

**CHKT-AM1430
FAIRCHILD RADIO
GROUP LTD.**

2025

**ACCESSIBILITY
PROGRESS REPORT**



Fairchild Radio
加拿大中文電台

vancouver . calgary . toronto

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1. General

1.1. About CHKT-AM1430

Established in 1997, CHKT-AM1430 is owned and operated by Fairchild Radio Group Ltd. (“Fairchild Radio”), a subsidiary of Fairchild Broadcasting Ltd. The station operates alongside its sister stations, Fairchild Radio (Vancouver FM) Ltd. and Fairchild Radio (Calgary FM) Ltd. In addition, Fairchild Radio Group Ltd. is the licensee of CJVB-AM1470 in Vancouver.

CHKT-AM1430 is committed to providing high-quality, multilingual broadcasting services to a diverse range of ethnic communities. Its programming features content in Cantonese, Mandarin, Thai, Macedonian, Cambodian, Laotian, Vietnamese, Russian, Hungarian, Korean, Italian, Polish, Romanian, East Indian, Filipino, and Spanish.

The station is located at 151 Esna Park Drive, Units 26–29, Markham, Ontario, L3R 3B1. For more information, please visit www.am1430.com. CHKT-AM1430 also shares the Fairchild Radio mobile application with its sister stations, including CJVB-AM1470 and CHKG-FM961 in Vancouver, and CHKF-FM94.7 in Calgary.

1.2. Accessibility Feedback Process and Contact Information

Fairchild Radio has an established [Accessibility Feedback Process](#) to accept feedback relating to accessibility issues as well as the content in its published Accessibility Plan and Progress Reports.

Feedback can be submitted anonymously. Other than the anonymous feedback, Fairchild Radio will acknowledge receipt of all accessibility feedback.

To submit your feedback, please contact our **Accessibility Support Officer at Fairchild Radio Toronto** by using one of the following methods,

Mailing Address: Fairchild Radio Toronto
151 Esna Park Drive, Unit 26-29,
Markham, Ontario, L3R 3B1

Email: accessibility@am1430.com
Phone: 905-415-6288
Website: [Accessibility Feedback Form](#) on our official website <http://www.am1430.com/>

Fairchild Radio is committed to reviewing and replying to all feedback received and taking steps to address the barriers identified.

1.3. Availability of Alternative Formats

An electronic version of Fairchild Radio's Accessibility Feedback Process, Accessibility Plan and Accessibility Progress Reports, all designed to meet the WCAG 2.0 AA standard, can be downloaded from our website:

[Accessibility Feedback Collection and Handling Process \(Version 4\)](#)

[2023-2025 Accessibility Plan \(version 1\)](#)

[2024 Accessibility Progress Report \(Version 1\)](#)

2025 Accessibility Progress Report

Each Accessibility Plan and Progress Report will remain publicly accessible for 7 years and is available in alternative formats. You can request an alternative format of the above **by email, phone or mail**. Please refer to the contact person and contact information listed above.

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

2. Executive Summary of 2025 Progress Report

Fairchild Radio published its first multi-year [Accessibility Plan](#) on June 1, 2023 in accordance with the requirements of the Accessible Canada Act (ACA). In this plan, a number of barriers were identified in each of the following areas:

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communication Not Covered by ICT
- The Procurement of Goods, Services and Facilities
- The Design and Delivery of Programs and Services
- Transportation

For each identified barrier, specific actions were outlined to address or remove the barrier. The plan also included timelines, assigned responsibilities, and, where applicable, target percentages of completion to track progress over time.

The 2024 Progress Report, published on June 1, 2024, marked Fairchild Radio's first formal update following the release of the Accessibility Plan. It provided a detailed overview of early actions taken to address barriers and highlighted initial successes, ongoing challenges, and lessons learned through consultations with persons with disabilities. This report helped shape priorities and adjustments for the 2024–2025 planning period.

This 2025 Progress Report, scheduled for publication on June 1, 2025, builds on the foundation laid in the previous two years and presents a comprehensive update on the implementation of accessibility initiatives. It outlines actions completed during the reporting period, explains any delays or adjustments, and reflects input gathered from staff, audiences, visitors and members of the disability community.

As detailed in the following sections, Fairchild Radio continues to make meaningful progress in identifying, removing, and preventing barriers to ensure that its goods, services, facilities, employment practices, communications, and physical environments are accessible to all.

3. Areas in Section 5 of the Accessible Canada Act (ACA)

3.1. Employment

In 2024–2025, Fairchild Radio continued its commitment to fostering an inclusive and accessible workplace by enhancing recruitment practices, expanding staff training, and strengthening accommodation support.

The recruitment process was reviewed to ensure full accessibility, including the use of audio files, clear accommodation messaging included in all job postings, and established partnerships to reach a wider and more diverse talent pool. To promote a stigma-free environment, IDEA training programs were delivered with high participation rates. Individualized accommodation plans were also implemented and evaluated in collaboration with staff, with 90% of office employees participating in a follow-up survey.

These efforts reflect Fairchild Radio’s proactive approach to building a more equitable, supportive, and accessible work environment for all employees through employment practices.

Below are the barriers in employment identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio taken during 2024-2025 to overcome these barriers:

3.1.1. Slightly low representation of persons with disabilities among staff.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan on the following areas: (a) Add alternative formats (e.g. audio files) to announce hiring opportunities on our website.	Completed. <ul style="list-style-type: none"> The recruitment process has been reviewed, and a comprehensive checklist has been developed to ensure that all stages of the recruitment process are accessible. Collaboration with the Promotion Team is ongoing to enhance the accessibility of job postings by incorporating audio files into advertisements on the company website.
(b) When hiring opportunities arise, send messages to the online social networks that are popular among persons with disabilities and their families.	On Track. <ul style="list-style-type: none"> Accessibility and accommodations have been explicitly emphasized throughout 100% of the recruitment process, including job postings and interviews, with clear messaging that accommodations are available upon request.
(c) Look for more support groups and online social networks of similar nature.	<ul style="list-style-type: none"> Partnerships have been established with the Centre for Immigrant and Community Services (CICS) to broaden outreach efforts to targeted communities. Additionally, ongoing efforts are underway to explore collaboration opportunities with disability support centres to further expand the reach of future job postings.

(d) Target is to increase the employment rate of persons with disabilities by 0.25% by the end of the 2024 – 2025.	Completed. As of December 31, 2024, the employment rate of persons with disabilities reached 4.6%, representing a 142% increase compared to 1.9% in 2023.
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3.1.2. Employees who have invisible disabilities are reluctant to disclose their condition to the company because they don't want to be labelled.

Action Planned for 2024-2025	2025 Update
(a) Continue the IDEA training program. The target is to have 100% of the employees participate in the program.	<p>Completed. In second-half of 2024, the following IDEA trainings were delivered to staff,</p> <ul style="list-style-type: none"> • Workplace Harassment Training (September 2024) with over 75% participation rate • Braille Reading (October 2024) with 100% participation rate • Lunch & Learn Session: Work Ergonomics (Dec 2024) with 100% participation rate <p>In addition, the following training programs are scheduled for the first-half of 2025,</p> <ul style="list-style-type: none"> • Meals on Wheels Volunteer Initiative (April 2025) • Health & Safety Webinars (May 2025) • Webinar, Workshop and Office Walkthrough conducted by Joy Beyond Vision Community (May 2025)

(b) Continue the Sensitivity Training during the National AccessAbility Week 2024 (date to be announced) but this time expand the scope to all staff. The objective is to create a work environment free of prejudices and discrimination.	Completed. In recognition of National AccessAbility Week 2024, the training initiative was expanded from a single session to a Mental Health Awareness Month series. Throughout the series, four newsletters focusing on mental health were distributed, and a 100% participation rate was achieved.
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3.1.3. Need to create or update the individualized accommodation plans for staff with disabilities.

Action Planned for 2024-2025	2025 Update
Evaluate the individualized accommodation plan with the staff and make improvement. Target is to have an individualized accommodation plan tailor made for every member of staff with disabilities, and that the staff's input has been taken into consideration	On Track. <ul style="list-style-type: none"> Individualized accommodation plans were established and evaluated with staff in 2024. The accommodation policy and supports remain active and available to employees. A follow-up survey was conducted between April and May 2024, achieving approximately 90% participation rate among office staff. No additional accommodation requests have been received to date. New hires were asked to complete self-identification questionnaires on or before their first day of work to ensure that information regarding individuals who require accommodations is up to date. In 2024-2025, 100% of new hires completed and submitted their self-identification

	questionnaires, and no accommodation requests were made by new hires.
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3.2. The Build Environment

During 2024-2025, Fairchild Radio continued to take a proactive approach to minimize hazards, improve the accessibility and safety of its built environment to better support employees and visitors with disabilities.

Regular assessments were conducted to ensure that workstations, lighting, and safety features were adequate and effective. Workplace accommodations requested by staff were implemented, and follow-up evaluations were conducted to confirm staff satisfaction and maintain an inclusive and accessible office space.

While no new accommodation requests have been received, emergency planning and regular review remains a priority, the evacuation plan was updated to strengthen the company's evacuation procedures in assisting persons with disabilities during emergency situations. These ongoing efforts demonstrate Fairchild Radio's commitment to maintaining a safe and inclusive office environment for all staff and visitors.

Below are the barriers in the built environment identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio taken during 2024-2025 to overcome these barriers:

3.2.1. Staff X pointed out that his workstation is too far from the entrance.

Action Planned for 2024-2025	2025 Update
Conduct regular assessment with staff X to ensure the workstations are accessible to the staff with disabilities, and make any necessary changes to improve accessibility.	Completed. <ul style="list-style-type: none"> Workplace improvements have been successfully implemented for staff X, who previously requested support, but has expressed

	<p>satisfaction with the current workspace arrangement.</p> <ul style="list-style-type: none"> • The individualized accommodation plan remains in effect, and no further accommodation requests have been received to date.
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3.2.2. Staff X also observed the washrooms and the studio area do not have adequate safety features such as handlebars to support a staff with spinal or walking disability.

Action Planned for 2024-2025	2025 Update
Conduct regular assessment to ensure the safety feature (e.g. handlebars in washroom) is appropriate and effective, any if other types of safety features are needed	<ul style="list-style-type: none"> • Completed – Handlebars have been installed in the washrooms. • Monthly safety assessments are conducted regularly to ensure all safety features in the office and studio are appropriate and effective. • Health and Safety meetings are held monthly to address and resolve any safety concerns raised by staff.

3.2.3. Staff X suggested to improve the lighting in the washroom, storage room and electricity room to make these areas more accessible.

Action Planned for 2024-2025	2025 Update
(a) Maintain and adjust lighting as needed.	<p>On Track.</p> <p>Assessment has been done monthly to ensure the lighting remains adequate and effective to support a safe and productive working environment.</p>
(b) Conduct regular assessment to ensure the lighting remains adequate and effective.	

3.2.4. The clutter of cables and wires under the office desks and studio workstations may pose as potential hazards to staff and guests with mobility disabilities.

Action Planned for 2024-2025	2025 Update
(a) Conduct regular assessment to ensure that cables and wires under office desks and studio workstations are organized and hazards are minimized.	On Track. Monthly assessment has been conducted to ensure that cables and wires under office desks and studio workstations are organized, thereby minimizing potential tripping hazards and maintaining a safe workspace.
(b) Consider a more substantial technological solution such as wireless technology to eliminate potential hazards.	Modified. It was observed that the wiring beneath office desks primarily connects to desktop computers, while other cables are linked to the main console. Following consultation with professionals, it was noticed that adopting wireless technology would present significant challenges, as wired connections remain essential to provide power to electronic appliances.

3.2.5. On top of having staff with disabilities, the office and the studios may be visited by guests, clients and listeners who have different types and levels of disability. There is a need to have an emergency / evacuation plan made for different types of disability.

Action Planned for 2024-2025	2025 Update
Repeat the process of 2023 – 2024, this time consult with staff or persons who have a different type of disability.	Modified. The emergency and evacuation plan has been modified to incorporate guidance on assisting persons with various disabilities during emergency situations.

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

Fairchild Radio has made substantial progress in enhancing digital accessibility across its platforms in 2024–2025.

Website and app components were improved to meet WCAG 2.0 AA standards, with features such as alt text, ARIA roles, keyboard-friendly navigation, and adjustable font sizes now available. A new master setting function were also available to allow users to customize their viewing preferences. To further support accessibility, audio-visual guides was created to help users navigate digital content and access services. Contests were also made more inclusive by offering alternative registration formats to better support all users, including those with disabilities.

Below are the barriers in information and communication technologies (ICT, mainly digital accessibility) identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio taken during 2024-2025 to overcome these barriers:

3.3.1. Not all elements in the web and app meet the WCAG 2.0 AA requirement, especially pages that have a lot of graphics, hyperlinks and advertisements, or are interactive in nature.

Action Planned for 2024-2025	2025 Update
(a) Ongoing update to make the web and app compatible with the latest assistive technology.	Completed. <ul style="list-style-type: none">• DJ Profile & News Team Sections: Redesigned and rebuilt to improve accessibility.• Accessibility Enhancements: Resolved issues such as missing image alt text, low contrast, and redundant links.• Improved Features: Implemented ARIA roles, alt text for images, adjustable font sizes, and

	<p>accessible form labels. External links now open in new tabs, and navigation is now keyboard-friendly.</p> <ul style="list-style-type: none"> • Upgraded PHP version, introduced AAA+ font size adjustments, and applied various accessibility improvements across multiple pages. • Updated interactive and graphic-based subpages, including "Vote & Poll," to enhance accessibility compliance.
(b) Add a master setting function on the web and app and allow readers to set their personal preference of text size and light/dark mode for future visits.	Completed. The AAA+ font size adjustment function has been added to both the web and app, and contrast issues have been improved to meet accessibility contrast standards on both platforms.

3.3.2. Information on how to use the available accessibility functions provided by different browsers and computer operations systems to navigate the radio website is needed.

Action Planned for 2024-2025	2025 Update
<p>Create audio, video and article on how to do the following on our website:</p> <p>(a) Listen live.</p> <p>(b) Listen to news articles.</p> <p>(c) Watch videos.</p> <p>(d) Send accessibility feedback.</p> <p>(e) Get a copy of Fairchild Radio's Accessibility Plan and the subsequent Progress Reports, and that other formats are available upon request.</p>	<p>Completed.</p> <ul style="list-style-type: none"> • The video "How to Listen to Radio Using Alexa and Google Home" has been created. It covers how to listen live, access news articles, watch videos, and send accessibility feedback. • Additionally, PDFs titled "Listen to Fairchild Radio Using Voice Command" and "Accessibility Browser

	<p>Shortcut Keys" have been created.</p> <ul style="list-style-type: none"> • A copy of Fairchild Radio's Accessibility Plan and Progress Report can be downloaded from the accessibility page.
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3.3.3. For contests organized by Fairchild Radio, on top of online application, alternative formats of application will be needed.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan, review and improve (a) Registration by phone, email or in person will be accepted.	Completed. 100% registrations submitted by phone, email or in person were accepted.
(b) Downloadable application forms will be included in the application page, together with phone number and email address for additional assistance	Completed. 100% Downloadable application forms have been made available on the application page, together with the company's contact phone number and email address to offer additional assistance.

3.4. Communication Not Covered by ICT (Internal & External)

Fairchild Radio enhanced the accessibility of its internal and external communications through a variety of inclusive formats. All internal communications are now available in larger font and accompanied by audio versions, with alternative formats provided upon request.

In addition, Fairchild Radio remains prepared to accommodate communication needs beyond traditional digital formats, including providing audio alternatives for visually presented content and captioned videos for individuals with hearing impairments. These initiatives ensure that communication across the organization is both inclusive and responsive to a diverse audience.

Below are the barriers in communication not covered by ICT (internal & external) identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio taken during 2024-2025 to overcome these barriers:

3.4.1. More alternative formats of communication are needed for internal communication, in order to accommodate to different types of disabilities.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan, review and improve. (a) Internal memos, newsletters and emails will be in larger font size and have more graphs or charts to make them more accessible. Audio option will continue to be provided for those who prefer audio communication, and both the audio and text versions will be kept on intranet for staff to access them 24/7.	Completed. <ul style="list-style-type: none">• 100% of internal communications, including memos, newsletters, and emails, are formatted using font size 14 to enhance readability.• Over 80% of internal memos are distributed with audio files to support diverse accessibility needs.• Memos and newsletters are kept on intranet for staff to access 24/7.
(b) If the information is available only in paper format (e.g. notices for staff posted in the pantry), upon request, it will	<ul style="list-style-type: none">• Notices have been prominently displayed on the office pantry notice board

be made available in large print in 15 days, in Braille in 45 days, or in an electronic format in 15 days.	and included in the footer of all outgoing emails, informing staff and external stakeholders that alternative formats of information are available upon request.
(c) If the information is available only in a visual format (e.g. the presenter agreement), upon request, it will be made available in an audio format in 15 days.	<ul style="list-style-type: none"> • A memo was distributed to all staff summarizing the accessibility initiatives implemented in 2024 and outlining plans for 2025. The memo also reiterated that alternative formats of company information may be requested if required.

3.4.2. For our multicultural audience, American Sign Language and Quebec Sign Language may not suit our predominately Chinese speaking audience.

Action Planned for 2024-2025	2025 Update
Continue the practice and review if other formats are available.	On Track. The practice has been continuing. Fairchild Radio is prepared to provide text files and captioned videos to individuals with hearing impairments, upon request.

3.4.3. Although training has been provided to front desk personnel and other frontline staff on how to communicate with persons with disabilities, their knowledge need to be updated from time to time; also need to provide training to the rest of the staff.

Action Planned for 2024-2025	2025 Update
Continue the Sensitivity Training and extend it to all staff, a big step in fostering better relationships with our diverse staff and with guests, clients and listeners.	Completed. Please refer to section 3.1.2 (b) for further details on Sensitivity Training. To further enhance staff communication capabilities, a training session and workshop

	focused on effective communication with individuals who are visually impaired is scheduled for May 2025, in order to better equip staff to support persons with disabilities.
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3.4.4. Volunteers who help out at various events may not have proper and sufficient training on interacting with persons with disabilities.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's training. Target is 90% of our volunteers have received training on how to interact with persons with disabilities.	On Track. Over 90% volunteers participating in company-hosted events have received training on how to interact with persons with disabilities.

3.5. The Procurement of Goods, Services, and Facilities

During 2024–2025, Fairchild Radio emphasised accessible and inclusive procurement practices to support the diverse needs of its staff. Ergonomic equipment such as specialized chairs, keyboards, and standing desk converters was provided upon request, ensuring employees had the tools necessary for a comfortable and productive work environment. The completion of the dimmable lighting project provided additional flexibility for staff with visual sensitivities.

These accommodation efforts were acknowledged through employee feedback and remain under review to better support staff accessibility needs.

Below are the barriers in the procurement of goods, services, and facilities identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio taken during 2024-2025 to overcome these barriers:

3.5.1. After a consultation with Staff X, it is apparent that Staff X’s workstation is not configured to support proper posture and to reduce strain.

Action Planned for 2024-2025	2025 Update
(a) Provide additional ergonomic furniture and equipment such as specialized chairs and keyboards to support Staff X’s comfort and wellbeing.	On Track. <ul style="list-style-type: none">• In 2024, ergonomic equipment, including chairs, keyboards, mouse, and standing desk converters, was provided to staff with disabilities or upon request, including Staff X.• No further accommodation requests have been received to date.
(b) Conduct assessment as needed and make necessary changes to ensure a productive and comfortable working environment for all employees with disabilities.	

3.5.2. Staff with disabilities would like to adjust their surrounding environment to meet their needs in a self-directed way.

Action Planned for 2024-2025	2025 Update
(a) Execute the dimmable lights project.	On Track. <ul style="list-style-type: none"> • A dimmable lighting project was completed during 2023–2024 to support employees with visual impairments. • No additional requests related to lighting have been received.
(b) Provide height adjustable monitors upon request.	On Track. <ul style="list-style-type: none"> • Ergonomic standing desk converters have been made available to staff upon request. • No further improvement requests have been received to date.

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

Fairchild Radio is dedicated to delivering inclusive programs to all members of the community. Key advancements were made this year in ensuring that all programs and services are accessible to audiences with disabilities.

In 2024–2025, over 95% of local and national news was published in text format to support individuals with hearing impairments, and more than half included a Cantonese "listen" function. Instructional materials were created to guide audience in accessing services through voice assistants and smart devices. Efforts continue to expand captioning in pre-taped videos and ensure content is accessible across multiple languages and formats.

Below are the barriers in design and delivery of programs and services (mainly content accessibility) identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio taken during 2024-2025 to overcome these barriers:

3.6.1. Audience with disabilities may not be aware of how to access our radio services.

Action Planned for 2024-2025	2025 Update
Update the audio, video and article on Amazon’s Alexa, Apple’ Siri and Google Home in English, Cantonese and Mandarin, if any part of the procedure has changed, or if new technology is available.	Completed. The video on "How to Listen to Radio Using Alexa and Google Home" has been created. The video covers how to listen live, access news articles, watch videos, and send accessibility feedback. Additionally, the article "Listen to Fairchild Radio Using Voice Command" has also been created.

3.6.2. For members of our Chinese-speaking audience who have hearing impairment, more news in text format is needed.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan and increase the percentage to 65% of local and national news that are created by Fairchild Radio (i.e. not including subscribed news such as RTHK news) will be posted on our web and app in text format.	Completed. Over 95% of local and national news content produced by Fairchild Radio has been published on both the company website and mobile application in text format, ensuring accessibility for a broader audience.

3.6.3. For members of our Chinese-speaking audience who have hearing impairment, captions are needed in videos.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan and increase the percentage to 75% of the pre-taped (i.e. not live) videos will have captions.	Delayed. Over 50% of pre-taped videos have been captioned. For other videos without captions, supplemental text has been provided to support audience understanding. The company remains committed to enhancing accessibility and is actively working to expand captioning coverage to meet established requirements.

3.6.4. For members of our Chinese-speaking audience who have visual impairment, more audio files that describe the news articles are needed.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan and increase the percentage to 35% of local and national news that are created by Fairchild Radio (i.e. not including subscribed news such as RTHK news due to copyright issue) will have the "listen" function, and Cantonese and/or Mandarin audio files will be provided.	<p>Completed.</p> <ul style="list-style-type: none"> • On average, 53% of local and national news that are created by Fairchild Radio includes the "listen" function. • While this exceeded initial expectation, the feature is currently available for Cantonese-language news only. Collaboration is ongoing with EseeLynx to implement the same functionality for Mandarin-language content.

3.7. Transportation

In 2024–2025, Fairchild Radio addressed transportation-related barriers affecting individuals with disabilities. Flexible work arrangements, including remote work and carpooling options, were remain effective and under continuous review. Solution for accessible parking was ready if accommodation is required.

Fairchild Radio understands that transportation is an essential component of accessibility, and therefore, a directional map was published on the company’s website to guide public transit users and individuals with mobility impairments in locating the station.

Below are the barriers in transportation identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio taken during 2024-2025 to overcome these barriers:

3.7.1. Persons with disabilities may not know the radio station is accessible.

Action Planned for 2024-2025	2025 Update
Add a directional map on how to reach Fairchild Radio by bus. The map will mark the location of Fairchild Radio in the office building, and the nearby bus station. It will also highlight which entrance can enter Fairchild Radio conveniently and is wide enough for wheelchair users.	Completed. A directional map has been made available on the company’s website to assist individuals in reaching the station using various modes of transportation.

3.7.2. There is no handicapped parking space in the building, so it is not convenient for guests and visitors with disabilities to access to the station by car.

Action Planned for 2024-2025	2025 Update
Evaluate if the addition of designated parking spaces is effective in assisting staff with disabilities. Target is all	Modified. <ul style="list-style-type: none">• If accommodation is requested, two parking

employees with disabilities who are qualified for a designated parking space are accommodated.	<p>spaces nearest to the office entrance will be combined to create a compliant accessible parking spot.</p> <ul style="list-style-type: none"> • This initiative remains an ongoing priority, with continuous discussions underway with the building's property management to identify and implement feasible options.
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3.7.3. For staff members with disabilities who use public transportation, special accommodation needs to be made in extreme weather such as snow storm, or during a major transportation crisis such as bus drivers on strike.

Action Planned for 2024-2025	2025 Update
Evaluate the plan and improve, document the progress. Target is for every employee with disabilities to have a written plan created and tried out. The plan will include the staff's needs (e.g. need to use wheelchair or a crutch) and the staff's designated car pool driver(s).	<p>On Track.</p> <ul style="list-style-type: none"> • The flexible work schedule, work-from-home policy and the accommodation plan for staff requiring temporary carpool arrangements were developed and implemented since 2023-2024. • These policies remain effective, under active review and are being refined as needed.

4. Consultation

Fairchild Radio conducted accessibility consultations with individuals from the Richmond Centre for Disability (RCD) to support its efforts in identifying and removing barriers for individuals with disabilities, particularly those with low vision.

Although the consultation was conducted in Vancouver, the Toronto Office's website design was based on that of the Vancouver site. Therefore, the findings and recommendations from the consultation are also applicable to the Toronto Office.

When We Consulted

- **April 6, 2023:** Initial in-person consultation was conducted to identify barriers that individuals with low vision may encounter while using the internet.
- **June 13, 2024:** Follow-up in-person consultation was held to assess improvements made to Fairchild Radio's website and mobile app for individuals with low vision or other types of disabilities.

The 2023 consultation occurred during the early development of Fairchild Radio's accessibility strategy. The 2024 follow-up took place after the first phase improvements had been implemented.

Whom We Consulted

Two representatives from Richmond Centre for Disability (RCD), Mr. Tam and Mr. Leung, were consulted. While the names and position of these participants are included here with their permission, no additional identifying information is provided to respect privacy. The disabilities represented in these consultations were primarily related to low vision.

Representatives from Fairchild Radio:

- Ms. Seme Ho, Promotion Director of Fairchild Radio Vancouver
- Ms. Winnie Yau, Promotion Manager of Fairchild Radio Vancouver
- Mr. Carleton Yuen, Account Executive of Eseelynx Communication Ltd., the web and app development company of www.am1430.com.

Representatives from Richmond Centre for Disability (RCD):

- Mr. Tam, an individual born with low vision.
- Mr. Leung, the Technical Assistant of RCD who assists people of various types and levels of disabilities on computer and assistive technologies.

How We Consulted

The consultation was conducted in-person at Richmond Centre for Disability's facilities, located in the Greater Vancouver Area, British Columbia. This method was selected to allow participants to directly interact with Fairchild Radio's web and app interfaces using their own accessibility tools or settings. The setting allowed for live demonstrations, real-time feedback, and open discussions. All consultation sessions were conducted in an accessible environment, ensuring that participants were comfortable and able to use their own assistive devices where needed.

What We Consulted On

The consultations focused on the accessibility of Fairchild Radio's website and mobile application. The following topics were discussed:

- Font and icon size
- Layout and spacing of interactive forms
- Ease of navigation and usability for those with hand mobility impairments
- Accessibility features such as adjustable font size and audio playback options
- Visual clarity of images and spacing of captions
- Impact of pop-up advertisements and flashing graphics on navigation

Participants were asked to review both the desktop and mobile versions of Fairchild Radio's digital platforms and provide feedback, especially on the new accessibility functions, based on their real-time user experience.

Key feedback received:

Follow-up on the 2023 Consultation:

- Default font sizes were improved since the 2023 consultation.
- New font size adjustment icons were added on the right-hand side of the screen, allowing web users to adjust font size according to their own preferences. However, on the mobile app, the icon is placed at the top of the screen among other function icons, making it less noticeable.

- The “Listen to Audio News” icon was more noticeable on the app compared to the website. On the app, the icon was placed in an empty space, whereas on the web, it appeared at the end of the news headline, making it easier to overlook.
- The spacing of photos and text on both website and app has been improved. However, the line spacing for photo captions still requires further improvement.
- The new application form for the 2024 DJ Training Course was found to be easy to navigate and accessible. It was deemed user-friendly for individuals with low vision or hand mobility limitations.

Additional Consultation:

Beyond the follow-up review, Mr. Carleton Yuen of Eseealynx Communication presented several popular English and Chinese websites to Mr. Tam to solicit feedback for future enhancements of Fairchild Radio’s digital platforms. Key feedback included:

- Pop-up ads and flashing GIFs were seen as disruptive and not accessibility-friendly.
- Non-prominent color choices for graphics and text were noted to reduce readability and overall usability.

Results Summary

The feedback received greatly contributed to the enhancement of Fairchild Radio’s digital accessibility. Improvements already implemented in 2024 based on the consultation results in 2023, including:

- Larger default font sizes and adjustable font size features.
- Improved visibility of “Listen to Audio News” icons.
- Less crowded layout and better spacing on both web and mobile platforms.
- A more accessible application form for training courses.

Considerations for further improvement are being explored based on the suggestions received in 2024, including:

- Further enhancement of the visibility of font size adjustment and “Listen to Audio News” icons, and ensure the color is prominent.
- Further enhancement of caption spacing
- Redesigning pop-up content to ensure critical information included in the slider, the pop-up ad banners and the TV screen are not lost when pop-up blockers are enabled.
- Avoiding the use of flashing graphics and ensuring sufficient color contrast.

The consultation lasted less than an hour, and we thank Mr. Tam and Mr. Leung for their valuable insights and significant contributions to the development of a more inclusive digital platform for all users, particularly individuals with vision impairments.

5. Feedback

Fairchild Radio implemented its [Accessibility Feedback Process](#) and [Accessibility Feedback Form](#) on June 1, 2022, to facilitate the collection of feedback related to accessibility. Feedback may also be submitted via email, telephone, or mail. Individuals may choose to provide their name or remain anonymous when submitting feedback. All submissions will be retained for a minimum period of seven years.

As of the reporting date, no accessibility feedback has been received through the above feedback process. Nevertheless, Fairchild Radio remains committed to proactively gathering insights from employees, visitors, and external stakeholders to support continuous improvement in its accessibility practices.

Internal Accessibility Survey – Toronto Office

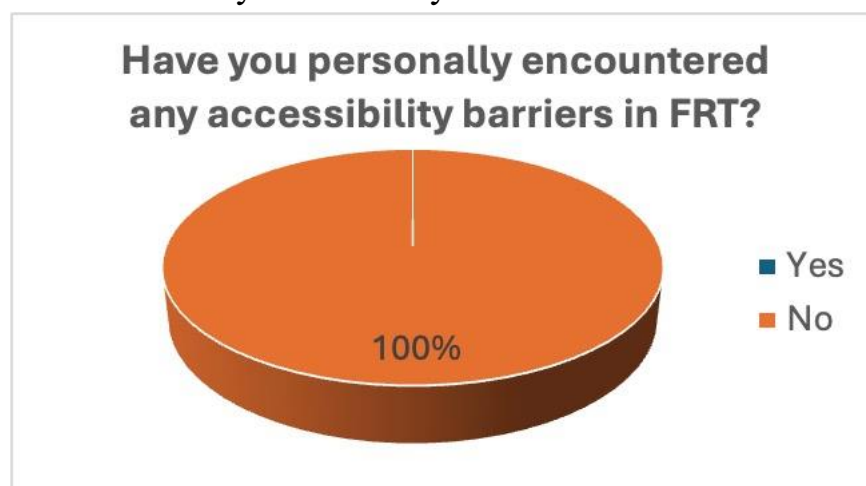
In addition to the consultation conducted with the Richmond Centre for Disability, as reported in section 4 “Consultation”, Fairchild Radio conducted an internal accessibility survey in early April. The survey was distributed to all employees in Toronto office, aiming to assess their experiences with accessibility, evaluate the effectiveness of current accessibility measures, identify any unmet accommodation needs and collect feedback on potential future accessibility initiatives.

Key Findings

1. Overall Accessibility Experience

- **No Barriers Encountered**

100% of respondents reported that they had not personally encountered any accessibility barriers within the Toronto Office.

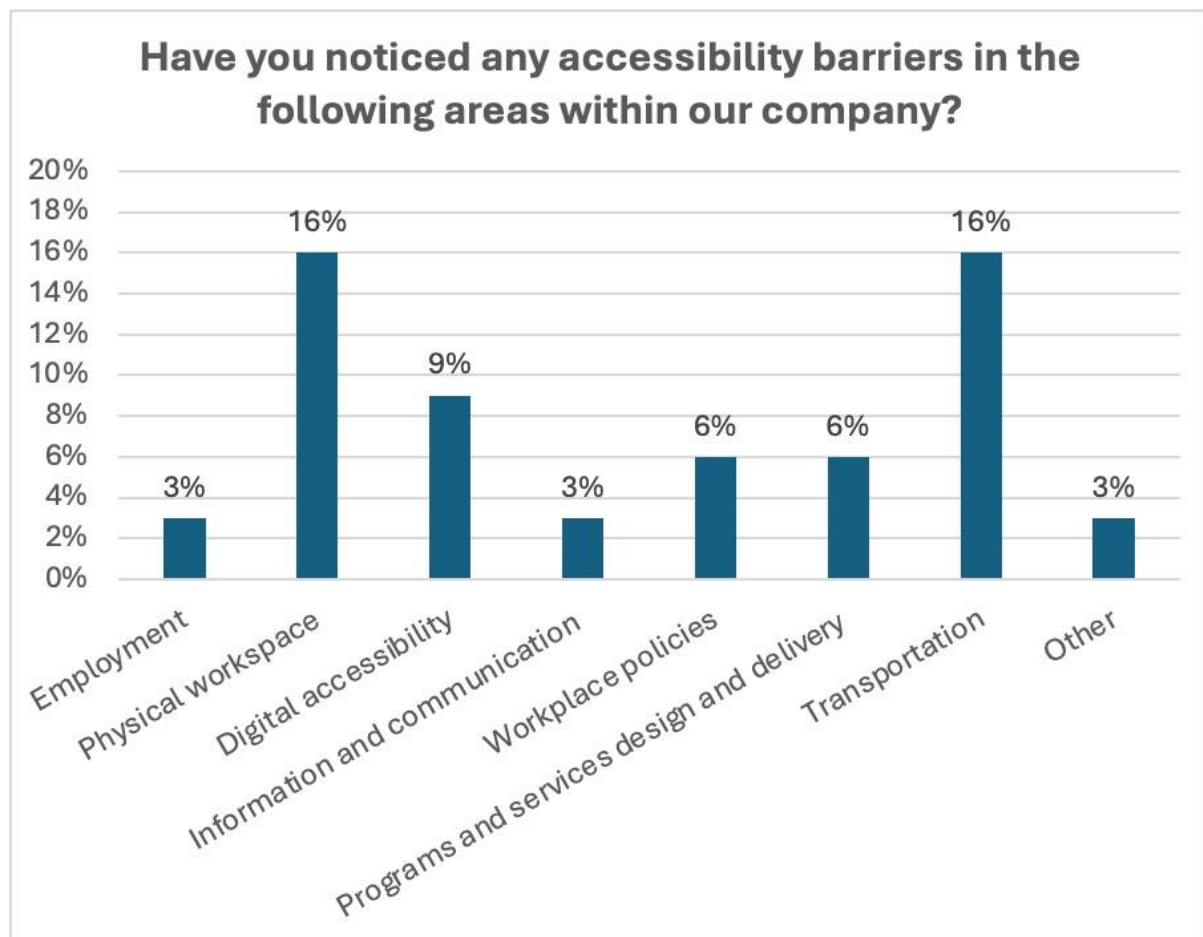


- **Minimal Accessibility Challenges Observed**

Over 90% of respondents indicated that they had not observed any accessibility barriers related to employment, digital accessibility, information and communication, workplace policies and the design and delivery of programs and services, throughout the workplace.

However, approximately 16% identified specific challenges in physical workspace and transportation, including:

- The absence of designated accessible parking spaces outside the office
- Insufficient lighting in one of the recording studios
- Low air-conditioning levels in the on-air room



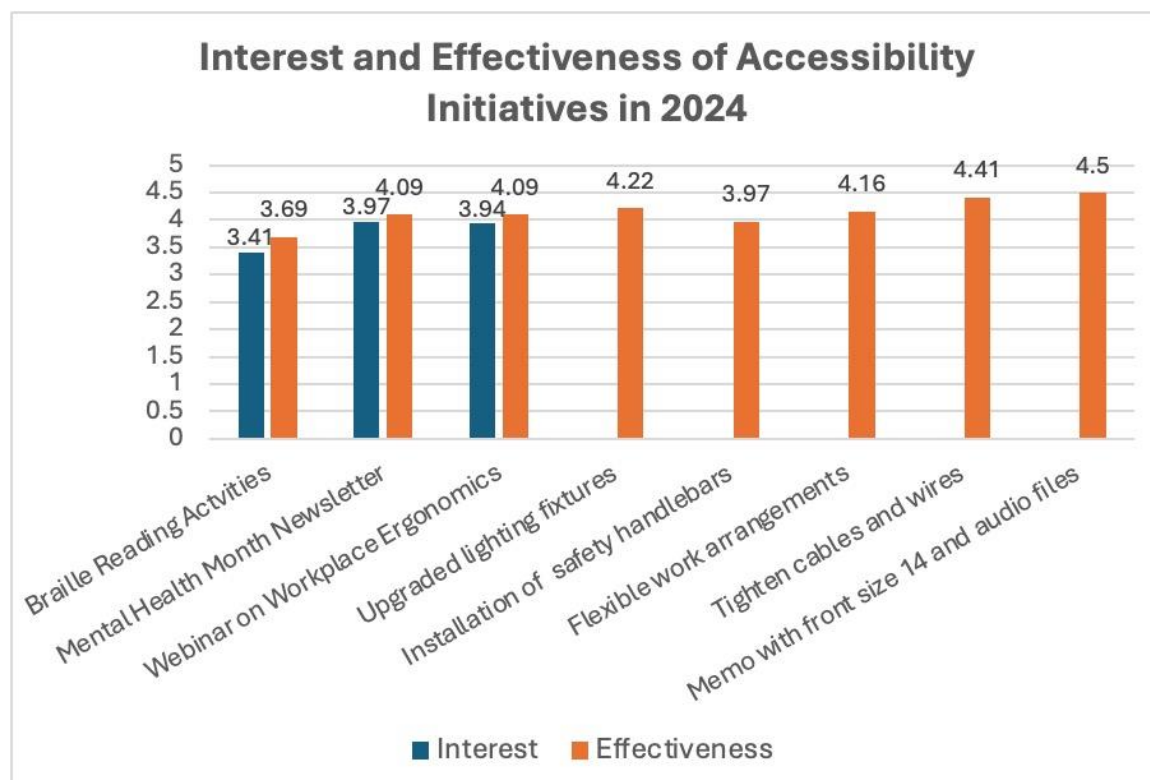
2. Evaluation of Accessibility Initiatives

Staff expressed particular interest in the 2024 accessibility-related activities, including:

- *Mental Health Month Newsletter* and *Workplace Ergonomics Webinar*, which achieved an average satisfaction rating exceeding 3.9 out of 5.
- Staff commented that the Braille reading activity was highly engaging, and the workplace ergonomics webinar was considered informative and useful.

Additionally, positive feedback was received regarding various accessibility enhancement and measures introduced to date, especially the following:

- Internal communications (memos, newsletters, emails) issued in font size 14 and supplemented with audio files (average rating of 4.5 out of 5).
- Tightened cables and wires under desks and workstations (average rating of 4.41 out of 5).
- Upgraded lighting fixtures in the storage room, electrical room, and small conference room (average rating of 4.22 out of 5).



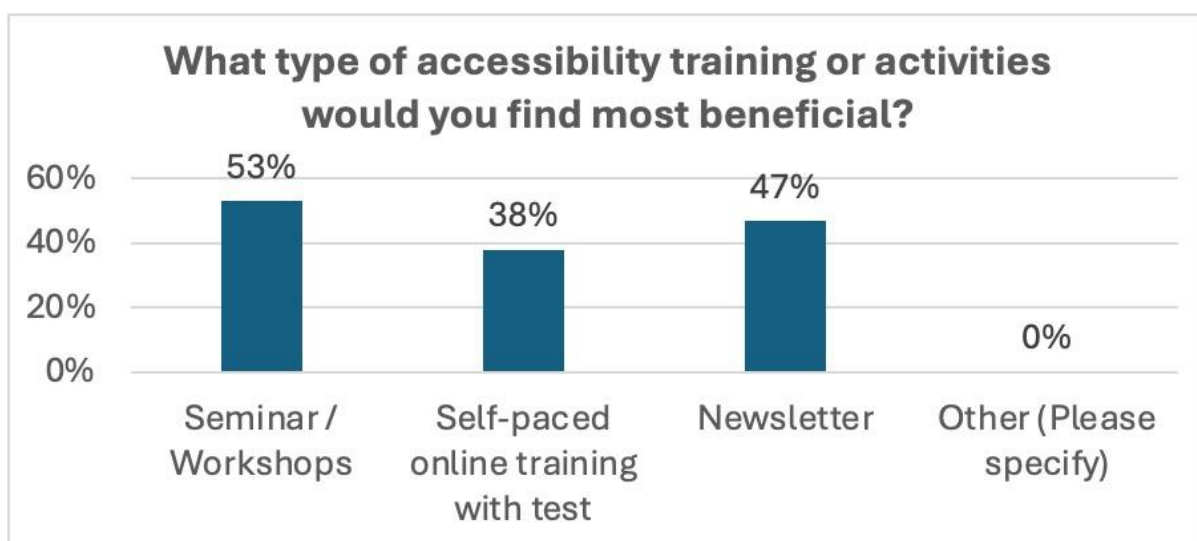
3. Accommodation Needs

97% of respondents indicated that they did not require accommodations at the time of the survey. One respondent (3%) requested an accommodation, however, upon review by the Accessibility Committee, it was determined that the request was not related to accessibility. As such, details are not included in this report, and appropriate follow-up will be conducted with the employee on an individual basis.



4. Preferred Formats for Accessibility Trainings

53% of respondents selected seminars and workshops as the most beneficial format for accessibility training, followed by newsletters for ongoing accessibility awareness and education (47%).



5. Additional Feedback

Some respondents provided additional feedback to further improve accessibility, including:

- Concerns regarding the leave application system, which currently limits access to in-office use only. This was identified as a potential barrier, particularly for employees who are unwell or unable to work onsite.
- The implementation of flexible working arrangements was viewed as both useful and considerate.

Next Step

All feedback has been shared with the Accessibility Committee and relevant departments for review and follow-up. Issues identified through the survey will be carefully considered, and appropriate actions will be taken to address them where feasible. Furthermore, these findings will be formally documented and, where applicable, integrated into the next Accessibility Plan to ensure continuous improvement in creating an inclusive and barrier-free workplace.

6. Glossary

In alphabetical order

ACA:

Accessible Canada Act

Accessibility:

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

Accessibility Committee:

Established in 2022 and comprised of management as well as staff who are essential in improving Fairchild Radio's accessibility, the Fairchild Radio Accessibility Committee is in charge of executing accessibility policies, collecting feedback and providing assistance to persons with disabilities.

Barrier:

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

Disability:

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

DJ Training Course:

A radio broadcasting training course organized by CHKT-AM1430.

Eseelynx:

Eseelynx Communication Ltd., the web and app development company of www.am1430.com

ICT:

Information and Communication Technologies

IDEA:

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

JBVC:

Joy Beyond Vision Community

RCD:

Richmond Centre for Disability

RTHK:

Radio Television Hong Kong, the public broadcasting service in Hong Kong that provides audio files of Cantonese news to Fairchild Radio.