

**TLN MEDIA GROUP INC.**

**Progress Report**

**May 29, 2026**



# TLN Media Group Inc.

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### 1. General

#### i) Introduction

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

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

TLN 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.

We are also a proud member of the Independent Broadcast Group (IBG)/Le groupe de diffuseurs indépendants (GDI), an association representing independent broadcasters across Canada in English, French, Indigenous, and numerous third languages, reflecting the diversity of Canada's population. We have worked in collaboration with other IBG members in the preparation of our respective Progress Reports for 2026.

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

ii) **TLN's Contact Information, Feedback Process and Alternative Format Requests**

If you would like to provide TLN 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:

**TLN Contact Information:**

Ingrid Zaldivar, our Human Resources Manager is our Accessibility Champion, is responsible for receiving all accessibility-related feedback, questions and comments. You can reach Ms. Zaldivar through the following methods:

By Email: [accessibility@tlnmediagroup.com](mailto:accessibility@tlnmediagroup.com)

By mail: 901 Lawrence Avenue West, Level 2, Toronto, Ontario, M6A 1C3

By phone: 416-744-8200 ext. 253

By fax: 416-744-0966

By Toll-free: 1-800-551-8401 ext. 253

Online Form: [Accessibility Feedback | TLN](#)

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

Our Accessibility Plan, Progress Report, and Accessibility Feedback Process are available in alternative formats such as: print, large print, and electronic.

To request an alternate format, please contact Ms. Zaldivar 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 January 1, 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

### **A. Employment**

TLN is committed to building an inclusive and accessible workplace with an equal opportunity environment. During the second year of our Accessibility Plan we focused on strengthening accessibility policies, practices, and employee awareness across the organization. Efforts also supported inclusive recruitment, workplace accommodations, and employee engagement to help identify and remove barriers while fostering a more accessible workplace.

Key initiatives undertaken included strengthening governance and accountability through the continued work of the Accessibility Committee, regular progress reviews, enhanced cross-departmental collaboration, and the implementation of reporting and feedback mechanisms. The organization also advanced accessibility by updating policies, procedures, recruitment practices, and employee-facing resources to better align with accessibility legislation and best practices. Accessibility considerations were further integrated into procurement processes, workplace accommodations, onboarding, and performance-management activities.

Significant efforts were also made to build accessibility awareness and capacity across the organization through targeted training programs, accessible recruitment initiatives, workstation assessments, and improved support for hybrid and remote employees. In addition, employee engagement was expanded through an organization-wide accessibility feedback survey, which helped identify barriers, inform future accessibility planning, and reinforce a culture of inclusion by ensuring employees had ongoing opportunities to contribute to accessibility improvements.

As we move forward, TLN will continue to refine our approach by regularly reviewing our employment practices, identifying opportunities for improvement, and engaging with employees to ensure a welcoming, accessible environment. Set out below are the actions related to employment taken each year since our initial Accessibility Plan was published in 2024.

| Initiative                                                                                             | Action Taken in 2024-2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Action Taken in 2025-2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <p><b>Further develop the mandate and objective's of TLN Media Group's Accessibility Committee</b></p> | <p><b>1. Clarified Purpose &amp; Scope:</b></p> <ul style="list-style-type: none"> <li>• Convened an initial meeting of existing Accessibility Committee members (HR, IT, Facilities, &amp; Production).</li> <li>• Drafted a one-page "Committee Charter" outlining: <ul style="list-style-type: none"> <li>– Mission</li> <li>– Membership roles (Chair, Department Liaisons, employee representatives with disabilities).</li> <li>– Frequency of meetings (monthly) and decision-making process (consensus with majority vote).</li> </ul> </li> </ul> <p><b>2. Defined Year 1 Objectives:</b></p> <ul style="list-style-type: none"> <li>• Hosted a Committee Workshop to identify top three priorities for Year 1 (e.g., complete policy audits, pilot workstation assessments, launch employee consultations).</li> <li>• Assigned "Ownership" for each objective to a specific member or subcommittee (e.g., HR Lead to spearhead policy review; IT Lead to coordinate digital-tools audit).</li> </ul> <p><b>3. Published &amp; Communicated:</b></p> <ul style="list-style-type: none"> <li>• Finalized and circulated the Charter + Year 1 Objectives</li> </ul> <p><b>4. Established Quarterly Progress Reviews:</b></p> <ul style="list-style-type: none"> <li>• At each monthly meeting, allocated 15 minutes to review progress against Year</li> </ul> | <p><b>1.Expanded</b> the Accessibility Committee's mandate to include ongoing monitoring of accessibility initiatives, employee feedback, and compliance-related activities.</p> <p><b>2.Reviewed</b> and refined Year 1 objectives to establish updated Year 2 priorities focused on training implementation, policy updates, and employee engagement.</p> <p><b>3. Continued</b> regular monthly Accessibility Committee meetings to review progress, discuss emerging accessibility concerns, and coordinate cross-departmental initiatives.</p> <p><b>4. Increased</b> collaboration between Committee representatives and operational departments to support implementation of accessibility improvements across the organization.</p> <p><b>5.Strengthened</b> reporting and accountability processes by incorporating quarterly progress updates and tracking key accessibility initiatives and outcomes.</p> |

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| <p><b>Review and update of TLN Media Group’s policies, procedures, guidelines, and practices related to accessibility</b></p> | <p><b>1. Identified</b> all existing documents that reference accessibility (e.g., Employee Handbook, Recruitment Guide, Telework Policy, Performance-Review Forms).</p> <p><b>2. Compared</b> each document against AODA (Accessibility for Ontarians with Disabilities Act) requirements and WCAG best practices.</p> <p><b>3. Highlighted</b> missing or outdated sections (e.g., absence of formal telework-accommodation guidelines, no reference to assistive-technology procurement).</p> | <p><b>1. Revised and updated</b> priority policies and procedures to address accessibility gaps identified during the Year 1 review process.</p> <p><b>2. Added</b> formal accessibility and accommodation language to key documents, including telework, recruitment, onboarding, procurement, and performance-management materials.</p> <p><b>3. Developed</b> standardized accessibility guidelines for managers and employees regarding workplace accommodations, accessible communication, and inclusive practices.</p> <p><b>4. Incorporated</b> assistive-technology considerations into procurement and technology-evaluation procedures to support accessible workplace tools and platforms.</p> <p><b>5. Updated</b> employee-facing documents and templates to align with current AODA requirements and evolving WCAG best practices.</p> <p><b>6. Conducted</b> consultations with internal stakeholders, including Human Resources, Operations, and department managers, to validate accessibility updates and operational feasibility.</p> |

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| <p><b>Review and revise recruitment processes to ensure that job postings are accessible, interview processes are accommodating, and onboarding materials area available in multiple formats</b></p> | <p><b>1. Accessibility Audit of Current Recruitment Materials:</b></p> <ul style="list-style-type: none"> <li>• Gathered all active job postings (Careers page, LinkedIn, Indeed, internal bulletin) and evaluated: <ul style="list-style-type: none"> <li>– Readability (minimum 14 pt font, adequate line spacing).</li> <li>– Clear calls to action (e.g., “Email HR@tln.ca for an accommodation”).</li> <li>– Inclusion of an “Accessibility Statement” (e.g., “We welcome candidates with disabilities and will provide reasonable accommodations during the recruitment process”).</li> </ul> </li> <li>• Evaluated current interview-invitation templates: <ul style="list-style-type: none"> <li>– Do they offer multiple formats (e.g., email, telephone, SMS) for scheduling?</li> <li>– Is there a question about accommodation needs (e.g., “Do you require an ASL interpreter or quiet interview space?”)?</li> </ul> </li> </ul> | <p><b>1. Updated</b> recruitment materials and job-posting templates to include standardized accessibility and accommodation statements across all hiring platforms.</p> <p><b>2. Continued</b> improving interview processes by implementing accessible-interview guidelines and proactively offering accommodations to candidates throughout the recruitment process.</p> <p><b>3. Provided</b> guidance and awareness support to hiring managers and interviewers on inclusive recruitment practices and accessible candidate communications.</p> <p><b>4. Conducted</b> periodic reviews of recruitment and onboarding processes to ensure continued alignment with accessibility standards and organizational best practices.</p> |

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|  | <p><b>2.Revised Job-Posting Template:</b></p> <ul style="list-style-type: none"><li>• Added a dedicated “Accommodations” section at the bottom of each posting, stating:<ul style="list-style-type: none"><li>– “If you require an accommodation to participate in any part of the selection process, please notify us at <a href="mailto:Accessibility@tln.ca">Accessibility@tln.ca</a> and we will work with you.”</li><li>– Ensured the template is published as an accessible Word/PDF (tagged PDF) that screen readers can parse.</li></ul></li></ul> <p><b>3.Interview Process Adjustments:</b></p> <ul style="list-style-type: none"><li>• Updated Interviewer Guidelines to include:<ul style="list-style-type: none"><li>– A standard pre-interview email that says, “If you need accommodations for your interview (e.g., ASL, extra breaks, accessible interview room), please let us know at least five business days before your scheduled time.”</li><li>– Instructions on how to conduct accessible interviews (e.g., avoid jargon, allow extra response time for candidates with processing delays, use Tabletop microphones if needed).</li></ul></li></ul> <p><b>4.Onboarding Materials in Multiple Formats:</b></p> <ul style="list-style-type: none"><li>• Conducted an inventory all onboarding documents (Employee Handbook, Benefits Guide, IT Setup Instructions, Facilities Map).</li><li>• Converted each to at least</li></ul> |  |
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|                                                                                                                                                   | <p>two accessible formats:</p> <ul style="list-style-type: none"> <li>– Tagged PDF (for screen-reader users).</li> <li>– Accessible HTML page on the intranet (with responsive design, high-contrast mode).</li> <li>– Included a plain-text summary for employees using assistive technology that works best with unformatted text.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>Conduct a review of workstations at work and at home (for those working remotely) and assess accessibility and accommodation needs.</b></p> | <p><b>1. On-Site Workstation Audits:</b></p> <ul style="list-style-type: none"> <li>• Scheduled one-on-one workstation visits with any employee who indicated concerns.</li> <li>• During each visit, checked for: <ul style="list-style-type: none"> <li>– Desk height adjustability and monitor height.</li> <li>– Keyboard/mouse placement and alternatives (e.g., trackball, foot-operated mouse).</li> <li>– Lighting levels (glare, brightness) and contrast on screens.</li> <li>– Availability of assistive hardware (e.g., screen-magnifier software licenses, braille displays, hearing-augmented headsets).</li> </ul> </li> <li>• Generated an “Accommodation Recommendation” per person (e.g., adjusted desk to 27–30” height).</li> </ul> <p><b>2. Remote Workstation Self-Assessment &amp; Support:</b></p> <ul style="list-style-type: none"> <li>• Reviewed remote work protocols with employees</li> </ul> | <p><b>1. Continued</b> conducting workstation accessibility assessments for both on-site and remote employees to identify accommodation and ergonomic support needs.</p> <p><b>2. Implemented</b> recommended workstation adjustments and assistive-technology solutions, including ergonomic equipment, accessible hardware, and specialized software tools.</p> |

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|                                                                                                                                                                                 | <p>working from home, including:</p> <ul style="list-style-type: none"> <li>– Basic ergonomics (chair height, monitor distance, keyboard angle).</li> <li>– Recommended assistive-technology software (e.g., screen-reader, voice dictation).</li> <li>– How to request IT assistance or equipment shipment (e.g., shipping an adjustable laptop stand or large-print keyboard).</li> </ul> <p><b>3. Consolidated Findings &amp; Procured Equipment:</b></p> <ul style="list-style-type: none"> <li>• Compiled all Accommodation Recommendations into a central “Workstation Accommodation Tracker.”</li> <li>• Allocated budget to purchase and distribute required hardware/software by March 2026 (e.g., 3 height-adjustable desks, 5 screen-magnification licenses).</li> <li>• Confirm installation/shipments are completed; require employees to sign off that their workstation meets their needs.</li> </ul> |                                                                                                                                                                                                                                                                                                                |
| <p><b>Assess the accessibility training needs of all Departments, particularly those that have a direct impact on accessibility, such as the Human Resources Department</b></p> | <p><b>1. Conducted a Departmental Training Needs Survey:</b></p> <ul style="list-style-type: none"> <li>• Developed a short questionnaire for each department asking: <ul style="list-style-type: none"> <li>– Have you previously received any accessibility training (e.g., AODA, WCAG, inclusive interviewing)?</li> <li>– Which digital tools,</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p><b>1. Prioritized</b> accessibility training rollout based on the Tier 1, Tier 2, and Tier 3 classifications established during the Year 1 training-needs assessment.</p> <p><b>2. Delivered</b> role-specific accessibility training sessions to employees in high-impact departments, including Human</p> |

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|  | <p>processes, or platforms do you use daily that may have accessibility implications (e.g., content-creation tools, recruitment software, CRM)?</p> <ul style="list-style-type: none"> <li>– What level of knowledge do you need (Awareness vs. Hands-On) to effectively handle accessibility tasks?</li> </ul> <p><b>2. Analyzed Survey Results &amp; Classify Training Tiers:</b></p> <ul style="list-style-type: none"> <li>• Categorized roles into three tiers: <ul style="list-style-type: none"> <li>– <b>Tier 1 (High Impact):</b> HR, IT, Procurement, Marketing, Content Producers—need hands-on, role-specific training (e.g., how to create accessible content, conduct accessible interviews).</li> <li>– <b>Tier 2 (Moderate Impact):</b> Managers, Team Leads, Facilities—need intermediate training (e.g., overseeing accommodations, understanding policies).</li> <li>– <b>Tier 3 (General Awareness):</b> All other employees—need basic awareness training (e.g., recognizing when to request accommodations, inclusive communication).</li> </ul> </li> </ul> | <p>Resources, IT, Marketing, and Content Production teams.</p> <p><b>3. Achieved</b> accessibility-training participation for approximately 50% of identified staff across all departments, with emphasis on employees whose roles directly affect accessibility compliance and service delivery.</p> <p><b>4. Implemented</b> mandatory foundational accessibility-awareness training for new hires and employees in priority operational roles.</p> <p><b>5. Provided</b> hands-on workshops and practical guidance for Tier 1 staff on topics such as accessible content creation, inclusive recruitment practices, accommodation procedures, and accessible digital communications.</p> <p><b>6. Delivered</b> intermediate-level accessibility training for managers, supervisors, and team leads focused on accommodation management, inclusive leadership practices, and accessibility-related policy responsibilities.</p> <p><b>7. Gathered</b> employee feedback following training sessions to assess effectiveness, identify knowledge gaps, and improve future accessibility-training initiatives.</p> |
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| <p><b>Review hybrid and/or work from home accommodations for employees living with disabilities and/or requiring particular accommodations</b></p> | <p><b>1. Assessed Current Hybrid/Remote Policies</b></p> <ul style="list-style-type: none"> <li>• Gathered existing Hybrid/Telework Policy documents and evaluated for accessibility gaps (e.g., unclear language on assistive-technology procurement for home setups).</li> <li>• Identified which roles have already been approved for hybrid or remote work, and which of those employees have disclosed disabilities requiring accommodation.</li> </ul> <p><b>2. Conducted Employee Focus Groups:</b></p> <ul style="list-style-type: none"> <li>• Organized two 1-hour focus groups (one with on-site employees, one with remote employees) who have self-reported accessibility needs.</li> <li>• Asked guided questions such as: <ul style="list-style-type: none"> <li>– “What accessibility barriers have you encountered in your home office?”</li> <li>– “How effective is the current stipend for home accommodations (e.g., desk setup, software)?”</li> <li>– “What additional supports do you need (e.g., ergonomic assessments, assistive-tech training)?”</li> </ul> </li> </ul> <p><b>3. Developed a “Hybrid</b></p> | <p><b>1. Continued</b> reviewing hybrid and remote-work accommodation practices to ensure employees with disabilities have equitable access to workplace supports and resources.</p> <p><b>2. Refined</b> hybrid-work accessibility guidelines and checklists to support ergonomic setups, assistive technologies, accessible virtual communication, and equipment standards.</p> <p><b>3. Improved</b> coordination between HR, IT, and Facilities to streamline accommodation requests and provide timely support for remote and hybrid employees.</p> |

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|                                                                                      | <p><b>Accessibility Checklist”:</b></p> <ul style="list-style-type: none"> <li>• In collaboration with HR, IT, and Facilities, drafted a checklist that includes: <ul style="list-style-type: none"> <li>– <b>Ergonomic criteria:</b> proper chair, desk height, monitor location, adequate lighting.</li> <li>– <b>Assistive-technology criteria:</b> screen-reader software, voice recognition, captioning tools for virtual meetings, enlarged mouse/keyboard.</li> <li>– <b>Connectivity &amp; Equipment:</b> minimum Internet speed, noise-cancelling headset, external webcam with wide field-of-view.</li> </ul> </li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Conduct further consultations with employees over the next three years</b></p> | <p>Further to the work outline above, we plan to launch ongoing “<b>Accessibility Feedback Surveys</b>” as follows:</p> <ul style="list-style-type: none"> <li>• Deploy an anonymous online survey to all employees to solicit input on accessibility priorities (digital tools, physical environment, communication).</li> <li>• Include open-ended questions (e.g., “What barrier have you encountered in your day-to-day work?”) and multiple-choice items to capture common pain points.</li> </ul>                                                                                                                             | <p><b>1. Launched</b> the first phase of the organization’s ongoing “Accessibility Feedback Survey” initiative to gather employee input on workplace accessibility priorities and barriers.</p> <p><b>2. Distributed</b> an anonymous online survey to employees across all departments to encourage open and inclusive participation regarding accessibility-related concerns and improvement opportunities.</p> <p><b>3. Collected</b> employee feedback on key accessibility areas, including digital platforms and tools, workplace communication practices, accommodation processes,</p> |

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|  |  | <p>and the physical work environment.</p> <p><b>4. Encouraged</b> employees to identify barriers encountered in their day-to-day work activities and provide suggestions for improving accessibility and inclusion across the organization.</p> <p><b>5. Reviewed</b> and analyzed survey responses to identify common themes, priority concerns, and opportunities for operational and policy improvements.</p> <p><b>6. Shared</b> high-level findings with relevant departments and leadership teams to support informed decision-making and future accessibility planning initiatives.</p> <p><b>7. Incorporated</b> employee feedback into ongoing accessibility-policy reviews, training initiatives, and workplace accommodation discussions.</p> <p><b>8. Established</b> a recurring consultation process to ensure employees continue to have opportunities to provide accessibility-related feedback and recommendations over the multi-year accessibility planning period.</p> <p><b>9. Continued</b> promoting a culture of inclusion and accessibility awareness by reinforcing the organization's commitment to listening to</p> |
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|  |  | employee experiences and addressing identified barriers. |
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**B. Built Environment**

TLN 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 second year of our Accessibility Plan, we focused on continuing to engage employees and other stakeholders to gather feedback on accessibility barriers and opportunities for improvement. These insights have helped inform ongoing accessibility initiatives and will continue to guide future planning and decision-making.

Key initiatives included maintaining and enhancing accessibility awareness across the organization through regular updates to accessibility resources, employee communications, onboarding materials, and facility signage. The organization continued to provide information on available accommodations, including accessible parking options, while monitoring and updating accessibility-related content to support ongoing awareness and compliance.

Efforts also focused on maintaining accessible physical environments through ongoing collaboration with property management, periodic reviews of office and studio spaces, and consideration of accessibility needs in workplace facilities. Accessibility remained an important factor in the planning of company events and gatherings, with feedback from employees and participants helping to identify opportunities for continuous improvement and greater inclusion.

We have also engaged with stakeholders to gather feedback on areas requiring improvement and will continue to incorporate these insights into our future planning.

As we move forward, TLN 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. Set out below are the actions related to our built environment taken each year since our initial Accessibility Plan was published in 2024.

| <b>Initiative</b>                                                                                                                   | <b>Action Taken in 2024-2025</b>                                                                                                                                                                                                                                   | <b>Action Taken in 2025-2026</b>                                                                                                            |
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| <b>Establish a communications plan to inform employees, clients and visitors of any physical limitations that may exist and any</b> | <b>1. Inventory Known Limitations &amp; Accommodation Options</b> <ul style="list-style-type: none"> <li>• Developed a one-page summary of existing physical barriers plus a list of readily available accommodations.</li> <li>• Liaised with Building</li> </ul> | <b>1. Reviewed</b> and updated accessibility information available on the company intranet to ensure content remained accurate and current. |

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| <p><b>accommodations that can be provided</b></p> | <p>Management to review and assess any landlord-provided services (e.g., shared elevators, accessible restrooms/ramps at entrance.</p> <p><b>2. Drafted Communications Materials</b></p> <ul style="list-style-type: none"> <li>• <b>“Accessibility &amp; Accommodation Overview” Email Template:</b> <ul style="list-style-type: none"> <li>– Introduction explaining TLN’s commitment to physical accessibility.</li> <li>– List of known limitations on location plus instructions on how to request accommodations in advance (e.g., “If you need an accessible parking pass, please contact <a href="mailto:Accessibility@tlnmediagroup.com">Accessibility@tlnmediagroup.com</a> at least 48 hours ahead”).</li> </ul> </li> <li>• <b>Documents and Materials available in Accessible Formats on TLN’s Intranet HUB:</b> <ul style="list-style-type: none"> <li>– FAQ covering topics like “Where do I drop off a mobility scooter?”, “Which doors are power-operated?”, “How do I request a portable ramp or additional signage?”, and “Whom to call for 24/7 emergency accessibility assistance.”</li> </ul> </li> </ul> <p><b>3. Communications Roll-Out</b></p> <ul style="list-style-type: none"> <li>• <b>Email Blast</b> <ul style="list-style-type: none"> <li>– Sent “Built-Environment Accessibility Overview” to all employees reminding them to review accommodations.</li> </ul> </li> <li>• <b>Intranet Update:</b> <ul style="list-style-type: none"> <li>– Published the FAQ page, uploaded signage templates, and embedded a short “How to Request an Accommodation” e-</li> </ul> </li> </ul> | <p><b>2.Continued to promote</b> awareness of available workplace accommodations through employee communications and onboarding materials.</p> <p><b>3. Maintained</b> accessibility signage and wayfinding information at key facility entry points.</p> <p><b>4 Engaged with</b> Facilities and Building Management to stay informed of any changes affecting physical accessibility within company locations.</p> <p><b>5.Conducted</b> periodic reviews of accessibility resources and communication materials to support ongoing compliance and accessibility awareness.</p> |
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|                                                                                                                                           | <p>form (links to Facilities ticket system).</p> <ul style="list-style-type: none"> <li>• <b>Physical Signage Deployment</b> :</li> <li>– Facilities team posts “Accessible Entrance” signs at all relevant entry points (e.g. Studio door) and doorways lacking automatic openers.</li> </ul> <p><b>4. Monitor &amp; Update</b></p> <ul style="list-style-type: none"> <li>• Tracking all accommodation requests (via Facilities ticket system) to identify any recurring confusions or missing information.</li> <li>• Subcommittee meets quarterly after rollout to revisit messaging (e.g., add new stations, update if any facility changes occur).</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>Where possible, provide accessible parking to persons living with disabilities.</b></p>                                             | <p><b>Launched “Accessible Parking Permit” Program:</b></p> <ul style="list-style-type: none"> <li>• Created an “Accessible Parking Request Form” (online and hard copy), requiring submission of a valid accessible-permit license plate or required documentation.</li> <li>• Distributed forms via email and upon request—promote through the intranet and Built-Environment Communications materials.</li> </ul>                                                                                                                                                                                                                                                | <p><b>1.Continued</b> to make accessible parking arrangements available for employees and visitors requiring accommodation.</p> <p><b>2.Maintained</b> the accessible parking request process and reviewed requests as needed to support equitable access.</p> <p><b>3.Included</b> information about accessible parking options in accessibility communications and employee resources.</p> |
| <p><b>Review and assess our organization’s facilities to determine what measures can be undertaken to render them more accessible</b></p> | <p>As a tenant in a multicultural and public centre, we worked with our landlord to identify, review and assess the overall facilities to ensure full accessibility for all individuals.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p><b>1.Continued</b> collaboration with the landlord and property management to monitor accessibility features within shared facilities.</p>                                                                                                                                                                                                                                                |

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|                                                                                                             | <p>We also conducted an on-site audit of our offices to examine:</p> <ul style="list-style-type: none"> <li>– Entrances (clear width <math>\geq 32</math>" when door open, threshold height <math>\leq 1/2</math>").</li> <li>– Corridors and doorways (clear width <math>\geq 36</math>").</li> <li>– Ramp slopes (maximum 1:12 grade) and handrails compliance.</li> <li>– Elevator controls (floor buttons with braille, audible floor announcements).</li> <li>– Restrooms (grab bars, clear turning radius <math>\geq 60</math>", accessible sink height).</li> <li>– Studio and editing-suite layouts (clear circulation space, adjustable workstations, lighting controls reachable from wheelchair).</li> <li>– Signage (high contrast, pictograms).</li> <li>– Emergency systems (visible strobe alarms, auditory alarms, visual evacuation maps).</li> </ul> | <p><b>2. Conducted</b> periodic walkthroughs of office and studio spaces to identify and address potential accessibility barriers where feasible.</p> <p><b>3. Reviewed</b> accessibility-related feedback from employees and visitors to support ongoing improvements.</p>            |
| <p><b>Ensure that our organization's events and employee gatherings are hosted at accessible venues</b></p> | <p><b>1. Created an "Accessible Venue Criteria Checklist":</b></p> <ul style="list-style-type: none"> <li>• In consultation with the Accessibility Committee, we drafted a one-page criteria sheet ensuring our organization's events are hosted at accessible venues that include: <ul style="list-style-type: none"> <li>– Barrier-free entrances (no steps, or ramp with a <math>\leq 1:12</math> slope).</li> <li>– Accessible washrooms (clear turning radius <math>\geq 60</math>", grab bars, lever-style faucets).</li> <li>– Accessible parking or drop-off area within 100 feet of main entrance.</li> <li>– Clear signage directing to accessible entrance/parking.</li> </ul> </li> </ul>                                                                                                                                                                  | <p><b>1. Continued</b> to apply accessibility considerations when selecting venues for company events and employee gatherings.</p> <p><b>2. Gathered</b> informal feedback following events to identify opportunities to enhance accessibility and inclusion at future gatherings.</p> |

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|  | <ul style="list-style-type: none"> <li>– Adequate interior circulation (aisles ≥ 36" wide).</li> <li>– Availability of assistive listening systems (e.g., FM systems) or induction loop for hearing-aid users.</li> <li>– Space for service animals.</li> <li>• Include a section to note any limitations (e.g., "Stage is elevated without a ramp; require temporary ramp").</li> </ul> <p><b>2. Post-Event Feedback &amp; Monitoring</b></p> <ul style="list-style-type: none"> <li>• After each event, we gauge the reaction from attendees and encourage post-event feedback: (e.g., "Was the venue easy to navigate?", "Were accommodations adequate?", "Any suggested improvements?").</li> <li>• Responses are compiled highlighting any issues and corrective actions for future events.</li> </ul> |  |
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**C. Information and Communication Technologies (ICT)**

TLN is dedicated to ensuring that our employees, customers, and stakeholders have access to information and communication technologies, regardless of their abilities. During the second year of our Accessibility Plan, we focused on improving the accessibility of workplace technologies, policies, and digital platforms to better support employees and users with disabilities. Efforts concentrated on enhancing website and application accessibility, addressing identified barriers, and embedding accessibility considerations into ongoing technology, content, and process improvements.

Key initiatives undertaken included reviewing and enhancing communications technologies, policies, and procedures to support accessibility and compatibility with assistive technologies. Collaboration between IT, Human Resources, and accessibility representatives helped identify opportunities to improve processes and address accessibility-related issues affecting employees and workplace systems.

The organization also continued to monitor and improve the accessibility of its websites and web-based applications through ongoing WCAG-focused reviews and remediation efforts. Accessibility enhancements included improvements to navigation, form controls, accessible labels, keyboard functionality, and colour contrast, while accessibility considerations remained integrated into ongoing digital development and maintenance activities.

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, TLN will continue to assess and enhance our ICT accessibility, regularly reviewing our policies, platforms, and tools to ensure they remain aligned with best practices and the evolving needs of our employees and audience. We are committed to fostering an inclusive digital environment that promotes equal access. Set out below are the actions related ICTs taken each year since our initial Accessibility Plan was published in 2024.

| Initiative                                                                                                      | Action Taken in 2024-2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Action Taken in 2025-2026                                                                                                                                                                                                                                                                     |
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| <p><b>Conduct an audit of the communications technology options available for persons with disabilities</b></p> | <p><b>1. Compiled a comprehensive inventory of all communication tools</b> (September 2024), including:</p> <ul style="list-style-type: none"> <li>– Written and video conferencing platforms (Zoom, Microsoft Teams, Webex).</li> <li>– Instant-messaging services (Teams chat).</li> <li>– Email distribution systems (Mailchimp, Outlook).</li> <li>– Assistive-technology software (JAWS, NVDA, Dragon NaturallySpeaking).</li> <li>– Hardware devices (TTY phones, amplified headsets, braille displays).</li> </ul> <p><b>2. Worked with our IT team to perform hands-on testing</b> (October–November 2024):</p> <ul style="list-style-type: none"> <li>– Screen-reader walkthroughs to ensure chat-platform menus, buttons, and file-sharing dialogs were fully navigable.</li> <li>– Keyboard-only navigation checks for all conferencing-platform controls</li> </ul> | <p><b>1. Continued</b> to review and evaluate communications technologies to support accessibility and compatibility with assistive technologies.</p> <p><b>2. Worked</b> with IT to address identified accessibility issues and improve user experience for employees with disabilities.</p> |

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|                                                                                                                                            | <p>(mute/unmute, share screen, raise hand).</p> <ul style="list-style-type: none"> <li>– Audio-quality testing with amplified headsets and speech-recognition tools to identify microphone or speaker configurations that introduced distortion.</li> <li>• Developed a list of</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                |
| <p><b>Conduct an audit of our organization’s policies and procedures for accommodating requests for use of accessible technologies</b></p> | <p><b>1. Established a cross-functional “Policies &amp; Procedures Review Team”</b> (December 2024) comprising representatives from HR, IT,, and Accessibility Advisory Group.</p> <ul style="list-style-type: none"> <li>• <b>Collected existing policy documents</b> (January 2025), including: <ul style="list-style-type: none"> <li>– Employee Handbook sections on reasonable accommodations.</li> <li>– IT Help Desk “Accessibility Support” procedure.</li> <li>– Facilities requests for accessible hardware (e.g., telework equipment).</li> <li>– Third-party vendor contracts that reference assistive-technology provisions.</li> </ul> </li> </ul> <p><b>2.Mapped and compared each policy against AODA, Ontario’s Accessibility for Ontarians with Disabilities Act, and WCAG 2.1 AA requirements</b> (February 2025):</p> <ul style="list-style-type: none"> <li>– Identified that the Employee Handbook had no explicit procedure for requesting specialized software (e.g., speech-to-text, screen-magnification).</li> <li>– Discovered that the IT Help Desk ticketing workflow did not include a “Priority: Accessibility”</li> </ul> | <p><b>1.Reviewed</b> accommodation-related policies and procedures to ensure accessibility considerations remained integrated into organizational practices.</p> <p><b>2.Continued</b> collaboration between HR, IT, and accessibility representatives to identify opportunities for process improvements.</p> |

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|                                                                            | <p>flag, causing longer wait times for disability-related service requests.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                        |
| <p><b>Conduct an audit of our web sites and web-based applications</b></p> | <p>- <b>Commissioned a two-phase WCAG 2.1 AA audit</b> (November 2024 – February 2025):</p> <ul style="list-style-type: none"> <li>- <b>Phase 1 (Automated Scan):</b> Ran automated scanning tools (e.g., Axe, Siteimprove) against TLN.ca, and VIVA TV, the on-demand video portal, the internal intranet, and key partner microsites—reporting ~320 distinct issues across all properties.</li> <li>- <b>Phase 2 (Manual &amp; Assistive-Technology Testing):</b> Four members of the Accessibility Advisory Group tested 20 representative pages (e.g., homepage, show pages, login/signup flows) with JAWS, NVDA, and manual keyboard navigation—identifying issues such as: <ul style="list-style-type: none"> <li>• Missing form labels on the “Subscribe” and “Contact Us” forms.</li> <li>• Inaccessible data tables (lack of proper table headers, no captions).</li> <li>• Low-contrast buttons in the on-demand player controls (play, pause, volume).</li> <li>• Unlabeled focus outlines on modal dialog pop-ups (e.g., cookie-consent banner).</li> </ul> </li> <li>- <b>Compiled a detailed audit report</b> (March 2025) that categorized issues by severity (Critical, Major, Minor) and by web property.</li> </ul> | <p><b>1.Ongoing</b> monitoring of website and application accessibility to support compliance with WCAG requirements.</p> <p><b>2.Prioritized</b> and addressed identified accessibility issues, including improvements to navigation, form controls, and user interface elements.</p> |

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| <p><b>Update websites and applications to ensure that they are accessible and comply with WCAG Guidelines</b></p> | <p>This work has begun and will continue through 2025-2026 period. To start,</p> <ul style="list-style-type: none"> <li>• ARIA labels and accessible have been added to various form controls.</li> <li>• Improved color contrast for primary and secondary buttons have been added (ensuring ≥ 4.5:1 ratio).</li> </ul> | <p><b>1.Continued</b> implementation of accessibility improvements, including the addition of accessible labels, enhanced keyboard navigation, and improved color contrast.</p> <p><b>2.Maintained</b> accessibility considerations as part of ongoing website and application updates and development activities.</p> |
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**D. Communication, Other Than ICT**

TLN is committed to ensuring that both internal and external communications are accessible, inclusive, and reflective of the diverse needs of our audiences, employees, and partners. During the second year of our Accessibility Plan, we focused on improving the accessibility of organizational communications, digital content, and virtual collaboration tools through the implementation of accessibility standards, employee training, and inclusive communication practices. Ongoing monitoring and feedback helped support continuous improvements and ensure accessibility remained integrated into communication planning and delivery across the organization.

Key initiatives undertaken included strengthening the accessibility of organizational communications through the ongoing review of communication tools, digital content, and communication practices. The organization developed and implemented an Inclusive and Accessible Communications Policy, established accessibility standards for internal and external communications, and created supporting resources, templates, and guidelines to help employees produce accessible content.

Efforts also focused on increasing employee awareness and capacity through training, accessibility guidance, and the promotion of accessible communication practices such as alternative text, accessible document formatting, captioning, and inclusive language. Accessibility considerations were integrated into communication planning, content development, and approval processes to support consistent and inclusive communications across the organization.

In addition, the organization continued to promote accessible virtual meeting practices by encouraging the use of captioning, accessible meeting materials, and inclusive meeting procedures. Ongoing monitoring, feedback collection, and periodic reviews

helped identify opportunities for improvement and support continuous enhancement of communication accessibility across all platforms.

As we move forward, TLN will continue to review and enhance our communication strategies, considering feedback and evolving needs to create an inclusive and equitable environment. Set out below are the actions related to communication other than ICT taken each year since our initial Accessibility Plan was published in 2024.

| Initiative                                                                                                           | Action Taken in 2024-2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Action Taken in 2025-2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p><b>Conduct an audit of our organization’s communications tools and assess how they may be more accessible</b></p> | <ul style="list-style-type: none"> <li>• <b>Audit of all TLN’s communications tools for accessibility assessment:</b> In October 2024, TLN conducted an inventory of all its communication channels (including our website, intranet, email newsletters, social-media accounts, internal chat platforms, published PDF/Word documents, video-hosting portals, and digital signage)</li> <li>• <b>Mapped tool functionality for inclusivity:</b> Our team ran automated scans and manual tests (e.g., screen-reader walkthroughs, keyboard-only navigation) for:               <ul style="list-style-type: none"> <li>– Corporate website (news pages, “Contact Us” forms, on-demand video pages).</li> <li>– Intranet portals (HR announcements, IT support knowledge base, internal policy documents).</li> <li>– Email tool and newsletter templates (HTML email rendering, alt-text on images, heading structure).</li> <li>– Shared file storage (PDF/Word/PPT documents used for external press kits and internal resources).</li> <li>– Social-media posts (Facebook, Instagram, Twitter)</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li><b>1.Continued</b> to review and monitor the accessibility of organizational communication tools, including websites, intranet resources, email communications, and digital content.</li> <li><b>2.Addressed</b> identified accessibility improvements through updates to templates, documents, and online content where feasible.</li> <li><b>3.Promoted</b> the use of accessible communication practices, including alternative text, document accessibility features, and captioning for digital media.</li> <li><b>4.Reviewed</b> feedback and accessibility findings to help prioritize future enhancements and support ongoing inclusive communication practices.</li> </ul> |

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|                                                                                                                                                                                                  | <p>for compliance with text alternatives and video captioning.</p> <ul style="list-style-type: none"> <li>• <b>Compiled a gap-analysis report.</b> By November 2024, the audit identified: <ul style="list-style-type: none"> <li>– Website: Inconsistent heading hierarchy, missing form labels, and insufficient color contrast on “Latest Stories” pages.</li> <li>– Intranet: Dozens of legacy PDFs lacking proper tags (making them unreadable via screen readers) and an internal chat tool (on TEAMS) with limited focus indicators and no clear guidance on accessible emojis and custom images.</li> <li>– Email: Newsletter templates lacked proper ALT text, used low-contrast button colors, and were not tested in popular screen readers (JAWS, NVDA). The audit report was presented to the Accessibility Committee in December 2024 and its findings are being assessed with a strategy to address any issues.</li> </ul> </li> </ul> |                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>Create a Policy for ensuring that internal and external communications are more inclusive and accessible (consider type and size of font for email messages, message boards, etc.)</b></p> | <p>Part of Year 2 deliverables</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p><b>1. Research and Policy Development</b></p> <ul style="list-style-type: none"> <li>• Established a cross-functional working group consisting of representatives from Communications, Human Resources, Information Technology, and the Accessibility Committee.</li> <li>• Reviewed accessibility requirements under the Accessibility for Ontarians with</li> </ul> |

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|  |  | <p>Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR), and WCAG 2.1 AA best practices for digital communications.</p> <ul style="list-style-type: none"> <li>• Conducted a review of existing communication channels, including email, newsletters, intranet content, digital signage, presentations, social media, and external-facing communications.</li> </ul> <p><b>2. Development of Accessibility Standards</b></p> <ul style="list-style-type: none"> <li>• Drafted an Inclusive and Accessible Communications Policy outlining minimum accessibility requirements for all internal and external communications.</li> <li>• Established standards for: <ul style="list-style-type: none"> <li>○ Readable font types and minimum font sizes.</li> <li>○ Use of high-contrast colour combinations.</li> <li>○ Plain language and inclusive terminology.</li> <li>○ Accessible document formatting (headings, lists,</li> </ul> </li> </ul> |
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|  |  | <p>tables, hyperlinks).</p> <ul style="list-style-type: none"> <li>○ Alternative text for images and graphics.</li> <li>○ Captioning and transcripts for video and multimedia content.</li> <li>○ Accessible email, presentation, and social media practices.</li> </ul> <p><b>3. Creation of Communication Resources</b></p> <ul style="list-style-type: none"> <li>• Developed accessibility guidelines and checklists for employees creating communications materials.</li> <li>• Updated standard email, presentation, and document templates to incorporate accessibility features by default.</li> <li>• Created quick-</li> </ul> <p><b>4. Employee Awareness and Training</b></p> <ul style="list-style-type: none"> <li>• Delivered awareness sessions for employees responsible for creating or distributing communications.</li> <li>• Provided guidance on creating accessible emails, documents,</li> </ul> |
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|  |  | <p>presentations, and digital content.</p> <ul style="list-style-type: none"> <li>• Promoted accessibility resources through the internal communications channels.</li> </ul> <p><b>5. Implementation and Rollout</b></p> <ul style="list-style-type: none"> <li>• Created an Accessible Policy and made it available in accessible formats upon request.</li> <li>• Incorporated accessibility considerations into communication planning and approval processes.</li> </ul> <p><b>6. Monitoring and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Conducted periodic reviews of communication materials to assess adherence to policy requirements.</li> <li>• Gathered employee and stakeholder feedback regarding the accessibility of communications.</li> <li>• Updated guidance materials and policy provisions as needed to reflect evolving accessibility standards, technologies, and organizational needs.</li> </ul> <p>This structure aligns well with AODA-style compliance</p> |
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| <p><b>Create a Policy for ensuring that virtual conference calls and meetings are conducted on accessible platforms</b></p> | <p>• <b>Drafted the “Accessible Virtual Meetings Policy.”</b> in January 2025, the policy specified:</p> <p><b>1. Platform Requirements:</b></p> <ul style="list-style-type: none"> <li>• All official TLN meetings (internal &amp; external) must be scheduled on Zoom (with “Live Transcription” enabled) or Teams (with “Live captions + transcript” turned on) by default—unless a compelling, documented business need requires an exception.</li> <li>• For exceptionally large events (over 1000 attendees), a hybrid approach (e.g., Zoom Webinar + professional captioning service) is permissible if budget-approved.</li> </ul> <p><b>2. Pre-Meeting Procedures:</b></p> <ul style="list-style-type: none"> <li>• Hosts must send meeting materials (agenda, slide deck, readings) at least 48 hours in advance, in accessible formats (e.g., tagged PDF, accessible PowerPoint).</li> <li>• If sign language interpretation is needed, request must be submitted at least 5 business days before the event so an onsite or remote interpreter can be booked.</li> <li>• A “Virtual Meeting Accessibility Checklist” (header text in both Word and PDF) must be attached to the calendar invite, asking host to verify:</li> </ul> | <p><b>1.Continued</b> to promote the use of accessible virtual meeting practices across the organization, including the use of captioning and accessible meeting materials.</p> <p><b>2.Encouraged</b> meeting organizers to consider accessibility needs when planning and hosting virtual meetings and events.</p> <p><b>3.Maintained</b> accessibility resources and guidance for employees using virtual collaboration platforms.</p> <p><b>4.Gathered</b> feedback from participants and monitored emerging accessibility features within virtual meeting platforms to support ongoing improvements.</p> |

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|  | <ul style="list-style-type: none"> <li>– Captioning is enabled.</li> <li>– Presentation slides have readable fonts (minimum 24 pt), high-contrast color scheme, and ALT text on images.</li> <li>– Chat-box instructions clearly state how to ask questions (e.g., “Type your full name + question”).</li> <li>– For panel discussions, at least two accessible monitors are used (so presenters can see captions and participants simultaneously).</li> </ul> <p><b>3. During the Meeting:</b></p> <ul style="list-style-type: none"> <li>• Hosts (or a dedicated accessibility co-host) must monitor caption quality and correct obvious transcription errors in real time (e.g., misrecognized proper nouns, technical terms).</li> <li>• Presenters are trained to: <ul style="list-style-type: none"> <li>– Introduce themselves, speak slowly and clearly, and describe any on-screen content verbally (e.g., “As you can see in this chart...”).</li> <li>– Pause between topics to allow screen-reader users to catch up.</li> </ul> </li> <li>• If participants request ASL interpretation, the host must pin the interpreter’s video feed and ensure their mic and camera remain on throughout.</li> <li>• In breakout rooms, one person is designated as the “accessibility liaison” to ensure: <ul style="list-style-type: none"> <li>– Anyone who needs to adjust text size or switch to high-contrast view can do so.</li> <li>– If a participant is having audio/video issues, the liaison communicates via telephone or chat outside the room to assist.</li> </ul> </li> </ul> |  |
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|  | <ul style="list-style-type: none"> <li>– At least one participant uses a screen reader to confirm that shared content is readable.</li> <li>– For external webinars, a second “Technical Moderator” is assigned to monitor the Q&amp;A panel for accessibility requests (e.g., captions not loading, need for an interpreter).</li> <li>• Hosts must record the session, ensuring that autogenerated captions are turned on for the recording archive.</li> </ul> <p><b>4. Post-Meeting Follow-Up:</b></p> <ul style="list-style-type: none"> <li>• Automatically generate and distribute a text transcript (Word file) to all registrants within 24 hours, allowing participants to review and search the content.</li> <li>• Solicit “Accessibility Feedback” via a brief 3-question survey attached to the follow-up email (e.g., “Were captions clear and accurate?”, “Were slides accessible?”, “Any other suggestions?”).</li> </ul> |  |
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**E. Procurement of Goods, Services, and Facilities**

TLN is dedicated to ensuring that accessibility is a priority in the procurement of goods, services, and facilities. During the second year of our Accessibility Plan, we focused on incorporating accessibility considerations into procurement practices, vendor selection, and purchasing decisions. The organization also explored opportunities to strengthen accessibility requirements for future procurement activities and supplier relationships to support a more inclusive environment.

Key objectives undertaken included integrating accessibility considerations into procurement and vendor management practices by reviewing existing processes, contract documentation, and purchasing requirements. The organization explored

opportunities to strengthen accessibility expectations for goods and services while engaging stakeholders in discussions regarding accessible procurement practices.

Efforts also focused on identifying ways to incorporate accessibility requirements into future procurement activities and vendor relationships, helping to support more inclusive purchasing decisions and continuous improvement in organizational accessibility.

These efforts have been crucial in ensuring that the products and services we procure meet accessibility requirements, fostering a more inclusive environment.

As we move forward, TLN will continue to strengthen our procurement practices by reviewing and updating guidelines, contracts, and policies to align with accessibility standards and support barrier-free access to goods and services.

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

| <b>Initiative</b>                                                                                                                                               | <b>Action Taken in 2024-2025</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Action Taken in 2025-2026</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p><b>Conduct an audit of current procurement policies, processes and procedures and consider options to improve accessibility within our organization.</b></p> | <ul style="list-style-type: none"> <li>• Reviewed TLN’s existing Procurement Policy, Vendor Guidelines, and Contract Templates, with a focus on identifying any language gaps related to accessibility.</li> <li>• Mapped each step of our procurement workflow (e.g., needs assessment, RFP development, vendor selection, contract signing) to pinpoint where accessibility criteria were missing or insufficient.</li> <li>• Compiled a gap-analysis report highlighting:               <ul style="list-style-type: none"> <li>• Absence of mandatory accessibility clauses in standard contracts.</li> <li>• Lack of guidance on evaluating an accessible product or service.</li> <li>• No formal procedure for tracking accessibility features once goods/services are delivered.</li> </ul> </li> </ul> | <p><b>1.Continued</b> to consider accessibility requirements within procurement and vendor selection processes.</p> <p><b>2.Reviewed</b> procurement practices and contract documentation to identify opportunities for incorporating accessibility considerations.</p> <p><b>3.Engaged</b> relevant stakeholders to discuss accessibility expectations for purchased goods and services.</p> <p><b>4.Monitored</b> opportunities to strengthen accessibility requirements within future procurement activities and vendor relationships.</p> |

## **F. Design and Delivery of Programs and Services**

TLN is committed to ensuring that our programs and services are designed and delivered with accessibility at the forefront, allowing for diverse needs to be met. During the second year of our Accessibility Plan, we focused on improving the accessibility of licensed programming, websites, and digital platforms through enhanced accessibility features, content reviews, and barrier remediation. The organization also prioritized ongoing monitoring, accessible content practices, and continuous improvements to support a more inclusive experience for audiences and users.

Key initiatives undertaken included enhancing the accessibility of licensed programming and digital content across the organization's broadcasting and web-based platforms. Efforts focused on increasing the availability of accessibility features such as closed captioning and described video, maintaining records of content accessibility features, and monitoring industry developments to support ongoing improvements for audiences.

The organization also conducted reviews of website and digital-platform content to identify and address accessibility barriers. Accessibility assessments, testing, and remediation activities focused on improving navigation, forms, multimedia content, readability, keyboard accessibility, and overall user experience, while accessibility best practices were integrated into content creation and publishing processes.

To support long-term accessibility goals, the organization established ongoing monitoring and review processes, provided guidance to content creators, and incorporated accessibility considerations into digital content management and development activities. These efforts helped strengthen accessibility across online platforms and support a more inclusive experience for users.

These actions have been crucial in reducing barriers and improving the overall experience for customers and employees interacting with our programs and services.

As we move forward, TLN will continue to enhance the design and delivery of our programs and services. Set out below are the actions related to the design and delivery of programs and services taken each year since our initial Accessibility Plan was published in 2024.

| <b>Initiative</b>                                                                                        | <b>Action Taken in 2024-2025</b>                                                                                                       | <b>Action Taken in 2025-2026</b>                                                                                 |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| <b>Conduct a review and assessment of how programming content licensed for our broadcasting services</b> | <b>• Performed a comprehensive audit</b> of all licensed programming (over 150 hours) to identify gaps in captions and described video | <b>1.Continued</b> to consider accessibility features when reviewing and acquiring licensed programming content. |

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| <p><b>may be more accessible for audiences</b></p>                                                                                  | <p>descriptions.</p> <ul style="list-style-type: none"> <li>• <b>Worked directly with content distributors</b> to secure closed-captioned and audio-described masters for various programming where possible.</li> <li>• <b>Added standardized metadata tags</b> in our library to flag which shows already include accessibility features (e.g., CC, AD).</li> </ul> | <p><b>2. Maintained</b> records of accessibility features associated with licensed content to support programming and scheduling decisions.</p> <p><b>3. Monitored</b> accessibility-related developments and industry practices to support ongoing improvements in content accessibility.</p>                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>Conduct a review of the content available on our web-based platforms and determine how accessibility may be enhanced.</b></p> | <p>Part of Year Activities</p>                                                                                                                                                                                                                                                                                                                                        | <p><b>1. Content Inventory and Assessment</b></p> <ul style="list-style-type: none"> <li>• Conducted a comprehensive review of content published across corporate websites, streaming platforms, intranet resources, and other web-based applications.</li> <li>• Identified high-traffic and frequently accessed pages for priority accessibility assessment, including homepages, program information pages, contact forms, news articles, and video content.</li> </ul> <p><b>2. Accessibility Review and Testing</b></p> <ul style="list-style-type: none"> <li>• Evaluated web content against accessibility standards using a combination of automated scanning</li> </ul> |

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|  |  | <p>tools and manual testing.</p> <ul style="list-style-type: none"><li>• Reviewed page structure, heading hierarchy, image alternative text, form labels, keyboard navigation, colour contrast, and multimedia accessibility features.</li></ul> <p><b>3. Identification of Accessibility Enhancements</b></p> <ul style="list-style-type: none"><li>• Documented accessibility improvement opportunities, including:<ul style="list-style-type: none"><li>○ Adding alternative text to images and graphics.</li><li>○ Improving heading structures and page organization.</li><li>○ Enhancing colour contrast and readability.</li><li>○ Ensuring forms and interactive elements are fully accessible.</li><li>○ Expanding captioning and transcript availability for multimedia content.</li></ul></li></ul> |
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|  |  | <p><b>4. Content Remediation and Updates</b></p> <ul style="list-style-type: none"><li>• Improved accessibility features on key pages, including navigation elements, forms, documents, and multimedia resources.</li></ul> <p><b>5. Governance and Content Creation Standards</b></p> <ul style="list-style-type: none"><li>• Developed accessibility guidance for employees responsible for creating and publishing web content.</li><li>• Encouraged the use of accessible content authoring practices, including plain language, accessible document formats, descriptive hyperlinks, and properly structured content.</li><li>• Integrated accessibility considerations into content review and publishing workflows.</li></ul> <p><b>6. Monitoring and Continuous Improvement</b></p> <ul style="list-style-type: none"><li>• Established a process for ongoing accessibility reviews of new and existing web content.</li><li>• Monitored user feedback and</li></ul> |
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|  |  | <p>accessibility-related inquiries to identify areas requiring further enhancement.</p> <ul style="list-style-type: none"> <li>Continued to evaluate emerging accessibility tools, standards, and best practices to support ongoing improvements across web-based platforms.</li> </ul> |
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**G. Transportation (If Applicable)**

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

**H. Licence Conditions and Requirements Under the *Broadcasting Act***

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

In our Accessibility Plan and 2025 Progress Report we identify these requirements by providing reference to the relevant CRTC regulations, policies, orders, and decisions. Set out below are the actions related to licence conditions and requirements under the *Broadcasting Act* taken each year since our initial Accessibility Plan was published in 2024

| <b>Initiative</b>                                                                   | <b>Action Taken in 2024-2025</b>                                                     | <b>Action Taken in 2025-2026</b>                                                            |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>Operate in compliance with licensing and regulatory requirements relating to</b> | <b>TLN continued to adhere to these requirements during the 2024-2025 period and</b> | <b>In Year 2, TLN continued to adhere to these requirements during the 2025-2026 period</b> |

|                                                                                  |                                                    |                                                 |
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| <b>closed captioning, described video and audio description as stated below.</b> | <b>will continue to do so in the coming years.</b> | and will continue to do so in the coming years. |
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**Accessibility**

9. *The licensee shall caption 100% of the English- and French-language programs broadcast over the broadcast day, consistent with the approach set out in A new policy with respect to closed captioning, Broadcasting Public Notice CRTC 2007-54, 17 May 2007.*

10. *Consistent with Accessibility of telecommunications and broadcasting services, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009, the licensee shall:*

a) *ensure that advertising, sponsorship messages and promos in the English and French languages are closed captioned; and*

b) *implement a monitoring system to ensure that, for any signal that is closed captioned, the correct signal is captioned, the captioning is included in its broadcast signal, and this captioning reaches the distributor of that signal, in its original form.*

11. *In regard to the quality of closed captioning:*

a) *for French-language services, the licensee shall adhere to the requirements set out in the appendix to Quality standards for French-language closed captioning – Enforcement, monitoring and the future mandate of the French-language Closed Captioning Working Group, Broadcasting Regulatory Policy CRTC 2011-741-1, 21 February 2012, as amended from time to time; and*

b) *for English-language services, the licensee shall adhere to the requirements set out in the appendix to English-language closed captioning quality standard related to the accuracy rate for live programming, Broadcasting Regulatory Policy CRTC 2016-435, 2 November 2016, as amended from time to time.*

12. *In accordance with Let’s Talk TV: Navigating the Road Ahead – Making informed choices about television providers and improving accessibility to television programming, Broadcasting Regulatory Policy CRTC 2015-104, 26 March 2015, the licensee shall file a report relating to the provision of closed captioning when distributed on non-linear online platforms operated by the licensee, in a format deemed acceptable by the Commission, by no later than 30 November of each year for the broadcast year ending the previous 31 August, consistent with other reporting requirements.*

13. *The licensee shall provide audio description for all the key elements of Canadian information programs, including news programming.*

14. *In accordance with Let’s Talk TV: Navigating the Road Ahead – Making informed choices about television providers and improving accessibility to television programming, Broadcasting Regulatory Policy CRTC 2015-104, 26 March 2015:*

*a) if the licensee broadcasts four hours or more per broadcast week of English- or French-language programming drawn from any of the program categories listed below, it shall, by the beginning of the fourth year of the first licence term during which this condition of licence applies, provide a minimum of four hours of described video per broadcast week for that programming;*

*b) if the licensee broadcasts less than four hours per broadcast week of English- or French-language programming drawn from any of the program categories listed below, it shall, by the beginning of the fourth year of the first licence term during which this condition of licence applies, provide described video for all of that programming.*

*These requirements apply to programming drawn from the following program categories set out in Item 6 of Schedule 1 to the Television Broadcasting Regulations, 1987, as amended from time to time: 2(b) Long-form documentary, 7 Drama and comedy, 9 Variety, 11(a) General entertainment and human interest and 11(b) Reality television, and/or to programming targeting preschool children (0-5 years of age) and children (6-12 years of age).*

## **I. Consultations**

In alignment with the principles of the *Accessible Canada Act*, TLN conducted both internal and external consultations to gather valuable feedback on our progress in implementing the Accessibility Plan. These consultations allowed us to engage directly with employees, stakeholders, and external organizations to ensure that accessibility remains a central focus in our ongoing efforts.

### **1) Internal Consultations**

#### **Internal Employee Consultation 2026 Update:**

Building on our commitment to accessibility, we once again conducted an optional internal online employee accessibility survey over the course of one week in April 2026. This year, we expanded our survey to include questions about the impact of changes implemented over the past year. Employees were asked a series of questions designed to identify any accessibility challenges they may have faced, provide feedback on the effectiveness of recent improvements, and offer suggestions for further enhancements.

42% of employees participated in the survey, providing valuable insights into accessibility within our organization. The results are currently being analyzed by our Accessibility 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.

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.

## **2) External Consultations with individuals living with disabilities**

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

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

**Accessible Media Inc. (AMI)** is a media organization dedicated to empowering Canadians with disabilities through relevant original content. AMI-tv is the world's first television network to broadcast all programming with open format described video for viewers who are blind or partially sighted. AMI's presentation outlined its accessibility-first approach across all operations, including governance, human resources, training, event planning, content development and broadcasting. This session highlighted AMI's internal Accessibility Advisory Committee, composed of volunteer employees, more than half of whom have lived disability experience. This Committee provides guidance on internal policies and software, accessibility plans, training, feedback processes.

AMI also described its accessibility training programs, inclusive employment practices, and work placement, apprenticeship, and early-talent initiatives that support career pathways for people with disabilities. In addition, AMI discussed the role of its external research panel in informing content development and programming decisions, including comparative assessments of traditional and integrated described video. AMI noted that, while it continues to monitor the use of artificial intelligence in accessibility-related work, current AI tools do not yet meet its standards for closed captioning accuracy. The presentation concluded by emphasizing that accessibility must be embedded from the outset of all projects as an ongoing practice that strengthens creative outcomes, workplace culture, and audience engagement.

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

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

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

Here are some key takeaways from 2026 Accessibility Consultations:

- **Accessibility is most effective when embedded from the outset.** AMI emphasized that accessibility should be integrated into planning, design, content development, and operations from the beginning of every project rather than treated as a later-stage accommodation.
- **Lived experience is essential to decision-making.** Both AMI and the BAF-facilitated panel reinforced the value of involving individuals with disabilities in policy development, service design, content creation, and organizational decision-making processes.
- **Advisory committees and consultation mechanisms strengthen accountability.** AMI's Accessibility Advisory Committee and external research panels demonstrated the importance of formal structures that provide ongoing accessibility guidance and feedback.
- **Inclusive employment practices create meaningful opportunities.** Consultations highlighted the benefits of targeted recruitment, accessible hiring practices, training programs, apprenticeships, and early-career initiatives that support employment pathways for people with disabilities.
- **Accessibility requires continuous learning and improvement.** Participants emphasized the need for ongoing staff training, regular review of policies and practices, and continued engagement with accessibility experts and people with lived experience.
- **Technology can support accessibility, but human oversight remains critical.** Discussions around artificial intelligence highlighted its potential while underscoring current limitations, particularly with respect to closed captioning accuracy and quality assurance.
- **Accessibility improves both workplace culture and audience experience.** Embedding accessibility practices was identified as a way to foster a more inclusive work environment while also enhancing the quality and reach of content and services.
- **Collaboration with disability organizations provides practical guidance.** External partners offered valuable expertise on employment accessibility, workplace communications, content production, mental health considerations, and evolving industry best practices.

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

These sessions conducted over the past three years are all part of our ongoing commitment to learning from and collaborating with persons with disabilities, experts in the area, and stakeholders. These takeaways and key learnings were very helpful and used to implement accessibility goals in our Accessibility Plan and inform the development of both of our Accessibility Progress Reports.

## **J. Feedback**

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

### **External Feedback Received:**

Since publishing its initial Accessibility Plan through the TLN accessibility feedback page, we've received 6 comments relating to issues with our on-air programming:

- What we heard: One viewer pointed out an error with the Electronic Programming Guide for a particular program.
- What we did: We shared the feedback our EPG provider who made the correction.
  
- What we heard: Another viewer pointed out what they thought was an error on our main channel and our 3 hour delayed feed. However, this was a longer program that lasted more than 3 hours so the show title was the same on both channels.
- What we did: We shared the feedback with our programming team for their info. Unfortunately, the viewer did not leave an email address so we could not respond directly.
  
- What we heard: A few customers had positive comments about our programming, such as: "We enjoy your programming and such great break from the networks," and "Mash is our favourite program. Wish you would run the entire series to the finale."
- What we did: We shared the feedback with our programming department and they will keep the comments in mind when making future programming decisions

### **Internal Feedback Received:**

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

### **Accessibility Committee:**

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

### **Continuous Improvement:**

We value the feedback we receive from all 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.

## **K. Conclusion**

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