

2025 ACCESSIBILITY PROGRESS REPORT

Sunday, June 1 2025

R Δ L L Y

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1. General

1.1 Statement of Commitment

This Progress Report refers to the 2023-2026 Accessibility Plan (the “Accessibility Plan”). This Progress Report provides updates on the barriers to accessibility and actions to be taken to remove barriers within Rally Enterprises & Communications Corp. (“Rally”) that were identified in the Accessibility Plan.

1.2 Contact Information & Feedback Process

If you wish to request a copy of Rally’s Accessibility Plan, provide feedback, or request this information in an alternate format, please contact us:

By mail:

Human Resources Officer
23 Rainside Road, Unit 4
Toronto, ON
M3A 1B2

By telephone:

416 360 3000

By email:

accessibility@rally.ca

Through our feedback form:

Information about how to submit feedback to is also available on our public website at:
<https://www.rally.ca/accessibility/>

The person responsible for receiving accessibility feedback at Rally Enterprises & Communications Corp. is the Human Resources Officer

1.3 Alternative Formats

You can request alternative formats of this plan, and a description of our feedback process by contacting our Human Resources Officer.

An electronic version (that is compatible with assistive technology) of this plan can be downloaded immediately from our website at: <https://www.rally.ca/accessibility/>

Rally will provide the following alternate formats of this plan upon request through email at accessibility@rally.ca or by phone at 416 360 3000.

- Print or Large Print – provided within 20 days of request
- Braille – provided within 45 days of request
- Audio (voice reading text out loud) – provided within 45 days of request

1.4 Definitions

The following definitions apply throughout this plan:

- Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.
- Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications or can be the result of a policy or procedure.
- Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

2.0 Areas Described under Section 5 of the ACA

There were seven priority areas described under Section 5 of the ACA:

- 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

This Progress Report refers to the priority areas for Rally that are set out in the 2023-2026 Accessibility Plan. Each priority area section will include:

- Updates concerning the progress made in removing or preventing barriers identified in the 2023-2026 Accessibility Plan
- Updates to timelines for specific actions or goals in the 2023-2026 Accessibility Plan
- Any new barriers identified since the publication of the 2023-2026 Accessibility Plan
- Any long-term plans or activities that may continue beyond the current planning and reporting cycle.

2.1 The Built Environment

Rally recognizes the importance of making our physical locations accessible for employees, customers, and the public. Many of our staff work remotely from home. Additionally, our offices are closed to public visitors. We have assessed our current office space and will continue to include accessibility upgrades as part of any renovations, retrofits and when considering new office spaces in the future.

Progress in removing or preventing identified barriers:

- We have recently moved to a new, ground-level office space. This relocation has eliminated several previously identified issues, including the need to use stairs to access work areas and bathrooms.
- The new open-plan space allows for full access which significantly improves mobility for individuals using wheelchairs or with other mobility challenges.
- A comprehensive Health & Safety assessment of the new office has been completed. This review included evaluations of manoeuvrability, safety, and compliance with accessibility standards to inform the development of our Statement of Procedure (SOP).
- Installation of clear and visible wayfinding signage is in progress, with a focus on highlighting accessible routes and safety measures throughout the office.

These improvements mark a strong step forward in our commitment to providing an inclusive and accessible work environment.

Identified Barriers:

- No new barriers were identified.

2.2 Employment

Rally Enterprises & Communications Corp. is dedicated to offering fair, equal, and accessible employment practices. We have thoroughly reviewed our hiring practices, onboarding processes, and overall employee support to identify any barriers.

All job opportunities at Rally prominently state our commitment to being an equal opportunity employer fostering an inclusive and barrier-free environment. We encourage candidates to inform us if accommodation is required during the recruitment process.

Rally remains responsive to any changes in an employee's accessibility needs. Employees are encouraged to communicate with their supervisor to discuss any required accommodations. The supervisor, in collaboration with the employee and Human Resources, will assess and implement the necessary accommodations, such as physical adjustments or software.

Progress in removing or preventing identified barriers:

- We continue to proactively communicate with our employees about our accessibility policies and offerings.
- We continue to train employees on accessibility.

Identified Barriers:

- No new barriers were identified.

2.3 Information and Communication Technologies (ICT)

Rally uses various technologies to support our customers and business, including our website, customer portal, social media platforms, email, online chat and SMS.

We have been making upgrades to our digital presence to enhance accessibility, but there is room for improvement and more consistency.

Progress in removing or preventing identified barriers:

- Implemented an accessibility plug-in providing users greater control over how they view and interact with our website, including options for adjusting visual appearance and readability.
- Consistently include alternative (alt) text descriptions for images across all social media platforms to ensure content accessibility for users with visual impairments.

- Conducted compliance review of our self-serve signup platform, ongoing improvements in communications via email and SMS.

Identified Barriers:

- No new barriers were identified.

2.4 Communication, other than ICT

Rally communicates through face-to-face interactions, physical mail, telephone, signage, videos, and print advertising. We aim for clarity and conciseness in all communications. We offer 24/7 customer support available by phone and in-person field technicians.

Additionally, we provide large-font and simplified resources to clients we serve in senior care and those aging in place and we see an opportunity to expand this practice to assist others.

Progress in removing or preventing identified barriers:

- Ongoing accessibility improvements for all customer communication channels for consistency.
- Actively developing improved tools for remote customer support, expected in 2025.

Identified Barriers:

- No new barriers were identified.

2.5 The Procurement of Goods, Services and Facilities

Rally relies on goods and services procured from external vendors to support its operations and deliver exceptional services to our customers. We recognize the importance of ensuring that our procurement practices align with our commitment to accessibility and inclusivity.

We are dedicated to partnering with vendors who share our values and meet our accessibility standards. By integrating accessibility criteria into our procurement process, we aim to source products and services that are accessible to everyone, including individuals with disabilities.

Progress in removing or preventing identified barriers:

- Ongoing review of accessibility criteria for all procurement processes.

Identified Barriers:

- No new barriers were identified.

2.6 The Design and Delivery of Programs and Services

Rally aims to enhance the lifestyle of our customers. We currently provide accessible TV channels such as AMI tv and an accessibility filter on our TV platform to offer direct access to those channels, however we recognize the need to improve the design and delivery of our programs and services for persons with disabilities.

Progress in removing or preventing identified barriers:

- Actively working with our TV development team to simplify the user interface and make it more accessible for those who find it difficult to use.
- Research ongoing into developing a more accessible remote with larger and more simplified controls.

Identified Barriers:

- No new barriers were identified

2.7 Transportation

Rally does not offer transportation services, so this area does not apply directly to our operations. However, we are committed to helping ensure our employees have easy, barrier-free access to transportation when needed for their work.

3. Consultations

Since the development and publication of our Accessibility Plan, we have continued to seek feedback about each of our key priority areas by consulting directly with our employees and customers.

We remain dedicated to pursuing opportunities for engagement that will help us refine and enhance our accessibility initiatives.

4. Conclusion

We are proud to continue making meaningful progress in our ongoing commitment to accessibility in employment, built environment, information and communications technologies (ICT), communication other than ICT, procurement of goods, services, and facilities, and the design and delivery of programs and services.

Our next report will be released on or before June 1, 2026.