correct language tagging, including multilingual content where applicable, accessible forms and error handling, compatibility with assistive technologies, accessible navigation and content structure.
- For digital documents newly published or updated on public-facing webpages or mobile applications from December 5, 2028, conduct accessible document formatting and review before publication. This will include structured headings, readable reading order, meaningful alternative text where needed, accessible tables, descriptive links, and compatibility with assistive technology.
- Conduct assessments of all online registration and application processes to ensure continued provision of alternative formats (e.g., downloadable forms,

phone/email registration)

- Continue remediation and annual monitoring of digital accessibility performance. Consistently review and reevaluate the accessibility of internal and external ICT systems to identify and remove barriers.
- Employees involved in the development, maintenance, and/or purchasing of digital technologies receive training on the fundamentals of digital technology accessibility by December 5, 2027, with refresher training at least once every three years thereafter.
- Continuously monitor the accessibility levels of clock-in/clock-out process.

D. Communication Not Covered by ICT (internal & external)

Identified Barriers and the 2-year plan to overcome these barriers:

Barriers Identified

- While Fairchild Radio has implemented multiple accessible communication formats, continuous attention is required to ensure that internal and external communications remain inclusive and responsive to staff needs across different disability types.
- Although Fairchild Radio has successfully implemented company-wide sensitivity and accessibility training, it remains essential to update and refresh staff knowledge regularly to reflect evolving accessibility standards and inclusive communication practices.
- Accessibility statement(s) covering regulated digital technologies need to be published by December 5, 2028. Once published, accessibility statements need to be reviewed and updated every 12 months thereafter.
- Volunteers play an active role in Fairchild Radio's community engagement and event operations. To ensure consistent accessibility practices, volunteer training will remain an ongoing focus, emphasizing empathy, awareness, and appropriate interaction with persons with disabilities.

Planned Action

2026 – 2027

- Conduct regular accessibility review of internal communication channels (email, memos, bulletin notices, PDFs, forms, and meeting minutes) to confirm that all materials remain accessible and user-friendly.
- Continue to provide alternative communication formats upon request, ensuring timely responses consistent with established standards (e.g., large print, Braille, electronic, or audio formats).
- Deliver refresher sessions on accessibility awareness and sensitivity for both new and existing employees, with an emphasis on communication etiquette and respectful interaction with persons with disabilities.
- Provide accessibility orientation to all new event volunteers, supported by easy-to-follow printed or digital training resources. Document all volunteer training sessions and maintain signed acknowledgments for compliance tracking.

2027 – 2028

- By December 5, 2028, publish and regularly update accessibility statement(s) covering regulated digital technologies, which describe the accessibility features of the regulated digital technologies, identify non-conforming digital technologies and plans to address those gaps, explain how users can access barrier-free alternatives.
- Develop accessible media support practices for online content, including captions, transcripts, accessible controls, and alternative access routes where applicable.
- Review and update turnaround timelines for alternative-format requests based on feedback and best practices.
- Continue offering updated learning materials via e-modules or workshops, ensuring staff maintain an informed and empathetic approach in their daily roles.
- Seek volunteer and audience feedback to assess the clarity and impact of training content. Maintain a target of at least 90% of volunteers trained on accessibility awareness and inclusive engagement by the end of 2028.

E. The Procurement of Goods, Services, and Facilities

Identified Barriers and the 2-year plan to overcome these barriers:

Barriers Identified

- During the procurement process, cost considerations are often prioritized over accessibility features.
- For the purchase of digital products or services, a conformity assessment with gap analysis against the ICT standard is needed.
- Current office printers and certain shared devices are not fully accessible or user-friendly for individuals with visual or mobility limitations.
- Although accessibility functions are available on office computers using the Windows 11 system, many staff members lack sufficient awareness or knowledge of how to use these features effectively.

Planned Action

2026 – 2027:

- Enhance awareness and prioritization of accessibility considerations during the procurement process across all departments, ensuring accessibility is a key evaluation and decision-making factor.
- Engaging vendors and suppliers who can demonstrate compliance via Accessibility Conformance Reports (ACR) based on EN 301 549.
- Review vendor options and lease multifunction printers that support accessibility features such as voice navigation, high-contrast touch screens, and remote printing functions.
- Provide clear instructions and quick-reference signage near shared equipment to support users who require assistive features.
- Educate staff on the accessibility functions embedded in the Windows 11 operating system to ensure these tools are effectively utilized.

2027 – 2028:

- Collect user feedback to assess usability and ensure continued accessibility of

all office technology.

- Continuously make sure that all future procurement would incorporate accessibility functions to meet accessibility criteria before purchase or renewal.
- By December 5, 2028, procurement processes for web-related and mobile digital products and services will require vendors to provide a conformity assessment with gap analysis against CAN/ASC-EN 301 549:2024. Where available, the company may accept a Voluntary Product Accessibility Template or equivalent documentation that identifies applicable requirements, conformance status, and known gaps. This requirement will be integrated into procurement templates, vendor evaluation, and contract review processes.
- Continuously educate staff about utilizing computer accessibility functions and software during daily work.

F. Design and Delivery of Programs and Services (mainly content accessibility)

Identified Barriers and a 2-year plan to overcome these barriers:

Barriers Identified

- For listeners who are hard of hearing, rapid speech and overlapping voices can significantly reduce clarity and comprehension.
- Listeners with language or auditory barriers would benefit from additional language options and accessible audio functions.

Planned Action

2026 – 2027:

- By speaking at a moderate pace, articulating clearly, avoiding overlapping dialogue, and summarizing key points during programs, hosts can greatly improve accessibility and make content easier for hearing-challenged audiences to follow.
- Expand Fairchild Radio’s online news offerings by introducing Mandarin audio options alongside existing Cantonese news broadcasts.
- Pilot this feature on the “Local News” section of the Fairchild website and mobile app, ensuring synchronized publication across both platforms.

2027 – 2028:

- Review and keep monitoring the speaking speed of program content to make sure that it is listener-friendly especially for those with hearing difficulties.
- Review audience feedback to refine language style for improved accessibility and engagement.
- Evaluate user statistics and listener feedback to assess demand and audio clarity.

G. Transportation

Identified Barriers and a 2-year plan to overcome these barriers:

Barriers Identified

- Accessible parking is currently limited within the complex, posing difficulty for individuals with mobility impairments.
- Some staff have reported that the outdoor lighting in the company's parking lot is insufficient to provide adequate visibility after sunset.
- For staff members with disabilities who rely on public transportation, accessibility challenges may arise during extreme weather events (such as snowstorms) or major transportation disruptions (such as strikes or service suspensions).

Planned Action

2026– 2027:

- Negotiate with property management to establish designated accessible parking spots near the station entrance. Clearly mark these spaces with appropriate signage and ensure they are regularly maintained and snow-cleared in winter.
- Negotiate with property management to enhance the parking lot lighting conditions.
- Maintain and periodically review the current accommodation scheme that allows employees with disabilities to adjust start and end times in response to severe weather or transit interruptions.
- Continue to permit remote work arrangements when employees are unable to commute safely to the office.
- Coordinate alternative carpool arrangements or temporary transport support whenever needed.
- Review the effectiveness of these accommodations and gather feedback from affected employees.

2027 – 2028:

- Adjust the number or placement of accessible parking spots as needed.
- Ensure that every employee with a disability has an up-to-date individualized transportation accommodation plan, outlining their specific needs and the designated transportation options available during emergencies.
- Continue monitoring local transit accessibility updates and coordinate with staff to proactively address upcoming service disruptions.
- Document progress and employee feedback to inform future improvements and maintain transparency with management and staff.

2026 Consultations

Overview

Fairchild Radio is committed to engaging individuals and organizations with lived experience and professional expertise in accessibility to support continuous improvement across its operations. In 2025, the company conducted consultations with Joy Beyond Vision Community (JBVC), including an on-site accessibility assessment of Fairchild Radio's Toronto office. The assessment focused on enhancing the physical environment for individuals who are blind or partially sighted. Through ongoing monitoring and consultation, Fairchild Radio values evidence-based insights that continue to inform its efforts to build an inclusive, barrier-free workplace and ensure compliance with all relevant accessibility regulations.

Consultation with Joy Beyond Vision Community (JBVC)

Fairchild Radio is committed to engaging individuals and organizations with lived experience and professional expertise in accessibility to guide ongoing improvement in its physical environment, workplace, and programming. In May 2025, Fairchild Radio invited an external community service provider, Joy Beyond Vision Community (JBVC), to conduct an on-site accessibility assessment focused on supporting individuals who are visually impaired.

The consultation aligns with Fairchild Radio's long-term goal of ensuring its facilities, services, and communications are inclusive and barrier-free, consistent with the Accessible Canada Act (ACA) and CRTC Accessibility Regulations.

The 2025 Accessibility Consultation

Date and Location:

May 28, 2025 — Fairchild Radio Toronto Office, 151 Esna Park Drive, Unit 26, Markham, Ontario.

Organization:

Joy Beyond Vision Community (JBVC), a compassionate and faith-driven community for the visually impaired. Since 2006, the community has been committed to fostering a nurturing, secure, and welcoming space where visually impaired people (VIP) can flourish, engage, and delight in the fullness of community life.

Lead Assessor:

- Despina Salassidis-Jackson, Certified Orientation and Mobility Specialist, Vision Loss Rehabilitation Ontario.

Participants:

- Danny Leung, CNIB Group Leader, with his volunteer
- Two Fairchild Radio staff members

The purpose of this consultation was to identify environmental and safety barriers within Fairchild Radio’s workplace from the perspective of individuals who are visually impaired, and to provide specific, actionable recommendations to improve accessibility and safety throughout the premises.

Summary of Findings and Recommendations

The accessibility consultation conducted by Joy Beyond Vision Community (JBVC) identified several key areas for improvement at Fairchild Radio’s Toronto office. Externally, uneven sidewalks, missing tactile warning surfaces, and low-contrast glass doors were noted as potential hazards for individuals with vision loss, with recommendations to enhance visual contrast, repair surfaces, and introduce braille signage. Indoors, lighting inconsistencies, glare, and minor physical obstacles such as protruding equipment and loose cables were observed, alongside the need for clearer emergency exits and tactile room signage. The assessment also suggested adopting innovative accessibility solutions—such as audible wayfinding systems like GoodMaps—to improve navigation for visitors who are blind or partially sighted. Together, these recommendations will guide Fairchild Radio’s continued efforts to create a safer, more inclusive, and barrier-free workplace.

Follow-up and Implementation

Fairchild Radio expressed appreciation for VLRC’s detailed feedback and has begun incorporating several recommendations, such as improved signage placement and

lighting adjustments. The remaining environmental modifications, particularly those requiring structural or facility coordination, will be implemented in collaboration with the property management company and included in the 2026-2028 Accessibility Plan.

This consultation provided Fairchild Radio with valuable, actionable insights that will help shape both immediate improvements and future planning toward a safer, more inclusive, and accessible workplace.

2027 Budget and Resources

2026 - 2027

| Category | Actions | Estimated Budget (\$) |
|---|--|-----------------------|
| Employment | <ul style="list-style-type: none"> • Conduct annual IDEA and accessibility awareness training for all staff. • Continue individualized accommodation planning and workstation adjustments for employees with disabilities. | 500 |
| The Built Environment | <ul style="list-style-type: none"> • Conduct full accessibility review and improvement of office layout and restrooms, focusing on tactile signage, doorway widths, and lighting. • Implement signage with braille and tactile lettering for key rooms and pathways. • Enhance indoor lighting and glare control at reception and studio entrances. | 800 |
| Information and Communication Technologies (ICT) | <ul style="list-style-type: none"> • Establish a digital accessibility inventory and compliance register • Conduct a baseline ICT accessibility assessment, and identify priority remediation items • Update website and mobile app design to align with WCAG 2.1 AA standards. • Improve visual contrast, enlarge interactive icons, and simplify navigation menus. • Deliver mandatory digital accessibility training for employees involved in the development, maintenance, and/or purchasing of digital technologies • Provide a spare computer on the desk to accommodate wheelchair users during the clock-in/clock-out process | 11,000 |
| Communication and Training | <ul style="list-style-type: none"> • Maintain accessibility in internal communications through large print, audio, | 250 |

| | | |
|---|---|-----|
| | <p>and electronic formats upon request.</p> <ul style="list-style-type: none"> • Conduct regular staff refresher sessions on accessibility awareness and inclusive communication. | |
| Procurement of Goods, Services, and Facilities | <ul style="list-style-type: none"> • Continue leasing multifunction printers equipped with accessibility features. • Review vendor specifications to ensure all new equipment and contracts meet accessibility standards. | 500 |
| Design and Delivery of Programs and Services | <ul style="list-style-type: none"> • Monitor speaking speed and make sure it is listener-friendly • Pilot Mandarin audio options for selected news segments to enhance accessibility for multilingual audiences. | 100 |
| Transportation | <ul style="list-style-type: none"> • Maintain flexible scheduling and remote work policy for staff with disabilities during extreme weather or transit disruptions. • Establish designated accessible parking spots near the station entrance. • Update individualized transportation accommodation plans and review implementation effectiveness. | 500 |

2027 - 2028

| Category | Actions | Estimated Budget (\$) |
|------------------------------|--|------------------------------|
| Employment | <ul style="list-style-type: none"> • Update accessibility accommodation plans and review implementation progress. • Conduct employee feedback survey on inclusiveness and workplace accessibility satisfaction. • Refresh sensitivity and IDEA training modules with updated examples and best practices. | 500 |
| The Built Environment | <ul style="list-style-type: none"> • Implement accessibility modifications to furniture, pathways, and restrooms based on expert consultation results. | 3,000 |

| | | |
|---|--|--------|
| | <ul style="list-style-type: none"> • Conduct post-implementation review to ensure functionality and compliance. • Maintain regular inspections with accessibility evaluation. | |
| Information and Communication Technologies (ICT) | <ul style="list-style-type: none"> • Ensure compliance of accessible design and publishing requirements for websites, and implement accessible document standards • Build accessibility into broadcast-related digital delivery • Deliver mandatory digital accessibility training refresher sessions for relevant employees at least once every three years • Conduct user testing with assistive technology users to assess accessibility of website and app. • Continuously monitor the accessibility levels of office ICTs and digital contents | 10,000 |
| Communication and Training | <ul style="list-style-type: none"> • Publish required accessibility statement(s) by December 5, 2028 • Continue accessibility and sensitivity training across all departments. • Collect employee feedback and update internal communication guidelines based on review outcomes. • Establish and implement internal practices to support accessible presentation and delivery of digital contents | 300 |
| Procurement of Goods, Services, and Facilities | <ul style="list-style-type: none"> • Update procurement controls to require conformity assessment or gap analysis (especially for digital technologies and services) • Evaluate accessibility compliance of vendors and leased equipment. • Ensure all procurement contracts include accessibility requirements in specifications. | 500 |
| Design and Delivery of Programs and Services | <ul style="list-style-type: none"> • Monitor speaking speed and make sure it is listener-friendly. | 100 |

| | | |
|-----------------------|--|-----|
| | <ul style="list-style-type: none"> • Review listener feedback and refine digital formats for greater accessibility and clarity. | |
| Transportation | <ul style="list-style-type: none"> • Continue implementing transportation assistance and emergency carpool arrangements. • Conduct regular review of transportation accessibility and employee satisfaction. | 600 |

Summary:

Across 2026–2028, Fairchild Radio will continue to allocate funding to accessibility enhancements, digital accessibility upgrades, and staff training. Budget requirements are strategic, focusing on projects with measurable impact on inclusivity and compliance under the Accessible Canada Act (ACA) and CRTC accessibility requirements. Administrative oversight will be provided by the Administration Department, ensuring all expenditures are properly recorded and aligned with accessibility objectives.

2028 Training

Through the launch of the “IDEA” training program for all staff, Fairchild Radio has established a training framework aimed at strengthening a workplace culture that supports accessibility and disability inclusion through formal learning opportunities and year-round initiatives.

This training framework is intended to ensure that all employees at Fairchild Radio:

- a) have access to learning opportunities related to accessibility that foster awareness and self-development;
- b) develop the knowledge and skills needed to contribute to an accessible workplace culture; and
- c) are encouraged to engage in ongoing learning, with such efforts recognized as part of their performance.

A key component of the IDEA program is the Sensitivity Training delivered by RCD. This training is designed to help participants become more aware of their own assumptions and to better understand how unconscious bias may affect their thinking, behaviour, and decision-making. Employees are encouraged to apply this awareness in their interactions with others, both in the workplace and in everyday life.

In addition to employee training, volunteers will receive accessibility training appropriate to their responsibilities before representing Fairchild Radio and interacting with the public at designated events.

Fairchild Radio will maintain records of all accessibility training provided, including the dates of training and the number of individuals who received it.

2029 Glossary

In alphabetical order

ACA:

Accessible Canada Act

Accessibility:

The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including persons with a variety of disabilities, to access them.

Barrier:

Anything that might hinder full and equal participation by persons with disabilities. Barriers can be architectural, technological, attitudinal, based on information or communications, or the result of a policy or procedure.

CAB:

Canadian Association of Broadcasters

CAN/ASC-EN 301 549:2024

Accessibility requirements for ICT products and services (EN 301 549:2021, IDT)

CRTC:

Canadian Radio-Television and Telecommunications Commission

Disability:

Any impairment or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent or temporary and can change over time.

Fairchild Radio:

Fairchild Radio Group Ltd.

Fairchild Radio Vancouver:

Fairchild Broadcasting Ltd.'s subsidiary radio stations in Vancouver, namely Fairchild Radio Group Ltd. and Fairchild Radio (Vancouver FM) Ltd. They are

sister stations of CHKT-AM1430.

ICT:

Information and Communication Technologies

IDEA:

“Inclusion, Diversity, Equity and Accessibility”, Fairchild Radio’s new training program for staff regarding accessibility.

JBVC:

Joy Beyond Vision Community

RCD:

Richmond Centre for Disability

WCAG:

Web Content Accessibility Guidelines