

Corus Entertainment Inc.

2024 Accessibility Progress Report

June 1, 2024

This report outlines Corus Entertainment Inc.'s ("Corus")¹ progress on its strategies and action plan to continue to prevent and remove barriers to accessibility and meet the requirements under the Accessible Canada Act (ACA), 2019; the Canadian Radio-television and Telecommunications Commission (CRTC) Accessibility Reporting Regulations¹; and the Accessibility for Ontarians with Disabilities Act (AODA). Corus' Multi-Year Accessibility Plan can be found [here](#). Our Accessibility Plan will be reviewed and updated at least every three years to ensure ongoing compliance with applicable legislation and to ensure that measurable progress is being made in identified areas.

1. GENERAL

Provide Feedback, request an alternative format or contact us.

For questions, feedback, to request this plan or our feedback process in an alternate format or to obtain more information on this accessibility plan, please contact our Senior Director of Regulatory Compliance and Licensing in one of the following ways:

Telephone: 416-934-4696

Email: accessibility@corusent.com

Online webform: www.corusent.com/accessibility/ to fill a feedback form either with your contact information or anonymously.

Mail: Attention: Senior Director, Regulatory Compliance and Licensing, Legal,
Regulatory and Governance Department
Corus Entertainment
Corus Quay
25 Dockside Drive
Toronto, ON M5A 05B

¹ Including the following Corus-owned subsidiaries, which are collectively licensed by the CRTC under the Broadcasting Regulatory Policy 2010-167 ("A group-based approach to the licensing of private television services"): YTV Canada Inc., Country Music Television Ltd., 591987 B.C. Ltd., OWN Inc., 4537459 Canada Inc., 7202377 Canada Inc., Teletoon Canada Inc., 3923181 Canada Inc., 8504644 Canada Inc., 9329994 Canada Inc., Corus Television Limited Partnership, Mystery Partnership, TVtropolis General Partnership, Corus Limited Partnership and Corus Media Global Inc., Food Network Canada Inc., HGTV Canada Inc., History Television Inc., Life Network Inc., NGC Channel Inc., and Showcase Television Inc. Also includes Corus-owned subsidiaries 591989 B.C. Ltd. and Corus Radio Inc.

Executive Summary

Corus is a driving force in the media industry with a diverse portfolio of strong brands that entertain and inform audiences through great storytelling and compelling content, reaching millions of people around the world every day.

Engaging audiences since 1999, the company's portfolio of multimedia offerings encompasses 33 specialty television services, 39 radio stations, 15 conventional television stations, a suite of digital and streaming assets, technology, and media services. Corus is an internationally renowned content creator and distributor through Nelvana, a world class animation studio expert in all formats, and Corus Studios, a globally recognized producer of hit scripted and unscripted content. The company also owns innovative full-service social digital agency so.da, lifestyle entertainment company Kin Canada and children's book publishing house, Kids Can Press. Collectively, Corus employs approximately 3,100 full-time, part-time, and casual employees.

Our Commitment to Accessibility

At Corus, our shared commitment is to respect and nurture a diverse, equitable, inclusive and accessible environment across the organization, treating all people in a way that allows them to maintain their dignity and independence.

We will strive to meet the needs of people with all abilities in a timely manner and will do so by identifying and removing barriers to accessibility and preventing new barriers in priority areas. We will make every reasonable effort to accommodate people with disabilities.

We understand and value the importance of conducting business and providing services in the communities where we operate in a manner that respects the dignity and independence of all our people, partners, clients, and customers. We view our accessibility efforts as an ongoing partnership with our customers and employees and welcome feedback on how we can continue to improve opportunities for people with all abilities.

Accessible Canada Act

In July 2019, the Accessible Canada Act (ACA) came into force. The overarching goal of the ACA is to realize a barrier-free Canada by 2040. The ACA benefits all Canadians, especially persons with disabilities, through the proactive identification, removal, and prevention of barriers to accessibility in seven priority areas:

- employment
- the built environment
- information and communication technologies (ICT)
- communication, other than ICT
- the procurement of goods, services, and facilities

- the design and delivery of programs and services
- transportation

The ACA requires regulated entities to prepare and publish accessibility plans, establish feedback processes and report openly on progress. The purpose of the accessibility plans is to create measures aimed at the identification, removal, and prevention of barriers.

Accordingly, as a federally regulated entity Corus is required to publish accessibility plans and progress reports that describe the actions taken to implement our plans.

As explained above, the ACA identifies seven priority areas, of which six are areas relevant to Corus: employment, the built environment, information and communication technologies (ICT), communication other than ICT, the design and delivery of programs and services, and the procurement of goods and services. Corus does not provide transportation services and therefore that area is excluded from the plan.

Consultations

During the implementation of Corus' accessibility plan, we undertook an internal consultation with employees to help develop and guide the plan. It was important that the consultations engage our employees, who are familiar with the structure, physical environment, and culture of Corus as they would be best placed to help us identify barriers to accessibility and impact. We also took part in working groups to discuss areas such as closed captioning and described video. In 2023 we also undertook consultations with ODEN to review our job posting function through an accessible lens and implement measures to improve in this area.

2023 Progress Report

Corus remains committed to promoting an equitable work environment and meeting the needs of people with all abilities in a timely manner. We will continue to work on increasing our representation and remain dedicated to reducing bias and barriers. We are committed to the implementation of our Accessibility Plan as a first step towards a fully accessible Canada by 2040.

This progress report identifies our successes, barriers, and our plans for improvement for a more accessible future.

2023 Feedback

In 2023, Corus received ten inquiries regarding accessibility through our online web form. Eight of these related to technical issues with closed captioning, one related to the absence of ASL, and one related to the use of a screen reader on our Globalv.com website. Eight of the ten concerns were addressed with a satisfactory resolution. Of the remaining two, one did not provide enough context or contact information for follow up,

and the ASL complaint was followed up with the producer of the program for their consideration.

2. AREAS DESCRIBED UNDER SECTION 5 OF THE ACCESSIBLE CANADA ACT

I. Employment

As per Corus' Diversity Equity and Inclusion (DEI Mission) - "to value and actively involve the full range of what makes people unique, addressing biases and barriers to level the playing field, in order to create a strong and innovative company where amazing people thrive", the Company continues to enhance how it sources, attracts, and retains employees, with a lens of diversity, equity and inclusion, which includes addressing employment-related barriers to accessibility.

The CEO and the Executive Vice President, People & Communications share accountability for creating a culture of inclusion, workforce diversity, and equity at Corus.

The Diversity, Equity and Inclusion (DEI) team drives the ongoing development and implementation of the DEI strategy. The Head of DEI reports directly to both the CEO and Executive Vice-President, People and Communications. In addition to implementing the strategy and action plan, the DEI team also provides advice to business lines about business-specific issues related to DEI. This team also oversees and helps implement DEI training.

The DEI Council oversees the Employment Equity Plan and provides business-driven insight and advice on how to bring our DEI Mission and Vision to life across Corus. The council includes representation from management, non-management, and union areas; various geographic locations; a range of groups and identities; and leaders of our Employee Resources Groups (ERGs).

Action Plans:

In accordance with our Employment Equity Plan (EEP), in 2023 our priority was to introduce the following employment-related initiatives related to employees with disabilities with disabilities:

Recruitment, Selection and Hiring:

Accessibility Plan Action Step	Action Taken in 2023
Review job postings with an accessible lens.	Completed in 2023. Following a consultation with ODEN, the initiatives below were implemented.
Develop a set of job posting guidelines, which will help our internal recruiting	Completed in 2023, Corus updated our job postings templates to include guidance and inclusive language,

teams and hiring managers create more inclusive job postings (2023).	including bona fide job requirements. All postings are now reviewed by the Talent Attraction team for adherence to this guidance prior to posting.
Develop interview guidelines to include accommodations during interview stages.	Completed in 2023.
Review Corus websites for images and messaging that present barriers to employment and/or bias.	Action step moved to 2024.
Continue to offer paid internships through the Corus Futures program including targeted internships for persons with disabilities.	Action step moved to 2024.

Training, Learning and Development:

Accessibility Plan Action Step	Action Taken in 2023
Develop and provide education materials for all staff about disabilities and continue to support the All-Access Employee Resource Groups (ERGs).	Continued to support the All-Access ERG. Offered an eLearning module about disability to all People Leaders. Developed two DEI training programs which included accessibility to be piloted and rolled out in 2024 with a plan to provide education to all employees with a target date of completion by 2025.

Accommodation:

Accessibility Plan Action Step	Action Taken in 2023
Review the Employee Accommodations Process, and Implement a regular consultation with the All Access ERG on that subject.	Action Step moved to 2024.
Continue to coach and inform leaders on the Flexible Work Arrangements Policy and having conversations with team members.	Continued and ongoing.
Continue to coach and inform leaders on about the Employee	Continued and ongoing.

Accommodations Process and having conversations with team members.	
Conduct an assessment of all employee facing documents for barriers and address those barriers.	Action Step moved to 2025.

II. The Built Environment

Current Practices

Corus recognizes that addressing barriers in our built environment is an important aspect of meeting the ACA principles. Our priority is to ensure employees, vendors, visitors, partners, and the community are not confronted with accessibility issues while on-site (or on the property). At Corus, we recognize that our buildings and associated infrastructure may have different built environment barriers that may require additional consultation and a phased approach.

The People and Culture and the Facilities teams at Corus work together to promote an environment that welcomes and addresses concerns, ideas, or recommendations for improvement. We address concerns raised by employees or visiting community members and coordinate repairs and upgrades, but we know more is required - addressing barriers goes beyond meeting the minimum standards.

Corus met the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by January 1, 2017. The majority of our buildings are fully accessible with the exception of four sites that have second floors currently without elevator services. If access is required to one of the four sites, accommodations are made.

We are in the process of identifying potential attitudinal, information/communications, technology, organizational and architectural/physical barriers at our locations, and have established a committee which reviews capital improvements and minor renovations, including requests to remedy issues related to accessibility.

Corus employs four certified full-time staff to perform both Level 1 and Level 2 ergonomic assessments. This enables us to undertake cost effective and timely assessments. We accommodate all reasonable requests to modify workstations.

We recognize that relying on individuals to identify barriers can be challenging. To support a more proactive approach, our People and Culture team regularly evaluates accessibility and makes requests to the facilities team for adjustments to the physical built environment. Our Facilities team provides training on equipment or building systems that are installed to increase accessibility.

For locations where Corus employees interact with customers, our Policies for Customer Service Standards and Integrated Standards include accessibility considerations and are available on the Corus website and internal intranet.

We have a process for employees to request individual support in emergency situations such as a building evacuation, which resulted in individualized plans being developed. These plans are reviewed on an ongoing basis.

Action Plans:

Accessibility Plan Action Step	Action Taken in 2023
Continue ongoing facilities evaluation and conduct formal reviews at each physical site to address barriers to physical access.	Ongoing facilities evaluation and reviews continued in 2023. Initial plan slated this action for 2024.
Engage with counterparts of leased buildings to address barriers.	Initial Accessibility Plan slated this action for 2024.
Develop a 5-year capital investment schedule to prioritize and address upgrades required – including door openers, signage, lighting, ramps, elevators, turning radii, washroom facilities, etc.	Initial Accessibility Plan slated this action for 2024. Automatic door openers added at Corus Quay main offices in 2023.
Expand a monthly health and safety building inspection report to include issues related to accessibility.	Initial plan slated this action for 2024.

III. Information and Communication Technologies (ICT)

Current Practices:

At Corus, we continue to leverage the skills and expertise of our digital/information technology and communications teams to help us alleviate challenges and find ways to support accessibility solutions for persons with disabilities using our websites.

We regularly undertake website audits to help ensure our websites and company intranet are accessible and comply with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. The Digital Technology department is committed to remediating all accessibility challenges across level A and AA issues.

Our websites are dynamic in nature; we regularly add new features and content. Our teams remain committed to checking Site Improve and remediating any new accessibility issues that arise because of a new feature or content. Team members have

added the Site Improve browser extension to enable them to see accessibility issues at the page level and remediate them as they go through website updates.

Action Plans:

Accessibility Plan Action Step	Action Taken in 2023
Ensure the collective accessibility scores of our 33 Corus websites remain above an 85/100 Site Improve score, which aligns with the WCAG 2.0 Level AA accessibility guidelines.	Task completed in 2023 and continues in 2024.
Check Site Improve regularly to remediate any new accessibility issues that arise because of new features or content.	Task completed in 2023 and continues in 2024.
Conduct ongoing Site Improve accessibility training and support for new members of the digital technology teams.	Task completed in 2023 and continues in 2024.

IV. Communication, other than ICT

Current Practices:

As a broadcaster and content creator, Corus communicates in a variety of ways with the public and the communities that we serve including on-air content, customer relations, and content that we create and/or provide as accessible.

Corus is committed to conducting business and providing services in these communities in a way that respects the dignity and independence of all our people, partners, clients, and customers.

Action Plans:

Accessibility Plan Action Step	Action Taken in 2023
We will continue our shared commitment to respect and nurture a diverse and accessible environment across the organization.	Task completed in 2023 and continues in 2024.
We will remain committed to meeting the needs of people with varying abilities in a timely manner and will do so by preventing and removing barrier to accessibility, including Communications.	Task completed in 2023 and continues in 2024.

V. The Procurement of Goods, Services and Facilities

Current Practices:

In 2022, Corus introduced a Supplier Code of Conduct. Included in this code is an expectation that our suppliers will similarly embrace the benefits of and commitment to a diverse workforce to drive innovation and commercial success. We require our suppliers to provide us with diversity data to support our reporting.

In our Television Broadcast division, Corus seeks to procure all programs with Closed Captioning (CC), and where applicable, with Described Video (DV). When content is delivered without CC Corus ensures the content is captioned prior to air. For content delivered without DV, all attempts are made to describe the required content prior to air. For programming without DV subject to a regulated DV exception, a logo is displayed at the start of the first airing and an audio notification is provided indicating that any repeat broadcast will be aired with DV.

For more information, please see the section of this Plan titled “The Design and Delivery of Programs and Services”.

VI. The Design and Delivery of Programs and Services

Corus is a leading media and content company that develops and delivers high-quality brands and content across platforms for audiences around the world. In addition to our role as a broadcaster, we create and produce news, lifestyle, animation, and entertainment content as well as children’s books for domestic and international audiences. We recognize the important role we play as we collectively work together to build a more accessible future.

Our goals are informed by a diverse set of inputs from stakeholders, from formal consultation processes to informal conversations among colleagues. To establish our priorities, we consider the relative importance of various issues to society as well as our company’s ability to take effective action on each issue. We also take into account factors such as:

- Our people: Our employees and directors provide valuable input and feedback.
- Research and expert opinion.
- Audiences and users: We receive and respond to feedback from our audiences and users on a wide range of topics, including accessible programming. Anyone can share comments, feedback, and concerns with Corus online (web, email, social), or by phone, or regular mail.

Current Practices:

Television

Operating in Canada's highly regulated broadcast environment, Corus is committed to leadership and compliance in the area of accessibility. Corus embraces our responsibilities as a Canadian broadcaster and our services operate with discipline in meeting our licensing requirements. Audiences can use a public resolution process through the CRTC to address any concerns regarding the accessibility of our programs.

Closed Captioning

Closed captioning ("CC") makes TV programs accessible for people who are deaf, deafened, or hard of hearing by translating audio into text captions displayed on the screen. The captions also identify who is speaking and the emotions they are feeling, and include icons for elements such as music (♪♪).

Corus is currently required to provide quality closed captioning for 100% of the English- and French-language programs, advertising, sponsorship messages and promos broadcast over the broadcast day.

Corus is further required to provide audio description of Canadian information programs, including news. Audio Description ("AD") relies on a program host or announcer to provide a voice-over by reading aloud or describing key elements of programming, such as text and graphics that appear on the screen. It is often used for information-based programming, including newscasts, weather reports, sports scores, and financial data. Most broadcasters are required to provide audio description.

Described Video

Described Video ("DV") is a narrated description of a program's main visual elements, such as setting, costumes, or body language. The description is added during pauses in dialogue and enables people to form a mental picture of a program. It works best for prerecorded programs, such as dramas and documentaries.

For its television stations, Corus is currently required to provide described video for certain English- and French-language programming that is broadcast during prime time.

Content

Corus is an internationally renowned content creator and distributor through Nelvana, a world class animation studio expert in all formats, and Corus Studios, a globally recognized producer of hit scripted and unscripted content. Nelvana provides CC content on request to third-party licensees.

Corus is also home to Canada’s fastest growing podcast network Curioscast. The award-winning Curioscast network launched in 2018 and is home to internationally recognized brands with diverse audio storytelling.

Action Plans

Accessibility Plan Action Step	Action Taken in 2023
If closed captioning is available, Corus will continue to provide viewers with a closed-captioned version of all programming broadcast during the overnight period.	Action step met in 2023.
When programming with closed captioning on traditional platforms is made available on non-linear online platforms operated by Corus, Corus will continue to provide the closed captioning on non-linear online platforms.	Action step met in 2023.
Corus will continue to display a standard described video logo and broadcast an audio announcement indicating the presence of described video before the broadcast of each described program; and make information available regarding the described programs that it will broadcast.	Action step met in 2023.
Corus will continue to participate in working groups dedicated to accessibility in broadcast.	Action step met in 2023.
Relating to news programming: whenever ASL is supplied with a video feed for news/information programming, Corus will run that feed with the ASL window as supplied.	Action step met in 2023. Corus continues to provide an ASL window when provided, for example The February 14 th , 2024 funeral of Canadian politician Hazel McCallion.
Corus continues to develop and implement a plan that will ensure that news and information programming that airs on television can be rebroadcast as segments on our website with CC intact.	In the past year, Global News has engaged in a project to ensure all of our flagship newscasts in every major market are available in full closed captioning, on both Globalnews.ca and the Global TV app. As of June 2024, evening newscasts from all of our of major markets, as well as all

	<p>national shows such as Global National, The West Block, Crime Beat and more will be available in full closed captioning.</p> <p>Moving forward, we aim to expand our closed captioning to all web clips uploaded from our broadcast news properties owned and operated digital platforms.</p>
--	--

VII. Transportation

Corus does not undertake transportation services.

Glossary

The following terms are defined by the Accessible Canada Act:

barrier means anything — including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. (obstacle)

disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society. (handicap)

DISABILITY is also defined in the Accessibility for Ontarians with Disabilities Act (AODA) by which Corus is also governed. It includes both visible and non-visible disabilities. A disability is:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, including but not limited to diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition or mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder;
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;
- A disability may be either permanent or temporary.