

TELESAT[®]

Accessibility Plan

June 1, 2026-May 31, 2029



Accessibility Plan

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General

Application

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

Contact Information

Telesat is regularly monitoring and evaluating feedback and ensuring that it is incorporated into its future plans when possible. Telesat's main point of contact designated to receive feedback on behalf of Telesat is Lynette Simmons, Senior Director, Marketing and Communications. You can provide accessibility feedback, including feedback on this plan, or request an alternate format of our Accessibility Plan, by:

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Attention: Lynette Simmons

Phone: +1 613 748 0123

Email: accessibility.feedback@telesat.com

Digital: [Submit feedback online](#)

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 55 years, we have demonstrated a deep commitment to customer service and led the way on many of the industry's ground-breaking innovations.



Executive Summary

Telesat is committed to fostering a barrier-free, accessible, and inclusive organization where persons with disabilities can participate fully and equitably as employees, customers, and stakeholders. In alignment with the Accessible Canada Act (ACA) and Canada’s vision of achieving a barrier-free country by 2040, this Accessibility Plan outlines Telesat’s priorities and actions for the period June 1, 2026 to May 31, 2029.

This plan builds on Telesat’s first Accessibility Plan (2023–2026) and the progress achieved through its annual Accessibility Progress Reports. Over the past three years, Telesat has made meaningful strides in strengthening awareness, establishing policies and processes, improving the accessibility of its facilities, advancing accessible digital practices, and embedding accessibility considerations into procurement, communications, and workplace culture. These efforts have reinforced the importance of accessibility as a shared responsibility across the organization.

The development of this Plan reflects lessons learned, feedback received through consultations, and insights gained through implementation. Consistent with the principle of “Nothing Without Us,” persons with disabilities continue to be engaged in identifying barriers, informing priorities, and shaping actions to remove and prevent barriers across Telesat’s operations. Accessibility considerations are increasingly being integrated into how Telesat designs workplaces, delivers programs and services, communicates information, and partners with suppliers and service providers.

For the 2026–2029 period, Telesat will focus on strengthening and sustaining the foundations already in place, while continuing to address barriers in the priority areas identified under the Accessible Canada Act, including employment; the built environment; information and communication technologies (ICT); communications other than ICT; procurement of goods, services, and facilities; and the design and delivery of programs and services. This includes advancing accessibility in new facilities and technology investments, enhancing training and awareness, further embedding accessibility into policies and processes, and continuing to monitor and report on progress.

Telesat remains committed to continuous improvement, accountability, and transparency. Progress against this Plan will be monitored and reported annually, informed by ongoing consultation and feedback. By advancing accessibility in a deliberate and sustainable way, Telesat aims to strengthen an inclusive culture that supports innovation, collaboration, and equal participation for all.

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

Goal: Foster an inclusive and accessible workplace that enables persons with disabilities to participate fully and equitably in all aspects of employment. This includes removing and preventing barriers related to recruitment, hiring, onboarding, career development, retention, workplace accommodations, and health and safety.

Since the publication of Telesat's first Accessibility Plan (2023–2026), the organization has made meaningful progress in strengthening awareness, policies, and processes related to accessibility in employment. Notably, Telesat has established a consistent accommodation framework, integrated accessibility training into onboarding and management development, enhanced emergency preparedness practices to consider individuals with disabilities, and delivered training to support an inclusive workplace culture.

Building on these foundations, Telesat's focus for the 2026–2029 period is to further embed accessibility into standard employment practices; ensure employees, managers, executives and contractors clearly understand their roles and responsibilities; and continue to evolve a workplace culture that values inclusion, dignity, and respect.

Identified Barriers:

While progress has been made, the following barriers and risks have been identified through implementation experience, consultations, and feedback:

- ▲ Awareness and understanding of accessibility responsibilities and available supports may vary across the organization.
- ▲ Managers may continue to require ongoing guidance and practical tools to effectively support accommodation requests in a consistent and timely manner.
- ▲ Employees may not always be aware of accessibility resources or confident in requesting accommodations.
- ▲ Emergency and health and safety practices require continual review to ensure accessibility considerations remain current as facilities, roles, and technologies evolve.
- ▲ Accessibility considerations may not yet be fully and consistently integrated into all stages of the employee lifecycle, including career development and organizational change.
- ▲ Telesat's Talent Acquisition Team receives limited applications from individuals with disabilities and needs to establish new partnerships to reach this talent pool.



Multi-Year Accessibility Plan

Planned Actions (2026–2029) Actions:

To address these barriers and advance accessibility in employment, Telesat will undertake the following actions during the 2026–2029 plan period:

Policy and Process Enhancement

- ▲ Talent acquisition team will develop partnerships with organizations that specialize in resources, candidate pools and networks dedicated to advancing inclusivity and accessibility in the workforce.
- ▲ Maintain and periodically review the Accommodation Policy and related procedures to ensure they remain effective, clearly communicated, and responsive to employee needs.
- ▲ Continue to apply a consistent, confidential, and individualized approach to workplace accommodations. People leaders, in partnership with Human Resources, will continue to apply a consistent, confidential and individual approach to workplace accommodations.

Training and Awareness

- ▲ Continue to integrate accessibility and accommodation training into new employee onboarding and new manager orientation.
- ▲ Share practical guidance and resources with employees and managers to support the creation of accessible documents, communications, and work practices as part of the onboarding efforts.
- ▲ Ensure employees are aware about the Telesat’s Accessibility Plan and where they can provide feedback and find assistance.

Health, Safety, and Emergency Preparedness

- ▲ Regularly review and update emergency protocols and health and safety practices to ensure they consider the needs of persons with disabilities across Canadian facilities.
- ▲ Revisit emergency procedures with Ottawa headquarters employees who are transitioning to alternate floors during construction.
- ▲ Ensure emergency procedures are in place for the Gatineau facility when open.
- ▲ Ensure emergency procedures, guides, and training materials are available in accessible formats.



Multi-Year Accessibility Plan

Inclusive Workplace Culture

- ▲ Support initiatives that promote psychological safety, employee well-being, and a culture where accessibility concerns and accommodation needs can be raised without stigma.
- ▲ Encourage engagement and consultation with employees, including persons with disabilities, when identifying employment-related accessibility improvements.

Continuous Improvement

- ▲ Monitor and assess employment-related accessibility practices as workplace technologies, facilities, and organizational structures evolve.

Through these actions, Telesat aims to strengthen an employment environment where accessibility is embedded into everyday practices and decision-making, supporting equal opportunity, inclusion, and full participation for all employees.





Multi-Year Accessibility Plan



02 Built Environment

Goal: Ensure that all Telesat facilities are physically accessible to employees and visitors.

Telesat recognizes the importance of an accessible built environment in supporting the full participation, safety, and independence of persons with disabilities. Telesat operates a combination of corporately owned facilities and leased office spaces across Canada, and works collaboratively with employees, facilities teams, and third-party building owners to promote accessibility.

During the 2023–2026 plan period, Telesat advanced accessibility considerations in facility design, renovations, and expansions, including the development of new Technical Operations Centre in Gatineau that is being designed to meet accessibility requirements. These initiatives have strengthened accessibility within Telesat’s physical workplaces, while also highlighting the importance of ongoing attention as facilities evolve.

For the 2026–2029 period, Telesat will continue to embed accessibility into facilities planning, operations, and workplace design, recognizing that the built environment plays a critical role in reducing barriers and enabling inclusion.

Identified Barriers:

- ▲ Accessibility features (e.g., entrances, washrooms, interior routes) vary across facilities, particularly in leased spaces. Telesat’s Ottawa headquarters will undergo a facility expansion beginning in July - September 2026 with completion anticipated to occur by mid-2027.
- ▲ Certain accessibility improvements may depend on third-party landlords or building owners.
- ▲ Operational and security requirements may present design constraints that require careful planning to ensure accessibility needs are met.
- ▲ Accessibility considerations must be continually revisited as facilities age, are renovated, or are repurposed.





Multi-Year Accessibility Plan

Planned Actions (2026–2029):

Facilities Planning and Design

- ▲ Continue to integrate accessibility requirements into the design, construction, renovation, and expansion of Telesat-owned facilities.
- ▲ Ensure accessibility requirements are included in planning scopes, budgets, and timelines for facilities projects.

Leased Spaces and Third-Party Engagement

- ▲ Collaborate with landlords and building owners to raise accessibility concerns and request reasonable improvements where feasible.
- ▲ Regional managers are empowered to implement alternative arrangements when accessibility limitations cannot be immediately resolved.

Ongoing Assessment

- ▲ Telesat is creating a new position in 2026 of Director, Facilities and Infrastructure and this individual will be responsible for reviewing accessibility features across Canadian facilities to identify gaps and prioritize improvements.

Employee Support

- ▲ Ensure alternative or temporary accessibility arrangements are available for employees or visitors who require accommodation prior to attending Telesat workplaces.

Multi-Year Accessibility Plan



03 Information and Communication Technologies (ICT)

Goal: Ensure that Telesat’s digital environments are accessible to all employees and stakeholders. This includes public-facing digital assets, internal platforms, and the tools employees rely on to perform their work.

Since 2023, Telesat has strengthened its approach to digital accessibility through governance platforms, training, and regular monitoring of public website compliance with Web Content Accessibility Guidelines (WCAG). These foundational measures will continue to guide future improvements as technologies, standards, and user expectations evolve.

For the 2026–2029 period, Telesat will focus on maintaining compliance, strengthening internal awareness, and integrating accessibility considerations earlier in the lifecycle of digital tools and platforms.

Identified Barriers:

- ▲ Accessibility compliance may vary depending on third-party platforms or software limitations.
- ▲ Some videos on the public website do not include closed captions.
- ▲ New employees joining marketing and product marketing may require ongoing training and guidance to consistently create accessible digital content and documents.
- ▲ Automated accessibility tools may not identify all user-experience or assistive-technology issues.
- ▲ Internal digital platforms may require further enhancements to align with accessibility standards.

Planned Actions (2026–2029):

Governance and compliance

- ▲ Continue monitoring public digital assets for compliance with evolving WCAG standards.
- ▲ Evaluate Telesat’s compliance under the Phase 1 Digital Technologies Accessibility Regulations under the Accessible Canada Act that came into force on December 5, 2025. Develop work plan to achieve full compliance by the mandated deadline of December 5, 2027.
- ▲ Add closed captions to videos or remove them from the website
- ▲ Continue weekly monitoring of accessibility score in website governance platform and correct accessibility issues as they are flagged.
- ▲ Leverage third-party expertise, where appropriate, to supplement automated accessibility testing with manual reviews.



Multi-Year Accessibility Plan

Planned Actions (2026–2029):

Training and Awareness

- ▲ Provide ongoing training for employees responsible for digital content creation, website management, and communications.
- ▲ Promote awareness and training of accessibility features in Office 365 and encourage Telesat employees to complete the accessibility recommendations in Outlook, Word, Excel and PowerPoint documents that will be shared internally or externally.

Procurement and Design

- ▲ Incorporate accessibility requirements into the selection and implementation of new ICT systems.
- ▲ Consider accessibility early in the design and configuration of digital platforms.

Continuous Improvement

- ▲ Monitor developments in accessibility standards and technologies to inform future updates and enhancements.



Multi-Year Accessibility Plan



04 Communications other than ICT

Goal: Ensure that all internal and external communications are accessible, clear, and inclusive. This includes written materials, presentations, events, and other forms of communication not primarily delivered through digital platforms.

During the prior plan period, Telesat established processes and vendor relationships to support alternative formats and communication supports, as well as reviewed public-facing materials for alignment with plain-language principles. These efforts provide a solid foundation for continued improvement.

Identified Barriers:

- ▲ Requests for alternative formats may not be anticipated in advance of certain communications or events.
- ▲ Technical or sector-specific language may create accessibility challenges for some audiences.
- ▲ Consistency in applying plain-language and accessibility principles across communications may vary.

Planned Actions (2026–2029):

Alternative Formats and Supports

- ▲ Maintain processes and timelines for responding to requests for alternative formats and communication supports.
- ▲ Ensure employees are aware of how to request and provide accessible communication solutions.

Plain Language

- ▲ Continue reviewing public-facing communications to ensure clarity and alignment with plain-language standards.
- ▲ Encourage the use of plain language in internal communications where appropriate.

Awareness and Practice

- ▲ Promote best practices for accessible communications among employees involved in drafting and delivering materials.
- ▲ Provide training on ICT accessibility to all employees involved in the development, maintenance and procurement of ICT by December 2027.

Multi-Year Accessibility Plan



05 The Procurement of Goods, Services and Facilities

Goal: Ensure that Telesat’s procurement principles, rules, and practices are accessible and inclusive while meeting business and operational objectives. Telesat recognizes that accessibility in procurement supports innovation, supplier diversity, and equitable participation.

Since 2023, Telesat has taken steps to build accessibility awareness within procurement and supply chain functions and to begin integrating accessibility into supplier assessments and governance frameworks.

Identified Barriers:

Given the technical complexity, industry specific and high value nature of hardware, software and services being procured by Telesat, the following barriers have been identified:

- ▲ There is limited internal awareness of accessible procurement requirements and practices.
- ▲ Lack of supplier diversity due to reliance on established industry vendors and use of highly technical requests for proposals (RFPs).
- ▲ Evaluation criteria do not include accessibility considerations or perspective of individuals with disabilities.
- ▲ Accessibility considerations may not always be incorporated early in procurement planning.
- ▲ Suppliers may demonstrate varying levels of accessibility awareness or capability.
- ▲ Accessibility criteria may require further standardization across procurement processes.





Multi-Year Accessibility Plan

Planned Actions (2026–2029):

Supplier Engagement

- ▲ Expand supplier outreach by engaging with accessibility-focused organizations.
- ▲ Track supplier diversity and vendors accessibility practices utilizing the new Supplier Portal tool.
- ▲ To the extent possible, enhance RFP documents accessibility through plain language, tagged PDFs, and readable formats. Explore feasibility of issuing RFP documents in DOCX format that will allow greater flexibility for those utilizing assistive technology.
- ▲ Include accessibility as a sourcing requirement, where applicable, and add it as a scored factor in down selections.

Training, Capacity Building and Continuous Improvement

- ▲ Contribute to the internal awareness on accessibility principles and promote strategic consideration of accessibility throughout the procurement cycle.
- ▲ Monitor the development and relevance of Canada's Accessible Procurement Standard for Telesat's procurement operations.



Multi-Year Accessibility Plan



06 The Design and Delivery of Programs and Services

Goal: Ensure that all Telesat programs and services are accessible to employees, stakeholders and partners.

Telesat is committed to considering accessibility in the design and delivery of its programs and services. This includes recognizing the limitations of legacy systems and interfaces, as well as the opportunities presented by new technologies and future investments.

Previous assessments identified that certain systems currently used to deliver services have limited flexibility to support accessibility needs. Telesat recognizes that accessibility must be considered early in the design and procurement of future systems to reduce barriers for users and customers with disabilities.

As such, Telesat is now reviewing the customer lifecycle journey for its next-generation Telesat Lightspeed satellite services. Accessibility must be considered across all customer touchpoints including sales engagement, contracting, customer training, service provisioning, network operations support, and billing.

Identified Barriers:

- ▲ Legacy systems and interfaces may not support accessibility features or assistive technologies.
- ▲ Limited customization options can restrict accommodations for users with disabilities.
- ▲ Accessibility considerations may be constrained by third-party platform providers.
- ▲ Full customer lifecycle support for Telesat Lightspeed services must be evaluated for accessibility. This includes training, service management via a customer portal, and customer support and escalation procedures for engaging with the Technical Operations Centre staff.
- ▲ The current Automated Phone Attendant at some Telesat locations requires voice commands which may not be feasible for all callers.



Multi-Year Accessibility Plan

Planned Actions (2026–2029):

Forward-Looking Design

- ▲ Incorporate accessibility considerations into the design and procurement of new programs, platforms, and services.
- ▲ Seek solutions for the Automated Phone Attendant to provide digital/keyboard inputs for callers
- ▲ Explore options to provide multiple customer support interaction pathways for users with differing accessibility needs when contacting the Technical Operations Centre.

Technology Planning

- ▲ Ensure the Pathways portal where customers manage their Telesat Lightspeed services meets accessibility standards. Leverage third party experts to validate vendors delivered the accessibility features outlined in the statement of work.
- ▲ Seek opportunities to improve flexibility and usability in future service interfaces.

Continuous Assessment

- ▲ Monitor accessibility challenges related to programs and services and identify opportunities for improvement as technologies evolve.



07 Transportation

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



Multi-Year Accessibility Plan

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

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 a facilitated focus group by a researcher and evaluation specialist from Untapped Talent. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation were discussed and responses have been used to inform this plan.
2. In May 2026, Telesat’s Accessibility Plan was also reviewed by Untapped Talent’s accessibility consultants. These consultants are individuals with lived experience and knowledge of a range of accessibility issues, backed by the parent organization, CCRW’s 50 years of experience. Annually CCRW supports and surveys 500+ people with disabilities to inform their practices.

The accessibility consultants were given an overview of the functions at Telesat and an advance copy of the draft Telesat Accessibility Plan. Feedback was provided on the accessibility actions, suggested timelines for actions, and specific barriers that could be encountered. Untapped Talent’s feedback has been incorporated into this plan.

Prior to publishing this Accessibility Plan for public availability on Telesat’s website, Telesat provided Untapped Talent with the final documents to provide feedback on the design and usability of the document.

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 for this plan will be published in June 2027, 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 2029.



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.”