TELESAT™
ACCESSIBILITY PROGRESS REPORT
JUNE 1, 2023 - MAY 31, 2024

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TELESAT

GENERAL

Application

Telesat Canada ("Telesat") 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 and/or Progress Report, by:

Mail at:

Telesat Canada
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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/

Executive Summary

On June 1st, 2023, Telesat published their first Accessibility Plan and feedback process as required by the Accessible Canada Act. This report provides an overview of the progress we have made towards enhancing accessibility within Telesat.

Several initiatives have been achieved during the course of this first year. Communication, training and awareness have been an integral first step in fostering a culture of inclusion and raising understanding and sensitivity towards accessibility. This report also highlights identified areas where enhancements have been made and where we will continue to make changes to standardize accessibility.

By prioritizing accessibility, we are committed to creating an inclusive environment where everyone can participate fully and equally.

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.
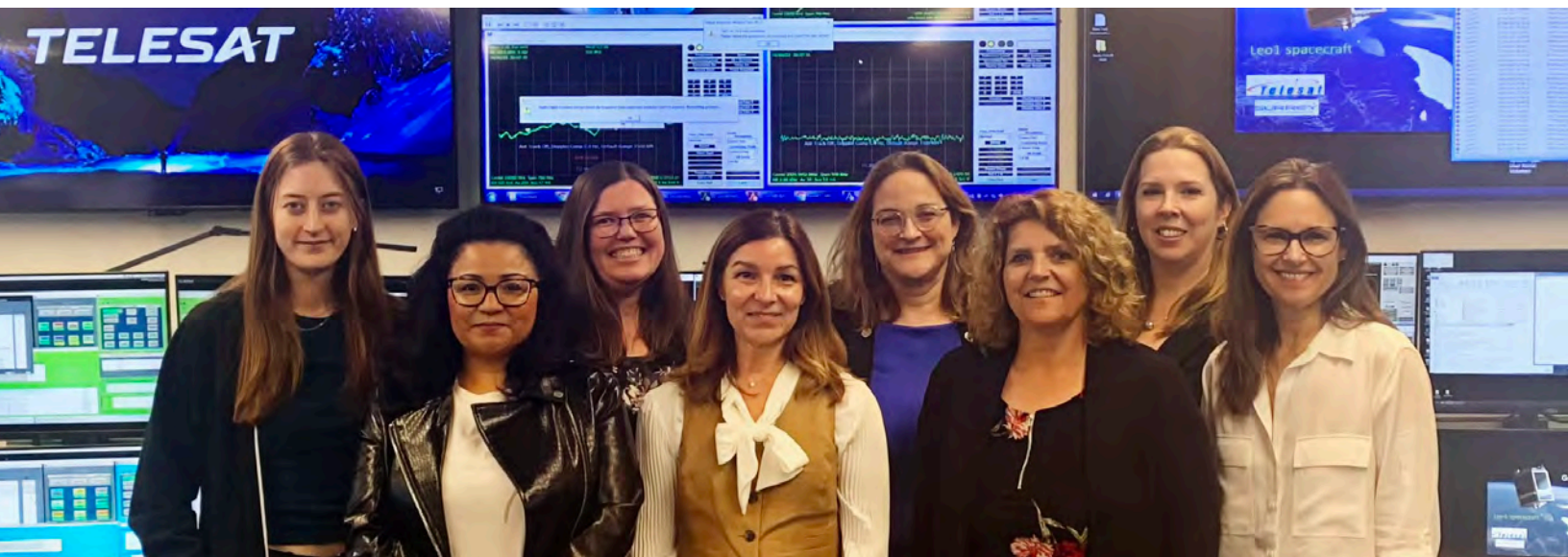
01 Employment

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.

Communication

Telesat's Accessibility Plan was completed and introduced to employees in June 2023. It was also shared through the corporate intranet site.

Information about the Accessibility Plan and its tools was also communicated to employees in our quarterly Human Resources newsletter.

Accomodation Policy

The Accommodation Policy was revised to outline the process for requesting accommodations and to provide guidance on who to contact for assistance.

Training about accommodation is being included in our on-boarding presentation in order to raise awareness about the needs of individuals with disabilities and inform newly hired employees about resources and the process.

We will work on developing specific communication and training materials for employees and managers thereby increasing accessibility awareness in order to create an environment where everyone feels valued and included.

Health & Safety

- ▲ Local Health and Safety Committee representatives were tasked along with the facility manager to review emergency protocols to ensure the protocols considered the safety and well-being of people with disabilities.

- ▲ The emergency procedures booklet was updated to include procedures for people with disabilities. These booklets will be distributed to all employees and will also be part of the on-boarding package provided to new employees when they are welcomed into their work area. They will also be posted in the Health and Safety section of the corporate intranet site.

- ▲ Telesat has included in its onboarding presentation, an overview of the organization's general safety and emergency protocols, taking into consideration individuals with disabilities. Site specific training is also provided within the first month of work, covering common workplace hazards specific to the workplace environment, familiarizing new employees with evacuation routes, assembly points, and emergency procedures.

Diversity, Equity and Inclusion Training

"Building a culture of inclusion" training about unconscious bias was provided to the leadership team and managers through interactive online training aimed to:

- ▲ Develop an understanding of the value of diversity, equity and inclusion with an emphasis on creativity and innovation;

- ▲ Increase leader's self-awareness about their own culture and values and how this leads to the development of preferences, unconscious bias and privilege;

- ▲ Understand the impact of unconscious bias on leadership behaviour and the impact on others in decision-making processes such as hiring, promotion, performance evaluation and team dynamics;

- ▲ Identify strategies to disrupt bias and work towards an inclusive workplace culture.

02 Built Environment

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

Telesat is embarking on major facility upgrades and expansions across the country. A new high-tech, state-of-the-art Telesat Lightspeed Technical Operations campus will house a backup satellite control center, a network operations center, cybersecurity facilities, R&D laboratories, and landing stations for the network. We have done primary design work with attention to accommodation to those with disabilities and the cost of implementing accessibility is included in the project's scope and budget.

We have looked at the systems and services that are currently in place at our facilities and identified areas where we can make changes to standardize accessibility. We engaged external consultants in order to incorporate accessibility into furniture layout and design in those spaces, including:

- ▲ entrances with push button access
- ▲ washrooms that with vanity and sinks at an accessible level
- ▲ accessible parking
- ▲ pathways to the building's main entrance

These will be addressed without major impact on our security and operational requirements.

Currently, the upgrade and expansion work are expected to commence in the third quarter of 2024 and be completed by the end of 2025.

# 03 Information and Communication Technologies (ICT)

Telesat recognizes the importance of removing barriers by creating a digital environment where everyone, regardless of their abilities, can access and benefit from the full range of information and communication technologies, fostering greater inclusivity and participation in the digital world.

Training for the marketing team on the Monsido and our new Sitio website governance platforms occurred in 2023. We will continue to leverage vendor training as new features are introduced or WCAG standards evolve.

In order to raise awareness, information on how to use the different accessibility features on the website such as clear navigation, consistent layout, and readable text benefit were also communicated to employees in our quarterly HR newsletter.

Telesat is working towards achieving compliance with WCAG standards on its public website, the latest being version 2.2, which was published in October 2023.

▲ Through our website governance platform, Telesat monitors our accessibility score weekly and promptly addresses any flags for non-compliance. As we plan for 2025, we are looking at engaging third-party consultants to review and test our public website for accessibility.
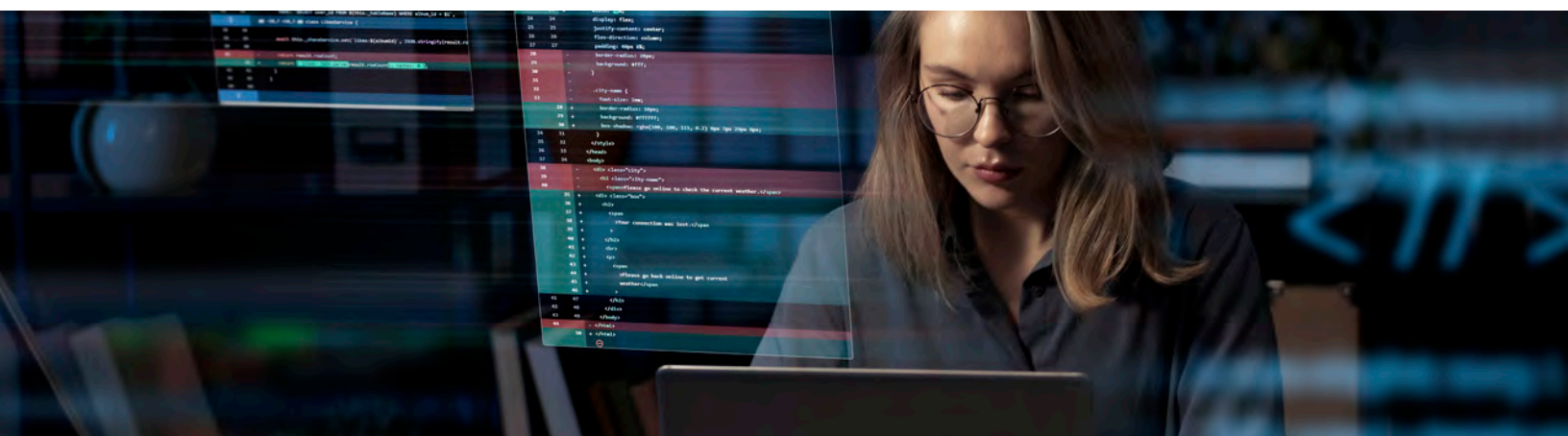
04 Communications other than ICT

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

Alternative formats and communication progress in 2023

Telesat has identified approaches and processes for providing alternative formats and communication supports when requested. Processes and timelines for delivering alternate formats in 2024 were established for the following scenarios:

- ▲ Braille
- ▲ Sign language
- ▲ Captioning services – live events
- ▲ Captioning services – video
- ▲ Large print formats (font size 16 or greater)
- ▲ Text to audio files
- ▲ Audio to text files

Progress on Plain Language

Telesat has reviewed public-facing documents to ensure we are compliant with plain-language as defined by the International Plain Language Federation and detailed on the Government of Canada website. Content was reviewed to ensure it meets the criteria referenced, including:

- ▲ Choosing words that the audience knows
- ▲ Using short and clear sentence and paragraph structures
- ▲ Organizing and presenting material clearly and logically
- ▲ Designing and structuring information according to the audience's needs

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.

Our current focus is on detailing the strategy and path to achieving Telesat's accessibility objectives:

- ▲ We identified a key barrier in Telesat's process for obtaining goods and services as being a lack of accessibility awareness when defining procurement requirements from both sourcing and, where applicable, end application perspective. We are now seeking engagement and inputs from broader functional stakeholders to incorporate accessibility standards into our procurement procedures.

- ▲ We will be introducing a revised initial vendor assessment questionnaire to solicit information on businesses owned by people with disabilities or that provide disability-inclusive goods or services such that they can be given consideration in equal value bids. In addition, we will develop and provide consistent guidance on applying considerations during the procurement process starting from sourcing to request for proposal (RFP) requirement setting to negotiation.

- ▲ Furthermore, we are developing a Supplier Code of Conduct that will require our suppliers to use commercially reasonable efforts to implement processes and policies that adhere to Telesat's core business values, including but not limited to high standards of safe working conditions, accessibility, fair and respectful treatment of employees, and ethical practices such as diversity and inclusion. Compliance with the Supplier Code of Conduct, including accessibility aspects, will become one of the key variables in supplier qualification and down selection. Later, we plan to develop additional processes in procurement and supply chain management to assess and monitor suppliers' performance with respect to accessibility and other matters set out in the Supplier Code of Conduct throughout the procurement cycle from RFP to delivery.

- ▲ Training for procurement personnel will be developed to ensure proper understanding of accessible procurement reference documentation and templates, and to facilitate implementation of procedures.

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.

Current interfaces for external users of Telesat services and products are 15-20 years old and are not designed for ease of access for users with accessibility issues.

Current interfaces are provided by platform providers and have a hard coded interface for operator/customer interaction. These cannot be modified to accommodate accessibility requirements.

Most interaction is via telephone and voice applications (Skype/Teams). Users of assistive technology are not part of the service model. Accommodation is not possible with current systems in place at Telesat.

Actions:

▲ The design of new user interfaces (UI) will look to provide multiple paths of access to the UI's in use. This will be available to both internal as well as external customers.

▲ Users of assistive technology will have the ability to provide input in voice/text (SMS) and e-mail. Also the ability to adjust font size and style for user assistance will be examined. UI discussion/design is part of all software procurement efforts.

▲ Consideration will be given to negotiation of access to UI interfaces to allow changes of layout and style (evergreen) without licensing or change management fees by software vendors.

07 Transportation

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

08 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.

In this spirit, we conducted consultations with people with disabilities to develop this progress report. The consultation was conducted in two parts:

1. Two internal groups with 6 participants each were conducted in May 2024. Participants were presented with details of the Progress Report and were asked to provide feedback and additional recommendations.

2. Excellence Canada's standing Accessible Canada Act Review Committee was also invited to provide feedback on the Progress Report regarding the level of progress, areas of priority moving forward. This consultation group is composed of members with a variety of lived experience with disabilities, have knowledge of a range of accessibility issues and self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss. The consultation was conducted May 7-14, 2024.

09 Feedback

This section provides the feedback we received from our internal groups and our external Review Committee on our Progress Report.

In general, the groups and the Review Committee believe that the Progress Report outlines a clear commitment and dedication to achieving accessibility for all. Comments and suggestions received were constructive. Areas of fulfillment such as ICT and Health and Safety show a priority to the accommodation and wellness of our current employees. Identifying barriers from the built environment to access exemplifies accountability and a dedication to improvement.

Other comments offered include:

- ▲ Consider looking at accessibility for lunchroom appliances and positioning sinks at an accessible level;
- ▲ Consider installing sliding doors that are activated by access cards.

Formatting of information was found adequate, consistent, and ensures easy readability.

Review Committee members also suggested that training be offered to all employees so that more individuals could benefit from the associated learnings.

We made the necessary adjustments to the Progress Report for most of the feedback specific to the report, also taking into consideration those other suggestions and comments.

Telesat also published its Accessibility Plan and mechanisms for individuals to provide Accessibility Feedback on its public website in May 2023. As of May 2024, Telesat has not received any feedback via online form submissions, email or telephone.

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 Guidelines (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."