Golden West Broadcasting Ltd.

Accessibility Plan (2026–2029)

Published: June 2026

1. Policy Statement and Intent

Golden West Broadcasting Ltd. ("Golden West") is committed to a barrier-free Canada and to providing an inclusive, accessible environment for all persons, including employees, job applicants, listeners, clients, suppliers, contractors, and visitors.

In developing this Accessibility Plan, Golden West considered the principles set out in section 6 of the Accessible Canada Act. The plan promotes dignity, equal opportunity, and barrier-free participation by focusing on the identification, removal and prevention of barriers. Golden West considered the diverse experiences and needs of persons with disabilities when identifying accessibility priorities and developing actions. Accessibility feedback mechanisms and consultations were used to incorporate the perspective of persons with disabilities, and the organization will continue to seek input as the plan evolves. Planned actions were developed with the objective of progressively improving accessibility across our operations, workplaces, communications, digital platforms and services.

Accessibility at Golden West supports our core purpose: **We exist to make our communities better.**

2. Contact Information and Feedback

Contact for Accessibility Feedback and Requests:
Human Resources Manager
Golden West Broadcasting Ltd.
PO Box 950
Altona, MB R0G 0B0
Phone: 204-324-2337
Email: gwhr@goldenwest.ca

Feedback may be submitted anonymously and in any format preferred by the individual.

3. Executive Summary

Golden West Broadcasting Ltd. is a Canadian-owned radio and digital media company operating 38 radio stations and 18 online media resources across Manitoba, Saskatchewan, and Alberta, serving primarily small and medium-sized communities.

As a broadcaster and content provider, our accessibility responsibilities extend beyond physical workplaces to include:

- Employment practices
- Public communications and on-air content
- Digital platforms and online services
- Advertising, programming, and community engagement

- Client and listener interactions

Golden West supports accessibility not only through policy compliance, but through ongoing community investment, access-conscious broadcasting, and employee accommodation practices.

Public feedback was solicited during development of this plan. No formal submissions were received. In the absence of feedback, Golden West relied on internal consultations, industry standards, and lived workplace experience to identify barriers and establish removal strategies.

4. Definitions

Barrier:
Anything physical, architectural, technological, attitudinal, informational, communicational, or systemic that hinders the full and equal participation of a person with a disability.

Disability:
Any physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, whether permanent, temporary, or episodic, that interacts with a barrier.

5. Accessibility Plan Governance

Accessibility Committee
Golden West maintains an Accessibility Committee, which includes representatives from Human Resources, Operations, Programming, Digital Media, and Management.

The Committee is responsible for:

- Reviewing feedback
- Identifying barriers
- Recommending mitigation actions
- Monitoring timelines and progress
- Supporting compliance with ACA requirements

6. Accessible Formats

This Accessibility Plan is available upon request in:

- Print
- Large print
- Audio
- Electronic

Formats will be provided within 45 days of request.

Requests may be made by phone, email, or through accessibility feedback links located on Golden West community portals.

7. Areas of Accessibility and Planned Actions

7.1 Employment Practices

Why this area matters:
Employment practices are central to Golden West's ability to attract, retain, and support skilled talent across all roles. As a broadcaster operating in multiple communities, often with small teams and

time-sensitive production demands, accessible employment practices help ensure that qualified individuals can participate fully in the workplace without unnecessary barriers.

How it supports broadcasting operations:
Inclusive hiring, accommodation, and flexible work practices strengthen operational resilience in radio and digital environments where schedules can be irregular, roles are diverse, and live broadcasting requires reliability and continuity. Accessible employment practices also support compliance with federal obligations while reinforcing Golden West's role as a responsible employer within the communities it serves.

Golden West is committed to fostering inclusive and accessible employment practices across the organization. Between 2026 and 2029, we will:

- Maintain and formalize a consistent Accommodation Request and Review Process, documented and shared internally
- Provide training to hiring managers and people leaders on:
    - Disability awareness
    - Inclusive interviewing practices
    - Duty to accommodate under federal legislation
- Ensure leaders are equipped to respond appropriately when a disability is disclosed:
    - Acknowledge the disclosure respectfully and invite discussion on any accommodation needs
    - Focus on understanding functional limitations and requirements to support the employee in their role
    - Avoid assumptions and ensure expectations remain grounded in the essential duties of the position
- Periodically review roles to identify reasonable opportunities for:
    - Flexible scheduling
    - Modified duties
    - Remote or hybrid work, where operationally feasible

7.2 Built Environment

Why this area matters:
Golden West operates a range of facilities, including offices, studios, and public-facing spaces, many of which were constructed for broadcast functionality. Ensuring these environments are usable by employees, contractors, visitors, and community members is essential to safe and inclusive operations.

How it supports broadcasting operations:
Broadcast facilities must allow staff and guests to move efficiently during live programming, technical setup, interviews, and emergency situations. Accessible physical environments help ensure that on-air talent, production staff, and visitors can participate safely and confidently in broadcasting activities.

Golden West operates facilities of varying age, design, and function. To support accessible physical environments, we will:

- Consider accessibility as part of planning for:
    - Renovations
    - New leases
    - Acquisition or development of facilities

- Integrate accessibility considerations into capital and space planning, including:
    - Door hardware and entry features
    - Workspace clearance
    - Furniture and studio layout
- Address physical accessibility improvements on an incremental basis, prioritizing:
    - Employee access
    - Safety
    - Public-facing spaces

7.3 Information and Communication Technologies (ICT)

Why this area matters:
Digital platforms are a core part of how Golden West delivers news, advertising, and community information. Websites, online forms, streaming content, and internal digital tools are primary access points for audiences, employees, and advertisers.

How it supports broadcasting operations:
Accessible ICT ensures that broadcast content, emergency information, employment postings, and audience engagement opportunities are available to the widest possible audience. Improving digital accessibility also supports content reach, regulatory compliance, and public trust in Golden West as a reliable source of information.

Golden West will continue working toward accessible digital platforms and tools by:

- Advancing alignment with the Canada Accessibility Standard where practicable
- Taking steps to ensure:
    - Online forms are easy for followers to use
    - Images include alternative text where appropriate
- Captioning training and informational video content when feasible
- Considering accessibility features and limitations when selecting new digital platforms, software, and vendors

7.4 Communication Other Than ICT

Why this area matters:
Radio relies heavily on spoken communication, both on-air and within day-to-day operations. Clear and accessible communication is essential for listeners, advertisers, guests, and employees with diverse communication needs.

How it supports broadcasting operations:
Accessible spoken and written communication improves listener comprehension, advertiser effectiveness, workplace safety, and internal coordination—particularly in fast-paced broadcast environments where clarity and accuracy are critical.

To support clear and accessible communication, Golden West will:

- Encourage announcers, writers, and on-air staff to:
    - Use clear, plain language
    - Avoid unnecessary speed in spoken delivery

- Ensure signage within facilities is:
    - Clear and legible
    - Positioned to support ease of navigation

7.5 Procurement of Goods, Services, and Facilities

Why this area matters:
Golden West depends on a range of external vendors for broadcasting equipment, digital platforms, software, and services. Procurement decisions can have long-term impacts on accessibility for both employees and audiences.

How it supports broadcasting operations:
Considering accessibility during procurement helps avoid introducing systems or tools that limit participation or require costly retrofits. This supports sustainable operations and ensures that core broadcast and digital systems remain usable across diverse needs.

Golden West will integrate accessibility considerations into procurement practices by:

- Evaluating accessibility features when practical during purchasing decisions
- Incorporating accessibility considerations into future procurement guidelines and decision-making processes

7.6 Design and Delivery of Programming and Advertising

Why this area matters:
As a community broadcaster, Golden West plays a key role in reflecting local voices, sharing information, and connecting people through programming and advertising.

How it supports broadcasting operations:
Accessible and inclusive programming increases audience reach, strengthens community engagement, and ensures that content can be understood and accessed through multiple formats. This supports Golden West's mandate to inform, entertain, and represent the communities it serves.

As a broadcaster with a dedicated digital news division, Golden West recognizes the importance of inclusive and accessible content across both on-air and online platforms. We will:

- Continue to produce digital news content that complements and expands on our on-air reporting, including articles, summaries and other written formats.
- Be intentional about inclusive practices in news coverage, including story selection, interview subject, and how we reflect the communities we serve.
- Continue to promote and support community initiatives and fundraising efforts that advance accessibility and inclusion.

7.7 Transportation

Why this area matters:
Many broadcast roles involve travel for news gathering, promotions, community engagement and serving our customers across our rural and regional markets.

How it supports broadcasting operations:
Considering transportation needs supports equitable participation in roles that involve travel while maintaining consistent coverage and engagement. Flexible approaches to travel and remote participation help ensure that operational needs are met without excluding qualified employees.

To support accessibility related to work-related travel, Golden West will:

- Consider transportation requirements during hiring and role planning

- Adjust duties where reasonable when transportation limitations exist
- Support alternatives to travel, including remote participation, when operationally feasible

8. Consultations

Golden West undertakes ongoing consultations through:

- Internal staff feedback channels
- Weekly management reporting on accommodation needs
- Public accessibility feedback forms on websites
- Informal engagement with community organizations advocating for accessibility

9. Submitting Feedback

Feedback may be submitted by employees or the public:

- Online via community portals
- Via email, phone, or mail
- In any format preferred by the individual

Feedback may be anonymous and remain confidential unless permission is given.

10. Progress Reports

Golden West will prepare and publish **Accessibility Progress Reports** as required under the Accessible Canada Act.

Reports will include:

- Actions taken
- Barriers identified and addressed
- Feedback received
- Consultation outcomes

Progress reports are available in accessible formats upon request.

11. Training

Golden West will continue to provide training related to:

- Accessibility awareness
- Mental health and disability inclusion
- Accommodation responsibilities

Training may be delivered in person or virtually, and updated based on identified needs.

12. Budget and Resources

Golden West commits appropriate resources to:

- Accessibility improvements
- Training initiatives
- Accommodation needs

In addition, our stations will continue to provide promotional and charitable support to community organizations improving accessibility and inclusion.

13. Record Retention

Accessibility plans, progress reports, and feedback records are retained for seven (7) years in accordance with legislation and privacy requirements. Personal information is protected and redacted where required.

This Accessibility Plan is published in an electronic format designed to meet WCAG Level AA requirements.