

Ethnic Channels Group

ACCESSIBILITY PLAN 2024-2027

PROGRESS REPORT JUNE 1, 2025



ECGL Accessibility Progress Report

June 1, 2025

1. General

i) Introduction

ECGL is pleased to publish our first 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 ECGL, we believe accessibility is an ongoing journey, and this Progress Report reflects the first steps we have taken over the past year to enhance accessibility across our organization. As we embark on this multi-year process, we will continue to identify, remove, and prevent barriers to accessibilities so our stakeholders and clients can fully engage with and benefit from our services.

ECGL 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. Ethnic Channels Group (ECG), is the world's largest ethnic broadcaster that operates 100+ television channels from around the globe, serving the multicultural population in Canada, USA, MENA and Australia, across 20+ language groups. By selecting the best international channels and delivering them directly to viewers' homes via satellite, cable, IPTV and OTT providers, ECG provides exclusive sought-after programming to audiences worldwide.

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 rich tapestry of Canada's population. Throughout this past year we have worked in collaboration with other IBG members with a view to preparing our respective Progress Reports for 2025.

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) **ECGL Contact Information, Feedback Process and Alternative Format Requests**

If you would like to provide ECGL 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:

ECGL Contact Information:

Naila Seunath, our Accessibility Champion, is responsible for receiving all accessibility-related feedback, questions and comments.

You can reach Naila through the following methods:

By Mail: Naila Seunath
VP, Business Development
Ethnic Channels Group Limited
120 Amber Street
Markham, Ontario
Canada
L3R 3A3

By phone: (416) 736-7577

By fax: (416) 736-7677

Email: accessible@ethnicchannels.com

Requesting Alternate Formats: Accessibility Plan and Accessibility Feedback Process

To request an alternate format, please contact Naila Seunath 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

Employment

ECGL is committed to building an inclusive and accessible workplace with an equal opportunity environment. During the first year of our Accessibility Plan, we focused on **addressing barriers in recruitment, onboarding, and workplace accommodation**. As we move forward, **ECGL** 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

Initiative	Action Taken in 2023-2024
Enhance the mandate and the objectives of ECGL's Accessibility Committee	Committee met regularly and had open conversation surrounding topics
Review ECGL's policies, procedures, guidelines, and practices related to accessibility	Policies and procedures are under review and required changes to follow
Revise recruitment procedures to guarantee accessible job postings, accommodating interview processes, and onboarding materials available in various formats.	Whilst some action has been put into place, we are committed to this ongoing process as changes occur
Conduct a review of workstations at work and at home (for those working remotely) and assess accessibility and accommodation needs.	Employees are always asked to notify their managers of any needs and specific requirements to facilitate such needs, these if any, are addressed.
Assess the accessibility training needs of all Departments, particularly those that have a direct impact on accessibility, such as the Human Resources Department	Training needs were assessed and will continue to be assessed over time
Conduct further consultations with employees over the next three years	Year 1, 2, 3

Built Environment

ECGL is committed to creating an accessible and inclusive physical environment, ensuring that stakeholders can navigate and use our facilities independently and with ease. During the first year of our Accessibility Plan, we focused on identifying and addressing physical barriers in our facilities to enhance accessibility for employees and visitors.

As we move forward, **ECGL** will regularly assess our built environment to ensure it meets evolving accessibility needs. We remain dedicated to identifying, preventing, and eliminating barriers in our facilities to foster a truly inclusive and accessible workplace.

Initiative	Action Taken in 2023-2024
Review and evaluate our organization's facilities to identify opportunities for enhancing accessibility measures.	Expansion of the server room provided easier access and greater work space, making it more accessible.
Implement the facilities plan to ensure greater accessibility in our built environment such as building ramps, expanding doorways, as well as creating accessible studios, editing suites and workstations	Installation of automatic elevator lift system for in storage loft for gear and bulky items.
Request guests to indicate any accommodation needs prior to their visit to ECGL facilities.	All guests are asked to indicate any specific needs prior to visits.

Information and Communication Technologies (ICT)

ECGL is dedicated to ensuring that our employees, customers, and stakeholders have access to information and communication technologies, regardless of their abilities. During the first year of our Accessibility Plan, we focused on organization, making communication processes easier and more effective. 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, **ECGL** 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. We are committed to fostering an inclusive digital environment that promotes equal access.

Initiative	Action Taken in 2023-2024
Conduct an audit of our organization's policies and procedures for accommodating requests for use of accessible technologies	Employees were asked to submit requests for any additional technologies required for easier work processes
Provide employees with accessible technology tools and resources	Requests were addressed in a timely manner

Conduct an audit of the communications technology options available for persons with disabilities.	Ensured options were available.
Conduct an audit of our website	An ongoing process, updates are done as required.

Communication, Other Than ICT

ECGL 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 first year of our Accessibility Plan, we focused on clear and effective means of communication.

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

Initiative	Action Taken in 2023-2024
Conduct an audit of our organization's communications tools and assess how they may be more accessible	Looked into the needs of everyone and addressed any concerns or shortfalls. As language barriers are more prominent in our line, we sought ways to address any issues.
Create a Policy for ensuring that internal and external communications are more inclusive and accessible	All forms of communications are openly addressed
Ensuring that virtual conference calls and meetings are conducted on accessible platforms	The company switched platforms for virtual conference calls and meetings accessible worldwide to ensure seamlessness and effectiveness.

Design and Delivery of Programs and Services

As an independent Canadian broadcaster, our primary mandate is to deliver high-quality, entertaining, and engaging media services to Canadian audiences. We acknowledge the significance of creating programs and services that are accessible to all, including individuals with disabilities. This commitment is evident in our ongoing endeavours to evaluate, adapt, and improve the accessibility of our offerings. We strive to ensure that our programs and services are comprehensible, reachable, and usable for everyone, irrespective of their abilities

As we move forward, **ECGL** will continue to enhance the design and delivery of our programs and services.

Initiative	Action Taken in 2023-2024
Conduct a review and assessment of how programming content licensed for our broadcasting services may be more accessible for audiences	Content is provided in line with CRTC guidelines and requirements.

Transportation (If Applicable)

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

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 we identify these requirements by providing reference to the relevant CRTC regulations, policies, orders, and decisions.

Initiative	Action Taken in 2023-2024
Operate in compliance with licensing and regulatory requirements relating to closed captioning, described video and audio description.	Year 1, 2, 3
Explore best practices within the broadcasting sector to serve persons with disabilities	Year 1, 2, 3
Conduct a survey to identify organizations that provide high-quality closed captioning, described video, and audio description services. Evaluate the feasibility of acquiring their services to enhance accessibility in our content offerings.	Year 2, 3

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.

Conclusion

ECGL thanks you for taking the time to read our first Progress Report following the publication of our 2024-2027 Accessibility Plan. As we reflect on the progress made during the first year of our Accessibility Plan, **ECGL** 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.