

TELESATTM

ACCESSIBILITY PLAN

JUNE 1, 2023 - MAY 31, 2026



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GENERAL

Application

Telesat Canada is subject to the *Accessible Canada Act*, which came into force in July 2019.

Contact Information

Telesat will be regularly monitoring and evaluating feedback and ensuring that it is incorporated into its future plans when possible. You can provide accessibility feedback, including feedback on this plan, or request an alternate format of our Accessibility Plan, by:

Mail at:

Telesat Canada
160 Elgin Street
Suite 2100
Ottawa, ON, K2P 2P7
Attention: Lynette Simmons

Phone: +1 613 748 0123

Email: accessibility.feedback@telesat.com

Online: <https://www.telesat.com/accessibility-feedback/>

Telesat Overview

Telesat is one of the largest and most innovative global satellite operators, providing its customers with mission-critical connectivity solutions that tackle the world's most complex communications challenges. Through a fleet of advanced satellites and integrated terrestrial facilities, Telesat provides resilient, enterprise-class connectivity solutions for telecom, government, maritime and aeronautical customers throughout the world. For more than 50 years, we have demonstrated a deep commitment to customer service and led the way on many of the industry's ground-breaking innovations.



MULTI-YEAR ACCESSIBILITY PLAN

Executive Summary

Telesat's first accessibility plan was developed by conducting several focus groups where members of the organization had the opportunity to provide feedback on current processes and experiences regarding accessibility. We identified the following barriers which serve as a baseline to develop our plan:

- ▲ Need for awareness of Telesat's accommodation process
- ▲ Need to train managers regarding the accommodation process
- ▲ Lack of an Accommodation Policy that outlines processes for different accommodation situations
- ▲ General awareness among employees and managers on disabilities (including mental health), would be beneficial to the culture
- ▲ Need for a procurement process that considers accessibility
- ▲ The intranet needs to be updated to be more accessible
- ▲ The Employment Equity Committee needs some additional structure and support to bring actions to life

Based on the priority areas identified in the *Accessible Canada Act*, Telesat has determined several actions listed below to work towards the elimination and prevention of the identified barriers. These actions will have an impact on creating a culture of inclusiveness that puts additional focus and emphasis on accessibility at Telesat. Additionally, Telesat will be measuring and reporting on progress with respect to the implementation of these actions.

Accessibility Statement

Telesat strives to be barrier-free, accessible and inclusive to all and is committed to providing accessible and inclusive services for all employees, clients, and other stakeholders. Telesat's review of its programs, policies, goods, and services will be ongoing, to ensure continuous improvement.

MULTI-YEAR ACCESSIBILITY PLAN

A. Priority areas identified by the Act

01 Employment



Telesat is dedicated to implementing initiatives and increasing representation of persons with disabilities across all occupational groups and levels of the organization. As such, Telesat is committed to preventing and removing barriers to recruitment, retention, and the promotion of persons with disabilities. Internally, employee accessibility accommodations are managed on a case-by-case basis. Emergency evacuation protocols at the Ottawa location do consider those with disabilities but this has not been extended to the Allan Park facility.

Barriers:

1. While Telesat's overall culture is supportive of accessibility and people with disabilities, awareness is not consistent
2. All employees, including managers, are not aware of the accommodation process
3. The company has not clearly communicated which tools are available and/or how to create accessible documents
4. The current emergency protocols at all Canadian facilities do not consider those with disabilities

Actions:

1. Provide general training on accessibility awareness for employees, and include guidance on how best to manage topics that might be sensitive to some employees
2. Develop an Accommodation Policy and provide training to managers on the policy and process
3. Provide additional accessibility training if deemed necessary for specific employees responsible for key areas such as: web content, accessibility guidelines/documentation, communications, training and recruitment
4. Update emergency protocols to include consideration of individuals with disabilities at Telesat facilities in Canada
5. Review and determine specific training needs with respect to accessibility for all employees
6. Revise the new employee orientation package to include information about accessibility resources and how employees can request accommodations

MULTI-YEAR ACCESSIBILITY PLAN

02 Built Environment



Telesat operates with a mix of corporately-owned facilities and leased office spaces in Canada. Telesat recognizes the importance of an accessible built environment and is collaborating with employees, facilities teams and building owners to ensure Telesat workplaces are accessible.

Barriers:

1. Push-button door accessibility is inconsistent within Telesat offices
2. Accessibility features in washrooms vary across Telesat locations and within some Telesat locations.

Actions:

1. Review accessibility in every Telesat location across Canada to determine where improvements are needed for door and washroom accessibility
2. Raise accessibility concerns and request the applicable improvements in facilities managed by third parties
3. Evaluate costs and vendors to meet accessibility goals within Telesat owned facilities
4. Establish process to ensure alternative arrangements are made available to anyone needing accessibility accommodations prior to attending the office



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03 Information and Communication Technologies (ICT)



Telesat leverages a third-party web governance platform called Monsido to perform weekly scans of its public website to identify any accessibility issues. Telesat has also deployed an advanced toolbar on its public website called AccessiBe. This allows a site visitor to select among several accessibility profiles for an optimized browsing experience for a wide range of disabilities, in adherence to the WCAG and worldwide legislation.

Documents published on Telesat's public website are created to be accessible and are included the accessibility scans by the web governance platform. If rescanned to confirm compliance.

Telesat's current intranet is not compliant with WCAG 2.1 (Web Content Accessibility Guidelines). Telesat will need to update to implement the web governance platform on this site.

Some employees would benefit from training on how to create accessible documents.

Barriers:

1. Telesat relies on third-party applications for website accessibility compliance, which may not identify all potential issues
2. Telesat employees lack knowledge about creating accessible documents
3. Use of advanced toolbars to optimize the website for some disabilities may negatively impact usability of some website features

Actions:

1. Training for the marketing team: Keep current on new tools, technologies, best practices and the importance of inclusive communication. Training on using accessible document formats, creating accessible content, and addressing accessibility concerns raised by users
2. Raise awareness and communicate to Telesat employees on use of accessibility features on the website
3. Ensure that all content posted on the public website follows WCAG requirements (Web Content Accessibility Guidelines) standards
4. Leverage third-party consultants to review the public website to test accessibility

MULTI-YEAR ACCESSIBILITY PLAN

04 Communications other than ICT



Telesat is dedicated to ensuring that all its communications, whether they are internal or external, are accessible.

Barriers:

1. There is no existing process to provide alternative formats and communication supports upon request by a user or employee
2. Technical and/or sector specific language is used in public facing reports and documents

Actions:

1. Develop a process for providing alternative formats and communication supports for individuals with disabilities
2. Evaluate current public-facing documents for clarity and plain language and provide plain language versions as needed



MULTI-YEAR ACCESSIBILITY PLAN

05 The Procurement of Goods, Services and Facilities



Procurement is also important in achieving accessibility at Telesat. As such, Telesat will implement procurement principles, rules, and practices with the goal to advance accessibility objectives.

Barriers:

1. Accessibility is not currently part of the procurement process
2. Individuals with disabilities are not currently involved in the procurement process

Actions:

1. Evaluate where barriers exist in Telesat's process of obtaining goods and services
2. Consider accessible-competent firms when equal value bids are presented for procurement
3. Establish training for procurement officers to ensure accessibility is considered at the early stages of the procurement process
4. Involve individuals with disabilities in the evaluation of the procurement process
5. Consider accessibility assessment criteria in the evaluation process
6. Collect supplier diversity information if available during the procurement process



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06 The Design and Delivery of Programs and Services



Telesat will consider accessibility in the delivery of programs and services. A fundamental aspect in achieving this will be implementing meaningful accessibility improvements.

Barriers:

1. There has not been an assessment on current programs and services to evaluate the level of accessibility
2. Accessibility is not considered when new programs and services are put in place
 - Persons with disabilities may experience challenges when interacting with Telesat representative
 - Persons with disabilities who use assistive technology are limited in their options to contact Telesat

Actions:

1. Evaluate current programs and services to analyze accessibility
2. Evaluate on how accessibility features can be incorporated into new programs and services prior to implementation
3. Moving forward, accessibility will be considered in the design and delivery of Telesat programs and services

07 Transportation



This priority area under the Act is not applicable to Telesat.

B. Consultations

One of the guiding principles of this strategy is the statement “*Nothing without us*” which affirms that persons with disabilities will be involved in the design and implementation of this plan. Persons with disabilities offer a unique and valuable perspective and our goal is to ensure that we do not have any barriers that prevent their full participation in the workplace and the community we serve.

Methodology

This plan was prepared by first completing an environmental scan to ensure understanding of central agencies’ and other government departments’ accessibility initiatives and to review existing related policies and procedures. The exercise helped identify existing practices and initiatives that could be adopted as a best practice across the organization. Telesat consulted with persons with disabilities to gain insights on the current state of accessibility at Telesat and with employees who provide services. The consultation was conducted in two parts:

1. Key staff members at Telesat were consulted in facilitated focus groups. Internal stakeholders with knowledge of employment practices, procurement, facilities, digital resources, communications, and the design and delivery of goods and services were consulted in small focus groups. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation were discussed and responses have been used to inform this plan.
2. Telesat’s Accessibility Plan was also reviewed by Excellence Canada’s standing Accessible Canada Act Review Committee. Consultation Group members are individuals with a variety of lived experience with disabilities, and knowledge of a range of accessibility issues. Consultation was conducted May 8-11, 2023. The committee consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss.

Committee members were provided an overview of the functions at Telesat and an advance copy of the draft Telesat Accessibility Plan. Members provided comments on the plan format and readability, accessibility actions as outlined in the plan, suggested timelines for actions, and specific barriers that could be encountered. Committee feedback has been incorporated into this plan.

C. Implementation, Monitoring and Reporting

The *Accessible Canada Act* dictates that regulated entities prepare and publish annual progress reports on the implementation of their accessibility plans. Similar to our accessibility plan, progress reports must be prepared in consultation with persons with disabilities. The progress reports must also present the feedback that we received (if any) and how that feedback was taken into consideration. Telesat’s first progress report will be published in June 2024, one year after the publication of this accessibility plan, and will include updates on the actions Telesat has taken. As specified in the regulations, organizations must publish a revised plan every three (3) years. As such, Telesat will publish its revised accessibility plan in June 2026.



GLOSSARY

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.”

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.”

ICT (information and Communication Technology)

“an extensional term for information technology (IT) that stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals) and computers, as well as necessary enterprise software, middleware, storage and audiovisual, that enable users to access, store, transmit, understand and manipulate information.”

Web Content Accessibility Guideline (WCAG)

“The WCAG documents explain how to make web content more accessible to people with disabilities. Web “content” generally refers to the information in a web page or web application, including:

- ▲ natural information such as text, images, and sounds
- ▲ code or markup that defines structure, presentation, etc.”