

CHANNEL ZERO

ACCESSIBILITY PROGRESS REPORT



2025
2026



OUR COMMITMENT TO ACCESSIBILITY

Channel Zero Inc. and its subsidiaries, affiliates, and related companies are committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. It is essential that accessibility be ingrained in the way we conduct our day-to-day business, and that we comply with all relevant legislation.

1. GENERAL

a) Introduction

Channel Zero is pleased to publish our second Progress Report under the *Accessible Canada Act* following the release of our initial Accessibility Plan in 2024 and our first Progress Report in 2025. This report marks a significant milestone in our commitment to creating an inclusive, barrier-free environment for our employees, viewers, and other stakeholders.

At Channel Zero, we believe accessibility is an ongoing journey, and this Progress Report reflects the 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 accessibility so our employees, viewers, and other stakeholders can fully engage with and benefit from our services.

Channel Zero is a Canadian independent media company that owns the over-the-air channel CHCH-TV, as well as specialty channels Rewind and Silver Screen Classics. Its film division includes Ouat Media, an Academy Award®-winning film sales and distribution company, and Channel Zero Studios, a creative production unit that develops both scripted and unscripted projects through innovative partnerships. Channel Zero is headquartered in Toronto, Ontario.

The feedback we have received over the past year from persons with disabilities, employees, viewers, accessibility experts, and other stakeholders has been invaluable in shaping this Progress Report. 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.

b) Channel Zero Contact Information, Feedback Process and Alternative Format Requests

If you would like to provide Channel Zero with feedback relating to accessibility and our organization, our feedback process, our Accessibility Plan 2024-2027, or our Progress Reports please contact Bruce Cowley, our Accessibility Champion, who will be pleased to assist.





As Accessibility Champion, Bruce Cowley is responsible for receiving all accessibility-related feedback, questions and comments.

Channel Zero Contact Information:

Our Accessibility Champion can be reached through the following methods:

Mailing address: Accessibility Champion Channel Zero Inc. 2844 Dundas Street West, Toronto, Ontario, M6P 1Y7

Phone: (416) 492 1595, extension 1900

Email: accessibility@chz.com

Online Form: https://chz.com/accessibility/#accessibility_form

Requesting Alternate Formats:

Our Accessibility Plan, Progress Reports, and Accessibility Feedback Process are available in alternative formats.

To request an alternate format, please contact Bruce Cowley using the contact details above.

Anonymous Feedback:

If you prefer to remain anonymous, please do not include any 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 Communication Technologies (ICT)
 - c.1) Communication, other than ICT
- d) The Procurement of Goods, Services, and Facilities
- e) The Design and Delivery of Programs and Services
- f) Transportation





The following sections of our Progress Report address each of these priority areas.

a) EMPLOYMENT

Channel Zero is committed to building an inclusive and accessible workplace with an equal opportunity environment. Over the past year we have continued to make improvements to our recruitment, onboarding, and training processes.

Our Progress

Key steps taken include redesigning our website with enhanced accessibility features, making new educational and training material available in accessible formats and continuing to update legacy material to the same accessibility standards. This past year, we also began work on a major overhaul of the company intranet, which will be fully accessible when it is re-launched in the coming year and developed a new internal newsletter to improve awareness of company initiatives.

Recruitment

Initiatives identified in our initial Accessibility Plan:

- Job openings will continue to be posted on the company’s website, which is being developed to meet or exceed WCAG and ACA standards.
- Links will identify that hyperlinked content is in accessible HTML and/or PDF formats, which will continue to support evolving accessibility tools for job-seekers to utilize, should the need arise.
- To provide a greater understanding of the recruitment process, a condensed version of the company recruitment guide will be provided in accessible formats.
- To be more welcoming to job-seekers with disabilities, applicants will be asked to specify how they would like to receive communication from the company (ie: by phone, email, in-person, etc.)

Our progress:

- In 2024-2025 we implemented several changes to enhance the accessibility of our job postings, including making more efficient use of section titles and HTML headings to emphasize the relative importance of content in job postings, using Accessible Rich Internet Applications (ARIA) IDs to make links clearer for people using screen readers and creating a summary of the recruitment process for the *Careers* section of the website, which we are making available in multiple formats.
- In 2025-2026 we redesigned our entire corporate website, including the *Careers* section. The redesigned site is compliant with WCAG standards and includes further improvements to screenreader compatibility.





Onboarding

Initiatives identified in our initial Accessibility Plan:

- Onboarding materials can be requested in an alternative format. This will include accessible digital formats as opposed to only paper training materials. This will allow for assistive technology such as screen readers.

Our progress:

- In 2024-2025 we updated all of our onboarding material so it is available in digital formats. We also began reviewing legacy documents for compatibility with assistive technology and started making updates where necessary.
- In 2025-2026 we continued reviewing and updating legacy documents
- We also started working on a major overhaul of the company intranet to enhance its accessibility by, for example, adding Alt Text to all images.

Training

Initiatives identified in our initial Accessibility Plan:

- Educational and training resources will be available in an accessible format that takes into account the accessibility needs of a person with a disability.
- To provide greater clarity, instructions currently embedded within the accommodation and other forms will be expanded upon in a separate intranet landing page from which employees can choose from a selection of accessible options.
- Channel Zero's Accessibility Advisory Committee in collaboration with Human Resources will develop and train all employees on disability awareness to encourage an inclusive workplace. This training will offer a deep understanding of the different types of disabilities, how to work with people with disabilities, the process of accommodation and examples of existing or potential accommodations and supports available.

Our progress:

- In 2024-2025 we made all new and updated policies and procedures available online in both searchable HTML and downloadable, accessible PDF formats and worked on updating our legacy documents to the same standards. We also made updates to the company intranet and gathered valuable information through internal and external consultations on increasing disability awareness.
- In 2025-2026 we created new training resources, including courses and quizzes on a variety of topics, which will be added to the company intranet.
- We also held an in-person described video training session. It was recorded and will be made available in the coming year for all staff to view.





- We continued to communicate updates with staff during Town Hall meetings, which are recorded and made available with captions on the company intranet.
- The Accessibility Advisory Committee launched a new internal newsletter to improve awareness of accessibility-related initiatives at the company and otherwise communicate important company updates.

Employment - The Way Forward

As we move forward, Channel Zero will continue to refine our approach to accessibility by regularly reviewing our employment practices, identifying opportunities for improvement, and engaging with employees to ensure a welcoming, accessible environment. We will continue to make progress on the goals we set in our initial Accessibility Plan in the coming year, using the information we gathered and lessons learned from our internal and external consultations.

b) THE BUILT ENVIRONMENT

Channel Zero is committed to creating an accessible and inclusive physical environment, ensuring that stakeholders can navigate and use our facilities independently and with ease. Over the past year, we focused on continuing to create a more accessible workspace by removing e-waste and making upgrades to meet the accessibility needs of a new tenant.

Our Progress

Key initiatives undertaken included continuing to reorganize and get rid of e-waste as well as continuing to provide access to ergonomic furniture. We also made changes to make it easier to access one of our elevators, and worked towards finding solutions to other accessibility issues identified in our built environment over the past year.

Architectural and Physical Barriers

Initiatives identified in our initial Accessibility Plan:

- Offer training on how to operate the manual elevator in the Toronto office.
- Dedicate a storage area in the Toronto office, away from any workspaces and hallways.
- Reorganize where shared items are placed in communal spaces.
- Invest in ergonomic furniture such as height-adjustable desks and ergonomic chairs.

Our progress:

- In 2024-2025 we investigated training options for the manual elevator in the Toronto office and explored alternative solutions to the problems presented by the manual



nature of the elevator. We also removed, replaced and rearranged furniture to increase the accessibility of the space and reviewed ergonomic furniture requests and provided solutions on a case-by-case basis.

- In 2025-2026 we cleared the basement elevator area in the Toronto office of e-waste, otherwise ensured everything is contained so the space is accessible and continued to approve requests for ergonomic furniture on a case-by-case basis.
- We also made accessibility upgrades to our building in Hamilton to accommodate the needs of a new tenant. This included updates to our doors so the elevator is easier to reach.
- We are in the process of finding solutions to other accessibility barriers related to our built environment that were raised over the past year through our consultations and by our Accessibility Advisory Committee.

The Built Environment - The Way Forward

As we move forward, Channel Zero will regularly assess our built environment to ensure it meets evolving accessibility needs. We will continue to make progress on the goals we set in our initial Accessibility Plan in the coming year, using the information we gathered and lessons learned from our internal and external consultations. We remain dedicated to identifying, preventing, and eliminating barriers in our facilities to foster a truly inclusive and accessible workplace.

c) INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Channel Zero is dedicated to ensuring that our employees, customers, and other stakeholders can access information and communications related to our organization and that they have access to information and communication technologies, regardless of their abilities. Over the past year, we focused on making further upgrades to our websites and intranet to improve their accessibility.

Our Progress

Key initiatives undertaken included major updates to the company's websites and progress on making the company intranet fully accessible. These efforts are part of our ongoing commitment to ensuring effective communications within our organization, removing barriers in our digital spaces and ensuring that users can interact with our technology with ease. We have also continued to engage with stakeholders to gather feedback on areas requiring improvement and will continue to incorporate these insights into our future planning.



Informational and Communications Barriers

Channel Zero has continued to assess informational and communications barriers, including non-ICT barriers, within our organization since the publication of our initial Accessibility Plan. As indicated in the other sections of this report, our progress includes:

- In 2024-2025 we worked to ensure information is being made available in multiple formats, investigated new ways to train staff, explored ways to increase disability awareness, provided additional options for stakeholders to communicate with us and raised awareness about accessibility accommodations.
- In 2025-2026, we continued to ensure information is being provided in multiple formats.
- We also created new training resources, including courses and quizzes on a variety of topics, which will be added to the company intranet.
- We added a dedicated section on the intranet for health and wellness resources.
- Our Accessibility Advisory Committee launched an internal newsletter to improve awareness of company updates and initiatives.

Accessibility Aids

Initiatives identified in our initial Accessibility Plan:

- Work with web accessibility industry leaders to adopt universal design principles and best practices in digital accessibility. This will ensure that our websites stay compliant with WCAG and ACA standards.
- IT staff will be provided training on configuring and deploying NVDA (Screen Reader). This tool will enable people with blindness, visual impairments and/or reading disabilities to browse websites by having the text read out loud.

Our progress:

- In 2024-2025, we added captions to all images and videos on CHCH.com, ensured all IT staff complete a training session on configuring and deploying NVDA and gathered information on other things we can do to improve the accessibility of our websites.
- In 2025-2026 we redesigned our corporate website, introducing new accessibility features and enhancing those that were previously available.
- Users can now increase the text size on CHCH.com.
- We are working on additional accessibility features that have not been launched yet, but which we are aiming to make available in the coming year.
- We regularly perform compliance checks on our websites to ensure they continue to meet WCAG standards.

Existing Accessibility Tools and Settings

Initiatives identified in our initial Accessibility Plan:





- Provide clarity to the process of requesting IT-related accessibility accommodations to ensure that employees and audiences of all abilities are able to access information and communication effectively and efficiently.
- Implement training sessions on existing accessibility tools within our IT systems.

Our progress:

- As of 2024-2025 all IT staff were required to complete training on how to respond to IT-related accessibility requests and on the accessibility tools we have available. All new IT staff are required to undergo the same training and there will be ongoing refresher sessions and updates. We also improved communications regarding accessibility tools and settings.
- In 2025-2026 we continued to provide training to IT staff
- We also continued to improve internal communications regarding accessibility tools and settings, including through Town Hall meetings, the intranet and our new internal newsletter.

Information and Communication Technologies (ICT) - The Way Forward

As we move forward, Channel Zero will continue to assess and enhance the accessibility of information and communications within our organization generally and our ICT accessibility specifically. We will regularly review our policies, platforms, and tools to ensure they remain aligned with best practices and the evolving needs of our employees, audience and other stakeholders. We are committed to fostering an inclusive digital environment that promotes equal access. We will continue to make progress on the goals we set in our initial Accessibility Plan in the coming year, taking into account the information we gathered and lessons learned from our internal and external consultations.

d) PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Channel Zero is dedicated to ensuring accessibility is a priority in the procurement of goods, services, and facilities. Over the past year, we focused on reviewing our current practices and policies.

Our Progress

Key initiatives undertaken included reviewing our current procurement accessibility criteria and evaluating our current practices and policies with the goal of making updates to improve accessibility.





Purchasing of Goods & Services

Initiatives identified in our initial Accessibility Plan:

- Review and update our current procurement accessibility criteria, on a regular basis.
- Continue to evaluate current procurement practices and policies to improve accessibility.

Our progress:

- In 2024-2025 we started reviewing our procurement accessibility criteria, practices and policies.
- In 2025-2026 we continued this review. Additionally, our Accessibility Advisory Committee began discussions about potential changes.

Procurement of Goods, Services, and Facilities- The Way Forward

Channel Zero is dedicated to ensuring accessibility is a priority in the procurement of goods, services, and facilities. Over the course of the next year, the Accessibility Advisory Committee will continue to review and consult with others on our current practices and policies and implement changes to improve accessibility at the company.

e) DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Channel Zero 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. We are also committed to ensuring we are in compliance with our accessibility-related licence conditions. Over the past year, we continued to work on enhancing closed captioning on CHCH.com and providing described video training to staff.

Our Progress

Our focus this past year was on continuing to make improvements to closed captioning on our website and providing described video training to staff. We have also engaged with stakeholders to gather feedback on areas requiring improvement and will continue to incorporate these insights into our future planning.

Closed Captioning

Initiatives identified in our initial Accessibility Plan:

- Expand our closed captioning offering for content on our websites.





Our progress:

- In 2024-2025, we expanded closed captioning on CHCH.com by introducing automatic closed captioning to the webplayer. Additionally, we gathered information during our external consultations on best practices related to closed captioning and on improvements that are being made in closed captioning technology, including through use of artificial intelligence.
- In 2025-2026 we continued to review and look for ways to improve closed captioning on our websites.

Channel Zero has licence requirements related to closed captioning, and as such:

- In 2024-2025 we continued to provide 100% captioning on programs, promos and advertising materials on our linear channels and live stream on CHCH.com and we continued to comply with our regulatory obligations including by submitting required reports on live closed captioning to the CRTC.
- In 2025-2026, we submitted our NER annual report for broadcast year 2024-2025, which shows we reached compliance for everything except three programs. These instances of non-compliance were because the pace of speech in each program was fast, and it necessitated a moderate to high degree of paraphrasing. We continue to have active discussions with our on-air talent about the pace of their speech and the challenges of closed captioning during live broadcasts.

Audio Description or Interactive Described Video

Initiatives identified in our initial Accessibility Plan:

- Continue training sessions on Interactive Described Video services.

Our progress:

- In 2024-2025 we gathered information on described video technology
- In 2025-2026 we held an in-person training session on described video for staff. The session was recorded and has been made available for staff to view.

Channel Zero has licence requirements related to audio description and described video, and as such:

- In 2024-2025 and 2025-2026 we continued to ensure our on-air talent is trained in providing audio description on informational programs so viewers with visual impairment can still receive the news.
- We have also continued to provide described video, as required by our licences.



Design and Delivery of Programs and Services - The Way Forward

As we move forward, Channel Zero will continue to enhance the design and delivery of our programs and services and work to ensure compliance with CRTC regulations, as required. We will review and apply, where appropriate, lessons learned during our internal and external consultations as we continue to make progress towards reaching the goals we set out in our initial Accessibility Plan.

f) TRANSPORTATION

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

3. CONSULTATIONS

In alignment with the principles of the *Accessible Canada Act*, Channel Zero conducted internal and external consultations to gather valuable feedback on our progress in implementing our 2024-2027 Accessibility Plan. These consultations allowed us to engage directly with employees, audience members and other stakeholders to ensure accessibility remains a central focus in our ongoing efforts.

a) INTERNAL CONSULTATION

Building on our commitment to accessibility, we conducted an optional internal online employee accessibility survey over the course of twelve days in May 2026. The survey follows up on the internal surveys we conducted for our initial Accessibility Plan and our first Progress Report. This year, employees were asked a series of 31 questions that prompted them to identify any accessibility challenges they may have faced or are currently facing, provide feedback on the effectiveness of recent improvements, and offer suggestions for further enhancements.

There were 96 employees who responded to the survey, providing valuable insights into accessibility within our organization. The results are currently being analyzed by our Accessibility Advisory Committee and Human Resources Department to assess the effectiveness of our recent changes and determine additional steps we can take to remove and prevent barriers.

Preliminarily, the survey results show:





- Our internal communication has improved significantly since last year, but there is still some room for improvement.
- There is a high level of awareness of many of the changes we implemented this past year.
- A majority of employees indicated our efforts to make resources related to digital accessibility available through multiple channels has been beneficial.
- The percentage of employees who reported experiencing barriers was small across all categories.
- Many of those who did report experiencing barriers provided specific, actionable feedback for the Committee.

Moving forward, we will continue to encourage open dialogue about accessibility and actively seek input from employees on their experiences. Through regular discussions and ongoing improvements, we remain committed to fostering an inclusive and accessible workplace.

b) EXTERNAL CONSULTATIONS

External survey

Channel Zero solicited feedback from community members and other stakeholders through an accessibility survey conducted over the course of one week in May 2026. Building on the information gathered from our 2025 progress report, we expanded this year's survey to better understand the impact of the changes implemented across our digital and physical spaces over the past year.

For this year's survey, seven hundred and forty-five (745) people participated. This increased engagement (up from 600 the previous year) provided deeper insights into how our audience accesses our content, identifies their specific needs, and experiences our workplace and digital platforms. Our Accessibility Advisory Committee continues to meet on a monthly basis, working in close collaboration with the Human Resources Department to analyze these results, measure the effectiveness of our recent initiatives, and identify new opportunities to remove and prevent barriers.

Preliminary findings include:

- Consistent with our previous reports, mobility-related disabilities remain the most commonly reported type among respondents, followed by those who are deaf, hard of hearing, blind, or partially sighted.
- The majority of respondents continue to access content primarily through CHCH.com, with significant engagement also noted on YouTube and Parrot TV.





- Feedback regarding closed captioning and automatic video captions remains highly positive, with a substantial portion of the audience identifying these as helpful tools for accessing our content.
- Users of assistive technology, such as screen readers, reported a high level of satisfaction with our digital platforms, indicating that our technical updates are successfully supporting these tools.
- For those who visited our physical facilities, the experience of navigating both our Toronto and Hamilton office were rated highly, validating recent efforts to improve on-site accessibility.
- Among those who engaged in the recruitment process or requested employment accommodations, the vast majority felt that their needs were met effectively.

We continue to encourage open dialogue about accessibility and actively seek input from community members and other stakeholders on their experiences. This ongoing feedback is essential as we work to identify, remove, and prevent barriers so our viewers and stakeholders can fully engage with and benefit from our services.

Consultation with the Disability Screen Office

Members of Channel Zero’s Accessibility Advisory Committee participated in a consultation session on 26 March 2026, 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 Channel Zero 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.

Information learned from this session will help inform Channel Zero’s Accessibility Advisory Committee’s work in the coming year and will help frame our discussions around our next Accessibility Plan, which will be published in June 2027.

4. FEEDBACK

As part of our commitment to continuous improvement, Channel Zero 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.

Internal and External Feedback Received:

Channel Zero received limited feedback related to accessibility through our Accessibility Feedback Process Page over the past year. The feedback we did receive was not related to accessibility.

Channel Zero remains 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 Advisory Committee:

Members of Channel Zero’s Accessibility Advisory Committee have continued to meet to review progress, identify barriers, discuss strategies for improvement and ensure that





accessibility remains a priority in our operations. Through this process, we will continue to explore ways to enhance our feedback mechanisms and encourage greater engagement from our community.

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

Channel Zero 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 past year, Channel Zero 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.

