



Empowering Your Digital Future



ABOUT THIS REPORT

Access Communications Co-operative is proud to serve the people of Saskatchewan. We strive to provide leading-edge technology to empower our customers daily lives, while being committed to improving the quality of life in the communities we call home. The 2023 Annual Report shines a spotlight on how we do our part to make Saskatchewan a better place – through technology and community engagement. This report also contains our full financial reporting for our fiscal year which is from September 2022 to August 2023. This timeline follows our broadcasting license year.

LAND ACKNOWLEDGEMENT

Access Communications Co-operative is dedicated to advancing the path of truth and reconciliation. As we embark on this journey, we recognize the significance of the lands on which our offices are situated—Treaty 4 and Treaty 6 lands, the traditional and ancestral territories of the Cree, Dene, Blackfoot, Ojibwe, Saukteaux, Dakota, Lakota, Nakota, and the homeland of the Métis. Looking forward, we commit to honouring the history, spirituality, and rich culture of the Indigenous People in these regions. Our goal is to foster relationships rooted in respect, peace, and prosperity as we collectively shape a future of unity and understanding.

Our Mission

We are a community-owned co-operative dedicated to providing exceptional communications and entertainment services and unique opportunities for local expression.

Our Vision

Delivering unrivalled communications and entertainment services.

Our Values

Integrity We live by our belief in honesty, respect and trust in everything we do.

Employee-centered We enable everyone's involvement, growth and contribution in a challenging, safe and fun environment.

Customer-focused We deliver extraordinary value, reliably, dependably and consistently.

Community-oriented We are an integral part of the communities we serve, contributing to their energy and progress.

Innovation We create and embrace change that enhances customer service, the community and our organization.

Member-driven We are guided by committed and supportive members.

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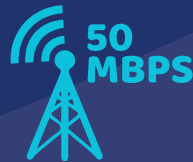
Your award-winning co-operative is grateful for its members, customers, employees, volunteers, and communities!



Our Highlights.



**49 COMMUNITIES
UPGRADED TO 1 GIG**



**49 ADDITIONAL
TOWERS UPGRADED TO
RURAL HYPERSPEED 50**



**26 TOWERS
UPGRADED TO RURAL
HYPERSPEED 100**



**2,245 HOURS
OF LOCAL
PROGRAMMING**



**70% OF CONTENT
ON ACCESSNOW TV
LOCALLY PRODUCED**



**3,000 VOLUNTEER
HOURS ON
ACCESSNOW TV**



**\$2.4M INVESTED
IN COMMUNITY
PROGRAMMING**



**\$370,000
IN IN-KIND
SPONSORSHIP**



**\$20,000 IN
SCHOLARSHIPS
AWARDED**



**1,100
COMMUNITY GROUPS
SUPPORTED**



**10,500 BURGERS &
HOTDOGS SERVED
ON BBQ TOUR**



**OVER \$700,000
DONATED BY
CHILDREN'S FUND**



**\$91.4M IN
TOTAL REVENUE**



**\$26.3M IN
CAPITAL SPENDING**

Message from our Board.



The past year marked a period of significant change, renewal, and strategic direction-setting for our organization. It was a very busy year as we saw the retirement of long-time CEO Jim Deane, who wrapped up an incredible 41-year career with Access that included 22 leading the organization. We conducted a national search for a new CEO, improved our governance practices, and developed a member recruitment strategy.

Following a national search, we proudly announced the selection of Chief Operating Officer Carmela Haines as Access's new President and CEO. Her experience, knowledge, and character made her the best choice to lead the organization. She assumed her new role on January 1, 2023.

Access remains steadfast in our commitment to guiding our decision-making process by our mission, vision, and core values. Those values helped guide our strategic planning process and determine where the organization is going. A four-year strategic plan was developed.

Core to the foundation of Access is our co-operative roots, a unique aspect that defines us. In 2023, the board dedicated efforts to enhance our governance processes, ensuring qualification, skill alignment, and adherence to our values. Simultaneously, we focused on a strategic membership recruitment plan, recognizing the integral role our members play. Their insights shape everything, from emerging technology functionality to setting our strategic direction.

By fortifying our governance processes and implementing a targeted member strategy, we've positioned ourselves to align the board's needs with the talents of our growing membership. As our membership expands, so does the strength of our company. As a board, we look to continue to build on Access's success, supporting customers, developing technology, and expanding our reach across this province.

I express my heartfelt gratitude to my fellow board members for their unwavering dedication and commitment to the service of Access Communications Co-operative. Working with such an enthusiastic group of individuals dedicated to furthering the company's success and supporting people and communities across Saskatchewan has been a joy for me. I also want to thank our hardworking staff for their dedication and commitment, the members for their confidence in Access, and the volunteers and customers for joining us on this journey.

As we look ahead, 2024 holds the promise of an exciting and transformative year.

A handwritten signature in black ink that reads "K L Smith".

Karen Smith
Board Chair (Regina)

OUR 2023 BOARD OF DIRECTORS



Karen Smith
Chair (Regina)



Lorna Knudson
Vice Chair (Regina)



Leslie Ciz
Secretary (Regina)



James Lainton
(Estevan)



Regan Beck
(Meadow Lake)



Steve Compton
(Regina)



Ryan Janke
(Weyburn)



Kama Leier
(Regina)



Gina McGinn
(Regina)



Juanita Polegi
(Yorkton)



Collin Pullar
(Regina)



Thomas Sierzycki
(La Ronge)

2023 BOARD COMMITTEES

Advocacy

Gina McGinn (Chair)
Ryan Janke
Collin Pullar
Thomas Sierzycki

Audit

Kama Leier (Chair)
Regan Beck
Leslie Ciz
Lorna Knudson
James Lainton
Gina McGinn

Governance

Lorna Knudson (Chair)
Kama Leier
Juanita Polegi
Thomas Sierzycki
James Lainton

Human Resources

Ryan Janke (Chair)
Regan Beck
Lorna Knudson
Collin Pullar
Thomas Sierzycki

Member Relations

Leslie Ciz (Chair)
Regan Beck
Steve Compton
Gina McGinn
Juanita Polegi

Representative to the Children's Fund, our registered charity –

Steve Compton

Message from our President & CEO.



I want to thank the Board of Directors for entrusting me with the role of leading Access Communications Co-operative (Access). I am honoured to work alongside a team of passionate individuals dedicated to the future success of this co-operative.

Access remained a leader in connecting communities and delivering best-in-class customer service. Like many business, we faced financial challenges from inflationary pressures and higher-than-anticipated interest costs. The team was agile and responsive to these rapidly changing market conditions.

Over the past year, we successfully launched 1 Gig internet services to more communities bringing our serviced areas that can now access 1 Gig internet speeds to 50%, with more to come. Seven new towers were built, extending our coverage to more rural areas. We continued to upgrade our tower network to deliver speeds of 50 and 100 Mbps. Our new television product, NexTV and NexTV Stream was expanded to more communities and our rural wireless customers. It now includes 10 free cloud PVR hours and 4K content. In a strategic move, we secured backhaul for 14 analog communities, enabling us to upgrade these areas, now offering 1 Gig internet and NexTV services. Access enhanced its network by completing our core router upgrade, midsplits, and expanding standby power to additional communities.

Access Communications supported community groups and non-profits, plus awarded high school and post-secondary scholarships. The Access Communications Children's Fund surpassed \$3 million given out since it began and crossed one million meals donated to the Regina Food Bank through the annual Labour Day Show N Shine.

For the 12th consecutive year, Access is a Saskatchewan Top 100 Employer. We are also an Achievers Top 50 Most Engaged Workplaces in Canada for a fourth time. Access maintained its COR Certification from the Saskatchewan Construction Safety Association, emphasizing our commitment to a safe work environment.

Our future direction was set through the launch of our new four-year strategic plan. We are eager to build on our successes in the year ahead, expanding our network and enhancing the services available to our valued customers.

I sincerely thank the management, staff, and volunteers for their hard work and dedication. To our members, we value your commitment to Access. Finally, to our customers, thank you for putting your trust in our products and services. We are committed to upholding that trust by delivering best-in-class customer service and technology you can rely on.

Carmela Haines

President & Chief Executive Officer (Regina)

OUR LEADERSHIP TEAM



Carmela Haines
President & CEO



Derrick Thue
Chief Financial Officer



Craig Van Ham
Chief Technology Officer



Carole Sauer
Sr. Manager, Human
Resources & Safety



Wendy Hoffart
Sr. Manager,
Regional Systems



Ryan Howard
Sr. Manager,
Marketing & Sales



Megan Collier
Sr. Manager,
Customer Care



Wade Peterson
Sr. Manager,
Technical Operations



Tracey Mucha
Sr. Manager,
Community Engagement



Mark Rathwell
Manager,
Corporate Communications

2022-23 YEAR IN REVIEW.



15th Annual Labour Day Show N Shine raises \$46,300 for the Regina Food Bank.



Volunteers take part in the 26th Annual Pumpkin Patrol on Halloween Night, to help keep trick or treaters safe in communities across Saskatchewan.



Carmela Haines announced as new President & CEO of Access Communications Co-operative, effective Jan. 1, 2023.



Access Communications Community Rink opens for the season, providing free skates and helmets to community members.



CEO Jim Deane officially retires after 41 years of service.



Access launches gigabit internet speed in 25 more communities.

SEPT

OCT

NOV

DEC

JAN

FEB

AccessNow TV announces it's airing 18 Regina Pats regular season games, featuring Connor Bedard.



AccessNow TV airs the United Way of Estevan Telethon and Weyburn Communithon.



Access staff raise \$6,000 for the annual United Way Workplace campaign.



Access hosts annual Salvation Army Holiday Lunch.



First in-person Annual General Meeting held after the pandemic.



Access TV Bingo celebrates 17 years on the air.





The City of Yorkton renews partnership agreement for the naming rights of the Access Communications Water Park.



Access agrees to broadcast Regina Pats 2023 Playoff Games.



The 2023 Summer BBQ Tour kicks off for the first of its 50 communities.



AccessNow TV aired the 2023 Saskatchewan Country Music Awards.



50 Mbps launched to over 100 communities, and 100 Mbps to over 26 communities as part of Rural Wireless Network improvements.



Access Communications Children's Fund eclipses \$3 million mark in funds donated.

MAR

APR

MAY

JUN

JUL

AUG

Fibre to the premise (FTTP) launched (all new subdivisions have FTTP and have 1 Gig symmetrical services).

Access celebrates its volunteers during National Volunteer Week.

RuralHyperSpeed 100 launched.

AccessHyperSpeed with symmetrical speeds launched.

\$20,000 awarded through the Doug Alexander Scholarship Program.

The 2023 Summer BBQ Tour ends in Strasbourg, serving over 10,500 burgers and hot dogs.



Empowering Our Customers.

THROUGH LEADING-EDGE TECHNOLOGY

and unrivalled customer service, Access Communications Co-operative (Access) delivers telecommunications services that empower 235 communities and over 200,000 sq. km. of rural Saskatchewan to have the ultimate choice for TV, internet, phone, and smart security solutions for residential and business customers.



Our customers have more choices than ever for their Internet, TV, phone, and smart home and business solutions. A core value at Access is being customer-oriented, which means when our customers put their faith in our products and services, we deliver the leading-edge technology they expect and provide customer service that is second-to-none.

Ensuring strong connectivity and reliability is crucial for both our homes and businesses. Over the past year, we have taken significant steps to achieve this goal. This includes enhancing NexTV and NexTV Stream and launching faster internet speeds on our rural wireless network. These initiatives represent just a few examples of our ongoing efforts to provide improved services and performance.

HYPERSPEED 1 GIG EXPANDED

With AccessHyperSpeed 1 Gig, more of Access's customers now have at their fingertips the fastest download speeds available we offer anywhere in the province. In 2023, we expanded this service to 49 additional communities. This was supported through partnerships that helped us access vital backhaul to make these connections.

MORE BANDWIDTH, MORE POSSIBILITY.

Access now provides urban-like internet services to more than 100 communities across Saskatchewan with more to come. That means more residents have access to faster downloads, which improves the experience of 4K streaming, gaming, and enables simultaneous connectivity for even more devices.



Technicians building a 120 ft self-support tower to serve faster, more reliable high speed internet for the town of Forget and surrounding areas.



**49 ADDITIONAL TOWERS UPGRADED
TO RURAL HYPERSPEED 50**

**26 TOWERS UPGRADED
TO RURAL HYPERSPEED 100**

BRIDGING THE RURAL-URBAN DIGITAL DIVIDE.

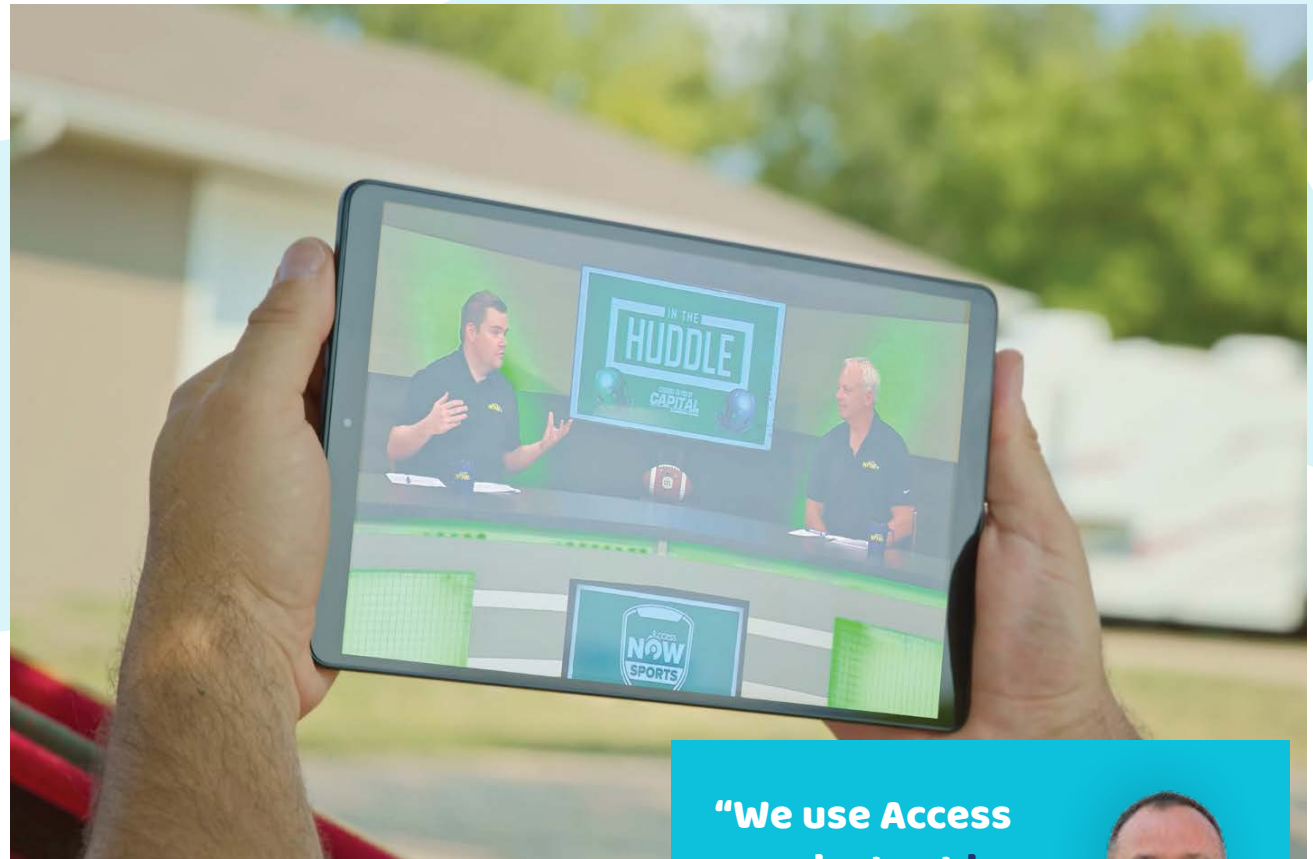
We are a leader in delivering fast, reliable internet to more residents no matter where they live. In 2023, Access launched faster internet speeds across its wireless network, including expanding our footprint with seven additional towers. Over 100 seasonal areas, small towns, and First Nations now have Access to 50 Mbps download and unlimited data. In addition, about 26 seasonal areas, small towns and First Nations can now access 100 Mbps download and 25 Mbps upload.

WATCH TV WHERE AND WHEN YOU WANT WITH NEXTV AND NEXTV STREAM.

After the launch of our innovative IPTV product, AccessNexTV, customers have been enjoying an entirely new way to watch their favourite shows or sporting events. This year, we empowered our customers' programming choices by expanding AccessNexTV to more communities. We also introduced TSN 4K, added 10 free Cloud PVR hours to all NexTV packages, and began work to standardize our channel lineup across all our communities.

SECURITY FOR YOUR HOME & BUSINESS.

Safety matters! In 2023, we expanded our SecureHome service eliminating the need for a landline. We also upgraded our SmartHome product. We focused on delivering products that meet customers' needs and provide the peace of mind they expect.



TELEPHONY EXPANDED.

The internet backhaul we secured in 2023 allowed us to offer additional services to these communities. In addition to the expansion of 1 Gig internet, we could offer telephony as well. Connecting people and communities comes in many ways and having reliable phone service matters.

“We use Access products at home, at the cottage & at my business in Regina.”

Remo DiAntonio
Access Customer



WELCOMING IMPERIAL TO ACCESS.

On February 1, 2023, Access welcomed new customers from Imperial in the family as we assumed control of the cable TV system in the community. Since that time, we have expanded our services in the community, offering customers 1 Gig internet speeds, our latest TV product NexTV, and the latest in smart home security, and telephony.

WORK THAT MATTERS, PRODUCTS THAT EMPOWER YOU!

As a 100 percent Saskatchewan-owned, not-for-profit co-operative, we are committed to reinvesting our revenue into our infrastructure and the communities we proudly serve.

That means behind the scenes, across our network, we dedicated considerable time and energy to upgrading our core router and transport system, invested in the reliability of our network through improving standby power to our tower sites, and installed power supplies in our wired communities.

In addition, we've worked hard at improving the customer service experience by beginning a multi-phased implementation of a brand-new CRM (customer relationship management) system to enhance our customer service by providing a more personalized customer support experience.



Empowering Your Community

**WE WANT TO EMPOWER THE COMMUNITIES
AND PEOPLE WE SERVE THROUGH OUR THREE
PILLARS OF GIVING:**

**AccessNow TV, the Access Communications Children's Fund (ACCF),
and through our corporate initiatives and sponsorships.**



**\$20,000 IN
SCHOLARSHIPS
AWARDED**



**10,500 BURGERS &
HOTDOGS SERVED
ON BBQ TOUR**



**\$420,000 AWARDED
SINCE 2005
TO GRADUATES**



From the Access Community Rink in Regina, which features free skates and helmet rentals to all guests, to free events like the Yorkton Pool Party and the North Battleford Skating with the Stars, we're committed to improving the lives of people in the communities where we work, live, and play.

EMPOWERING TOMORROW'S LEADERS TODAY THROUGH THE ACCESS SCHOLARSHIP PROGRAM.

Since 2005, nearly \$420,000 has been awarded to high school graduates committed to giving back to their communities through the Doug Alexander Scholarship Program, including \$20,000 in 2023. It's named after the late Doug Alexander, Access Communications Community Relations Manager, in recognition of his tireless work in community investment.

Access Communications also awarded scholarships at Saskatchewan Polytechnic – two \$1,500 scholarships for the Computer Networking Technician and Telecommunications Network Technician certificate programs.

In addition, Access provided University of Regina students with scholarship opportunities through the Access Communications Fred Wagman Scholarship Program, which includes two \$1,000 Entrance Scholarships and one \$2,000 Film & Video Scholarship. The program is named after the first CEO of Access Communications, Fred Wagman. Meet our recipients at myaccess.ca/scholarships.

A hungry crowd in Wolseley, SK for our BBQ Tour stop in the community.



SAYING THANK YOU WITH THE SUMMER BBQ TOUR.

At Access, saying thank you is one thing, but actions speak louder than words. For the third year in a row, we hit the road last summer for our annual Summer BBQ Tour. Meeting customers face-to-face to say thank you was a highlight for many of our staff. It was also a chance to meet new people and discuss how Access services can empower them.

We made stops in 50 communities, handing out 10,500 burgers and hotdogs and a limitless number of smiles and handshakes. It was a labour of love – our dedicated BBQ staff were supported by Access staff and management, who themselves travelled all over the province.

16TH ANNUAL LABOUR DAY SHOW N SHINE PASSES ONE MILLION MEALS DONATED.

The Access Communications Labour Day Show N Shine is a yearly special event. The commitment from staff and volunteers is unlike anything else we do at Access, all in support of the Regina Food Bank.

After the biggest and most successful show last year, everyone sought to build on that momentum. However, Mother Nature, in all her glory, had different plans.

Despite the threat of rain and organizers waking up to a blanket of smoke from forest fires, the show went on after ensuring everyone's health and safety.

Circled on many people's calendars as one of the last "unofficial" summer events, nearly 400 vintage and modern automobiles and motorcycles were displayed. Nearly \$33,000 was raised for the Regina Food Bank which helped the event surpass one million meals donated over the history of the event (pictured on page 18).

That's an incredible milestone and speaks to the passion of Access staff and volunteers that make it all happen. Events like Labour Day Show N Shine only happen with the generous support of the title sponsor, CAA Saskatchewan, and our longtime partner, The Collectors Car Club of Saskatchewan.

Thank you to everyone who came out, all the sponsors, and volunteers for supporting this incredible event.



The threat of rain and smoke in the air, didn't tarnish the shine of every vehicle in this years show.



**1 MILLION MEALS
DONATED OVER THE
EVENT HISTORY**



**NEARLY \$33,000 WAS
RAISED IN SUPPORT OF
THE REGINA FOOD BANK.**



Retail Hours

Monday 10 am - 6 pm
 Tuesday 10 am - 6 pm
 Wednesday 10 am - 6 pm
 Thursday 10 am - 6 pm
 Friday 10 am - 6 pm
 Saturday 10 am - 5 pm
 Sunday Closed

STAND BY
 AUTOMATIC
 CAUTION
 DOOR

CAA
 regina foodbank
 -THIRTY TWO THOUSAND SEVEN HUNDRED FORTY FOUR 00/100 DOLLARS \$ 32,744.00
 www.2023.Show.N.Shine
 Carolea Christ
 ACCESS COMMUNICATIONS CO-OPERATIVE
 2023

Empowering local expression.

TELLING LOCAL STORIES THAT REFLECT THE COMMUNITY MATTERS MORE THAN EVER.

It is something we champion in Saskatchewan with AccessNow TV, our community programming platform is now available in over 110 communities and on our app. Learn more at accessnowtv.ca.

YOUR SASKATCHEWAN.

Our community channels help keep you connected to Saskatchewan – no matter where you are. AccessNow TV is committed to being a voice for local expression. The programming covers a wide range of content, including children’s interests, local and provincial sports, community events and activities, instruction or informative programs, and arts, culture and entertainment. Talented community producers locally produce 70 percent of our programming. And at the heart of it all are the volunteers who help make it all happen. Thank you to all the volunteers who put in about 3,000 hours annually.

Take AccessNow on the go through the AccessNow TV app. The app is a game changer. It means you won’t miss a moment of any of your favourite local sports and entertainment. The app works on mobile and streaming devices, plus it’s complimentary to AccessTV customers. Standalone subscriptions are available.



SHINING A SPOTLIGHT ON COMMUNITIES COMING TOGETHER.

Access Communications Co-operative (Access) is proud to be a long-time supporter of several telethons across Saskatchewan that unite people for an incredible cause. Three of our longstanding telethon partnerships include the Regina Humane Society Telethon, the United Way of Estevan Telethon, and the Weyburn Communithon.

The 35th Annual Regina Humane Society Telethon (March) is a marquee fundraiser for the Humane Society that supports the care of homeless, abused, and neglected animals. Almost \$78,000 was raised last year, (pictured on page 22).

The 44th Annual United Way of Estevan Telethon (October) was live for 33 hours on AccessNow TV. The event shines a bright light on the spirit of giving in Estevan and the surrounding area. The telethon brings people together to support the most vulnerable in the community. A legion of volunteers and Access staff sacrificed a good night's sleep to help highlight singers, dancers, painters, performers, chefs, and Community Impact Partners, all in an effort that raised over \$357,000.

The 42nd Annual Weyburn Communithon (October) was live for 15 hours on AccessNow TV. It featured all types of performances, with the event setting a new fundraising goal, eclipsing \$100,000 raised. We're proud to have played a small part in showcasing the generosity of Saskatchewan people.

The 44th United Way of Estevan Telethon aired on AccessNow TV, raising over \$357,000 in 2023.



THE HOME OF LOCAL SPORTS.

Sports bring people together to laugh, cry, and cheer. AccessNow Sports coverage is on the air, covering all the action across the province, from youth to the pros. The crowd's roar and the excitement of every shot, check, dribble, crack of the bat, or swing of the racket is on AccessNow TV.

Access is proud of its ongoing partnership with the Western Hockey League and the Regina Pats, airing games throughout the season.

We're also proud to air home games for perennial Canadian Junior Football League (CJFL) powerhouse the Regina Thunder and the Regina Riot of the Western Women's Canadian Football League. The crack of the bat is alive and well with coverage of the Regina Red Sox of the Western Canadian Baseball League.

We're excited to be able to bring the Saskatchewan Rattlers of the Canadian Elite Basketball League to AccessNow Sports.

AccessNow is where to go to watch the High School sports finals from across the province.

Our coverage includes Saskatchewan's largest cheerleading and dance competition, the Warman Cheer Classic.

SHOWING OFF SASKATCHEWAN'S BEST.

Saskatchewan is blessed with people and organizations whose talents know no boundaries. AccessNow TV celebrates those talents by airing several award ceremonies and events annually. It's all on AccessNow TV.

In 2023, we were the exclusive broadcaster for the Queen's Platinum Jubilee Awards for several communities in January. AccessNow TV went on location to showcase Canada's best during the 2023 Pickleball Canada National Championships, and we renewed our partnership to celebrate the best in country music with the Saskatchewan Country Music Awards. We were also proud to be the exclusive broadcaster for the File Hills Qu'Appelle Tribal Council Treaty 4 Gathering and Powwow. In addition, we continued to support the Co-operative Merit Awards, and peeled back the curtain airing the Yorkton Film Festival. We proudly support business by airing the WEYBEX Awards, the Saskatchewan Arts Awards, the Saskatchewan Order of Merit Awards, and the Saskatchewan Sports Hall of Fame induction. Our province has so much to celebrate.



Our amazing crew on location at the Warman Cheer Classic.



**2,245 HOURS
OF LOCAL
PROGRAMMING**



**70% OF ALL CONTENT
ON ACCESSNOW TV
LOCALLY PRODUCED**



NEW TOTAL
\$72828

**MEDIA
CREW**

Empowering charitable giving.

OUR REGISTERED CHARITY.

The Access Communications Children's Fund (ACCF) is our registered charity that provides funding to nonprofit organizations that help children at risk, in need, or most vulnerable in Saskatchewan. Established in 1992, the Fund is guided by a simple mandate that says every child deserves a chance.



REACHING A MILESTONE

The number of lives touched through the Children's Fund is immeasurable. In 2023, charitable donations surpassed \$700,000. Since the Funds creation, it has now donated over \$3 million to organizations supporting youth in three key areas: health and wellness, education and literacy, and social inclusion.

How do we do it?

The Access Communications Children's Fund TV Bingo, which airs on AccessNow TV, is our charity's primary fundraiser. Our TV Bingo program continues to grow in popularity, with players tuning in and winning from all parts of Saskatchewan. Access TV Bingo turned 17 in 2023.

You can read our 2022 Children's Fund Report, which includes a full list of funding recipients for the charity's fiscal year (Jan 2022 – Dec 2022), by visiting myaccess.ca/childrens-fund.

THANK YOU FOR GIVING!

Thank you to everyone who bought a bingo card or supported the ACCF in any other way. Your support matters more than you know. While waiting for that last "number under the B," know you are helping children in need in our province, and that's a special feeling.

Thank you to our bingo volunteers as well. Without you, the program would not be what it is today.



**OVER \$700,000
DONATED BY THE
CHILDREN'S FUND**

**"We're honoured
to be able to
support children
in need or at
risk through
the Children's
Fund."**

Tom Boyko

Chair, Children's Fund
Board of Directors



Empowering our People.

ACCESS COMMUNICATIONS CO-OPERATIVE (ACCESS) TAKES PRIDE IN ITS COMMITTED TEAM.

Our organizational culture places a strong emphasis on engagement and enablement through surveys and facilitated planning sessions that allow for open communication and a voice in what we do. We listen, incorporate feedback, and provide on-going communication, and regular staff updates, staying true to our employee centered values.

THE CUSTOMER ALWAYS COMES FIRST.

Being customer-focused is one of our values and is at the centre of every decision we make at Access. That focus is reflected in independent third-party surveys rating our customer service as best-in-class. It's something we don't take lightly, and when a customer puts their faith in us, our employees go above and beyond.

Whether knowing our customers by name, staying until everything is working 100%, or even shoveling a sidewalk, our people do the right thing.



A CULTURE THAT MATTERS AND IS RECOGNIZED.

Winning an award recognizes that whatever you are doing is unique and something for others to strive for. In a tight labour market, being recognized as a 2023 Saskatchewan Top 100 Employer for the 12th consecutive year identifies that working at Access is a special place to build a career.

We were also recognized as an Achievers Top 50 Most Engaged Workplaces in Canada for a fourth time for our workplace engagement, and with a COR Certification from the Saskatchewan Construction Safety Association for our commitment to building a safer workplace.

A CULTURE OF GIVING.

Repeatedly, when the call comes to volunteer and give back, Access employees answer. We live the value every day of being an integral part of the communities we serve, contributing to their energy and progress.

Whether giving up a weekend to volunteer at the 16th Annual Access Communications Labour Day Show N Shine in support of the Regina Food Bank or taking to the streets for the annual Pumpkin Patrol in 11 communities to keep trick-or-treaters safe, our team does it.

Our staff also gave generously to the United Way Workplace campaign, supported the Access Communications Children's Fund and did so much more day after day.



Access staff turn out to support the Regina Red Sox.

The spirit of giving, volunteering, and going beyond makes Access a truly unique workplace.

RECOGNIZING HARD WORK.

Celebrating the people who empower our success, Access hosts engaging events for our staff. Our leadership team cooks hamburgers and hotdogs as part of our staff BBQs at our Park Street office, organizing raffle prizes to support our Children's Fund.

We also have opportunities for staff to take in the Regina Red Sox, and Regina Pats games as part of the excitement. These events are our heartfelt way of appreciating the dedication of our team.



**300 STAFF AND CONTRACTORS
WITH 7 LOCATIONS IN
SASKATCHEWAN**

Empowering our members.

AS A PROUD NOT-FOR-PROFIT, SASKATCHEWAN-OWNED CO-OPERATIVE, MEMBERSHIP MATTERS AT ACCESS.

Being a co-operative is part of what sets us apart. We developed a membership strategy in 2023. We're focused on growing our membership to ensure we continue to reflect the communities we serve.

Being a customer does not mean you are a member. However, the cost to join is \$1 per year (\$5 per year for community organizations). When you become a member, you have the chance to help guide this co-operative. As a member, you can be part of the process! And if you're already a member, encourage family and friends to join as well.

Membership applications are online at myaccess.ca/members.

QUESTIONS?

Call **306-565-5308** or **1-866-211-6334 ext 5308**

Or email member.relations@myaccess.coop

THE BENEFITS OF MEMBERSHIP:

- ✓ Be the first to get access and testing opportunities of new technology before it launches.
- ✓ Be the first to get advance notice on products and initiatives.
- ✓ Your opinion matters as a member. We want member feedback through surveys and focus groups.
- ✓ We celebrate community. We'll invite you to our community events.
- ✓ Membership has its privileges, including insurance benefits/discounts from the Co-operators.
- ✓ Be in the know with regular updates through our quarterly member newsletter, Annual Report and Annual Community Report.
- ✓ We'll see you there. Members elect delegates at our bi-annual regional District Meeting.
- ✓ We're accountable to our members. You'll be invited to participate in our Annual General Meeting.
- ✓ Help shape the future of Access. You can become a voting delegate or run for our Board of Directors.

We're all about *You*



300 STAFF AND CONTRACTORS WITH 7 LOCATIONS



OVER 100 COMMUNITIES RECEIVING URBAN-LIKE INTERNET SPEEDS SO FAR



LENGTH OF CABLE CONNECTING OUR NETWORK: 4460 KMS



235 COMMUNITIES WITH ACCESS SERVICES



117 TOWERS OFFERING A MIN OF 50 MBPS



ANNUAL PAYROLL: \$24.8M



200,000 SQ. KM. OF RURAL AREAS SERVED



\$3M DONATED BY THE CHILDREN'S FUND SINCE 1992



FIVE-YEAR CAPITAL SPEND: \$97.1M

What does 2024 hold?

THERE IS A STRONG AND SOLID FOUNDATION TO BUILD ON AS WE LOOK AHEAD TO 2024 AND BEYOND.

It begins with a strategic plan that will focus on seven main objectives.

- 1.) We will continue to deliver best-in-class customer service through advancements in our customer relationship management system and improving self-serve opportunities.
- 2.) We will advance our leading-edge products and services that are valued by our customers.
- 3.) We will build on the strengths of our team with an engaged culture that is valued by our employees.
- 4.) We are the leader in connecting Saskatchewan and bridging the rural-urban digital divide and we will look for new opportunities to build our organization and grow Saskatchewan.
- 5.) Through our pillars of AccessNow TV, and the Access Communications Children's Fund, we will enhance the quality of life in the communities we serve.
- 6.) We will be financially resilient, ensuring the long-term success of the organization.
- 7.) We will tell the Access Communications Co-operative story through our advocacy and public relations.

Our team is strong, resilient, and ready to meet the challenges of building Saskatchewan through our leading-edge products and services and we can't wait to serve our customers.

Our financial performance.

Strong headwinds persisted throughout fiscal 2023 contributing to reduced net income for Access Communications Co-operative (Access). High rates of interest and inflation combined with a weakening Canadian dollar against the US dollar significantly impacted overall operating and net income results.

ACC posted a net income of \$1.3 million, generating \$19 million in cash flow from operations with growth in net assets of 1.8% to \$74.4 million.

Revenues increased by 1.7% or \$1.5 million to \$91.4 million. We continue to see increasing internet subscribers, reflecting the growing demand for higher speeds as internet is seen as an essential service; offset by a decline in TV subscribers, reflecting the larger industry trend of cord cutting and cord shaving. Overall, telecommunications revenue increased by 8.3% or \$4.2 million to \$55 million while television service revenue decreased by 6.7% or \$2.6 million.

Direct distribution costs incurred by the Co-operative to deliver subscribers service offerings increased 4.9% or \$1.5 million to \$31.7 million; television network distribution fees increases were offset by lower TV subscribers while higher bandwidth costs were experienced with growth in our internet services. As a result, our net revenues after distribution costs were \$59.7 million, an increase of \$0.1 million or 0.1%.

Operating expenditures were incurred in the amount of \$38.6 million, an increase of \$1.3 million or 3.4%, to maintain and sustain current operations. Our operating income before amortization was \$21.0 million on the year down 5.4% or \$1.2 million.

Amortization expenses were \$17.1 million, higher by 3.6% due to an increase in capital spend. In addition, interest costs increased by \$1.3 million, up 91.4% due to higher interest rates and higher debt carry.

Net capital spending in 2023 was \$24.8 million. Our spending was focused on increasing the performance and capacity of our distribution network that included positioning our co-operative to expand services now and in the future.

The Co-operatives long-term debt increased by \$4.5 million to \$51.8 million as reported, August 31, 2023.

A bilateral agreement with the Co-operatives bank has provided a committed \$70 million credit facility comprised of revolving operating facility by way of Bankers' Acceptances or Prime Rate Loans. There are no debt repayment requirements for the revolving operating credit facility. The maturity date of the credit facility agreement is September 10, 2026.

As part of our commitment to enhance and expand community programming, we invested \$2.4 million in AccessNow (our community channel), exceeding our CRTC condition of license minimum requirement. We are proud to report that we support a local channel in over 110 communities across Saskatchewan!

As a not-for-profit, community-owned co-operative, we do not pay dividends to your members. Instead, we reinvest 100% of our earnings back into the co-operative. We reinvest through innovative and sustaining capital investment in the plant and operations, community initiatives, and community programming.

We remain positive that your co-operative business model will continue to succeed in today's fast-paced competitive environment because of our investments in our customers, our employees and within the communities we serve despite recent headwinds experienced this past year.

Performance analysis.

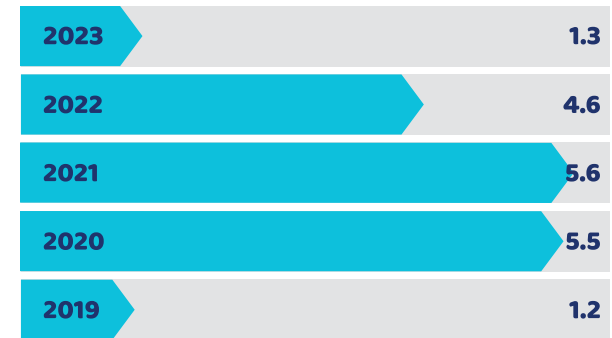
Revenue (\$ millions) ▲ 1.7%



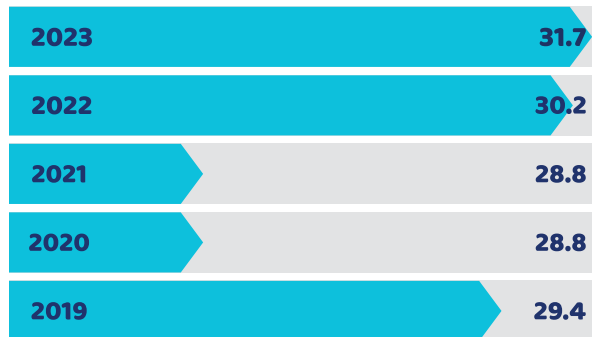
Operating income (\$ millions) ▼ -5.4%



Net income (\$ millions) ▼ -72.2%



Distribution expenses (\$ millions) ▲ 4.9%



Capital spending (\$ millions) ▲ 18.7%



Net assets (\$ millions) ▲ 1.8%



Responsibility for financial reporting.

The accompanying summary of financial statements and all information in the annual report have been prepared by management and approved by the co-operative Board of Directors.

Management is responsible for the accuracy, integrity, and objectivity of the summary of financial statements within reasonable limits of materiality, and the consistency of financial data included in the annual report's text.

To assist management in the discharge of these responsibilities, the co-operative maintains a system of internal control designed to provide reasonable assurance that its assets are safeguarded, that only valid and authorized transactions are executed, and that accurate, timely, and comprehensive financial information is prepared.

The summary financial statements have been examined independently by Deloitte on behalf of members, in accordance with Canadian auditing standards. The auditors' report outlines the scope of their examination and expresses their opinion on the summary of financial statements of the co-operative.

The Audit Committee of the Board of Directors meets with management and external auditors to satisfy itself that each group is properly discharging its responsibilities, and to review the summary of financial statements and independent auditors' report. The Board of Directors approves the summary of financial statements for presentation to the members.



Carmela Haines
President & CEO



Derrick Thue
Chief Financial Officer

Report of the Independent Auditor on the Summary Financial Statements.

To the Board of Directors of
Access Communications Co-operative Limited

Opinion

The summary financial statements, which comprise the summary balance sheet as at August 31, 2023, and the summary statements of operations, changes in net assets and cash flows for the year then ended, and related note, are derived from the audited financial statements of Access Communications Cooperative Limited (the “Co operative”) for the year ended August 31, 2023.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the criteria disclosed in Note 1 to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not for profit organizations. Reading the summary financial statements and the auditor’s report thereon, therefore, is not a substitute for reading the Co operative’s audited financial statements and the auditor’s report thereon.

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The Audited Financial Statements and Our Report Thereon

In our report dated November 29, 2023, we expressed an unmodified audit opinion on the audited financial statements.

Management’s Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in Note 1.

Auditor’s Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, Engagements to Report on Summary Financial Statements.



Chartered Professional Accountants
November 29, 2023
Regina, Saskatchewan

Access Communications Co-operative Limited Summary Balance Sheet.

As at August 31, 2023

APPROVED BY THE BOARD



Karen Smith

Chair, Board of Directors



Kama Leier

Chair, Audit Committee

	2023	2022
ASSETS		
CURRENT		
Accounts receivable	\$ 2,371,284	\$ 2,681,313
Inventory	4,084,950	3,810,824
Prepaid expenses	2,920,209	2,872,617
	9,376,443	9,364,754
INVESTMENTS IN CO-OPERATIVES	30,225	30,225
PROPERTY, PLANT AND EQUIPMENT	87,401,190	78,395,230
OTHER ASSETS	4,778,482	4,742,448
SUBSCRIBER BASE	45,105,621	45,105,621
	\$ 146,691,961	\$ 137,638,278
LIABILITIES		
CURRENT		
Bank indebtedness	\$ 2,000,999	\$ 490,333
Accounts payable and accrued liabilities	12,743,658	11,102,709
Unearned revenue	5,765,511	5,656,058
	20,510,168	17,249,100
LONG-TERM DEBT	51,800,000	47,300,000
	72,310,168	64,549,100
NET ASSETS		
Shares	1,195	1,133
Retained earnings	74,380,598	73,088,045
	74,381,793	73,089,178
	\$ 146,691,961	\$ 137,638,278

See accompanying notes to financial statements

Access Communications Co-operative Limited

Summary Statement of Income and Retained Earnings.

Year ended August 31, 2023

	2023	2022
REVENUE		
Television services	\$ 36,116,267	\$ 38,697,827
Telecommunications services	54,993,064	50,800,025
Advertising	153,078	230,567
Investment income	123,133	108,479
	91,385,542	89,836,898
DIRECT DISTRIBUTION COSTS	31,718,654	30,249,764
INCOME BEFORE OPERATING EXPENSES	59,666,888	59,587,134
OPERATING EXPENSES		
Community programming	2,416,911	2,323,202
Technical	15,195,786	15,119,781
Sales and marketing	5,280,846	5,151,085
Administrative	15,732,523	14,754,833
	38,626,066	37,348,901
OPERATING INCOME BEFORE AMORTIZATION	21,040,822	22,238,233
AMORTIZATION		
Property, plant and equipment	14,016,557	13,668,971
Deferred charges	3,047,655	2,802,813
OPERATING INCOME	3,976,610	5,766,449
INTEREST ON LONG-TERM DEBT	2,783,881	1,454,240
GAIN ON SALE OF EQUIPMENT	(99,824)	(337,657)
NET INCOME	1,292,553	4,649,866
RETAINED EARNINGS, BEGINNING OF YEAR	73,088,045	68,438,179
RETAINED EARNINGS, END OF YEAR	\$ 74,380,598	\$ 73,088,045

Access Communications Co-operative Limited Summary Statement of Cash Flows.

Year ended August 31, 2023

	2023	2022
NET INFLOW (OUTFLOW) OF CASH RELATED TO THE FOLLOWING ACTIVITIES		
OPERATING		
Net income	\$ 1,292,553	\$ 4,649,866
Items not affecting cash:		
Amortization	17,064,212	16,471,784
Gain on sale of equipment	(99,824)	(337,657)
Changes in working capital components:		
Accounts receivable	310,029	(714,339)
Inventory	(274,126)	(857,610)
Prepaid expenses	(47,592)	(485,584)
Accounts payable and accrued liabilities	632,520	(124,026)
Unearned revenue	109,453	62,587
	18,987,225	18,665,021
INVESTING		
Purchase of property, plant and equipment	(23,352,566)	(18,783,589)
Change in accounts payable relating to purchase of property, plant and equipment	1,008,429	642,719
Increase in connection costs	(2,926,189)	(3,349,716)
Proceeds from sale of property, plant and equipment	429,873	535,374
	(24,840,453)	(20,955,212)
FINANCING		
Repayments of long-term debt	(9,000,000)	(16,500,000)
Proceeds of long-term debt	13,500,000	19,500,000
Credit facility arrangement fee	(157,500)	-
Issuance (Redemption) of shares	62	(19)
	4,342,562	2,999,981
(DECREASE) INCREASE IN CASH POSITION	(1,510,666)	709,790
BANK INDEBTEDNESS, BEGINNING OF YEAR	(490,333)	(1,200,123)
BANK INDEBTEDNESS, END OF YEAR	\$ (2,000,999)	\$ (490,333)

Access Communications Co-operative Limited Note to Summary Financial Statements.

Year ended August 31, 2023.

1. Basis of accounting

These summarized financial statements of Access Communications Co-operative Limited are derived from the complete financial statements as at and for the year ended August 31, 2023, prepared in accordance with Canadian accounting standards for not-for-profit entities, of Access Communication Co-operative Limited.

The preparation of these summarized financial statements requires management to determine the information that needs to be reflected in them so that they are consistent, in all material respects, with or represent a fair summary of the audited financial statements.

The complete financial statements of Access Communications Co-operative Limited are available upon request.



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