

TELESATTM

ACCESSIBILITY PROGRESS REPORT

JUNE 1, 2024 - MAY 31, 2025



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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
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/>





Executive Summary

On June 1, 2023, Telesat published its Accessibility Plan and feedback process as required by the *Accessible Canada Act*, and, on June 1, 2024, Telesat published its first Progress Report. This report provides an overview of the additional progress we have made towards enhancing accessibility within Telesat during the period from June 1, 2024 to May 31, 2025.

Progress has been made towards achieving our accessibility goals in the second year of implementing our plan. Communication, training and awareness have been an integral part of fostering a culture of inclusion and raising understanding of and sensitivity towards accessibility. This report also highlights areas where enhancements have been made and where we will continue to make changes to achieve 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 persons with disabilities and is committed to providing accessible and inclusive services for all employees, clients, and other stakeholders. Telesat reviews its programs, policies, goods, and services on an ongoing basis, 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.

Accommodation Policy

With our Accommodation Policy in place and posted on our corporate intranet and public website, Telesat implemented standard, repeatable processes to ensure managers receive training on the policy, and understand the actions they should take.

For example, all new employees and managers receive accommodation training as part of their new employee orientation, which includes the process and contacts for requesting accommodation.

When an employee is promoted to a management role, a representative of Human Resources meets with them to discuss manager-related responsibilities and the Accommodation Policy. In addition, accommodation processes and contacts are reviewed again.



Health & Safety

In 2024, we updated our emergency protocols guide for our corporate headquarters office in Ottawa. This guide is available to all employees on the corporate intranet where it can be viewed in larger font or through other accessibility tools. Additionally, the guide was distributed to all employees in the form of a booklet, and the booklet was added to the information package provided to new employees during their new employee orientation.

Emergency evacuation procedures were also updated at our Allen Park, Ontario facility to define and assign responsibility for ensuring individuals with special needs [disabilities?] are evacuated and accounted for. Work is in progress to produce similar booklets for other Canadian facilities.

Telesat continues to provide training during new employee orientation that includes an overview of the organization's general safety and emergency protocols, including considerations for individuals with disabilities. Site specific training is also provided within the first month of work, covering common workplace hazards specific to the workplace environment, and familiarizing new employees with evacuation routes, assembly points, and emergency procedures.

Ensuring an Inclusive Culture

In last year's progress report, we noted that Telesat's leadership team and managers received training about unconscious bias. In May 2025 we started training non-management employees which aimed to:

- ▲ Develop an understanding of the value of building an inclusive culture with an emphasis on creativity and innovation;
- ▲ Increase employee'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.

As reported in our first Progress Report, Telesat is embarking on major facility upgrades and expansions across the country. While we initially planned to commence this work in the third quarter of 2024, several factors delayed the start of some projects.

In late 2024 construction commenced on our high-tech, state-of-the-art Telesat Lightspeed Technical Operations campus in Gatineau, Quebec, which will house a backup satellite control center, a network operations center, cybersecurity facilities, and R&D laboratories. The facility design meets accessibility requirements and the cost of implementing accessibility is included in the project's scope and budget.

We expect facility expansion and upgrades at Telesat's headquarters in Ottawa to begin mid-2025 with completion anticipated to occur in mid-2026. Our external project management firms have designed and verified that our plans will meet accessibility requirements.



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, including our internal and external websites, fostering greater inclusivity and participation in the digital world.

Training on our Sitio website governance platforms occurred in 2024 for new marketing employees that joined Telesat. We will continue to leverage vendor training as new capabilities are introduced in the governance platform or WCAG standards evolve.

Telesat is working towards achieving compliance with WCAG 2.2 AA standard on its public website. Telesat monitors our accessibility score in our website governance platform weekly and promptly addresses any flags for non-compliance.

Telesat plans to revise its public website in 2025, which includes navigational and content changes. With the assistance of our third-party web developer and our web governance platform, we will continue to monitor and correct any flagged accessibility issues as they arise.

Once the new website is complete, Telesat currently plans to work with a third-party vendor to perform a fully manual accessibility audit of the site against the WCAG 2.2 AA standard.



04 Communications other than ICT



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

Alternative formats and communication progress

In last year's Progress Report, Telesat identified vendors, processes and timelines for providing alternative formats and communication supports when requested. Since our last Progress Report, Telesat has not received any requests for alternative formats through any of its accessibility feedback channels, but is now prepared to deliver when requests are received.

Progress on Plain Language

During the period relevant to this Progress Report, Telesat 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](#).

As we revise our public website and marketing materials, we will continue to review content 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



Telesat is implementing procurement principles, rules, and practices with the goal of advancing our accessibility objectives.

During the period covered by this Progress Report, we have made the following progress in incorporating accessibility into our procurement procedures:

- ▲ Procurement and Supply Chain team members have been trained on the basics of accessible procurement, including understanding accessibility principles and ensuring consideration and implementation in everyday procurement practices.
- ▲ We drafted a Supplier Code of Conduct and it is undergoing review by internal stakeholders. It outlines Telesat's core business values, including but not limited to, safe working conditions, accessibility, fair and respectful treatment of employees, and ethical practices such as diversity and inclusion. Once finalized, the Supplier Code of Conduct will be one of the key criteria in supplier qualification and selection.
- ▲ A Supplier Onboarding Questionnaire is being launched to solicit information on businesses owned by people with disabilities or that provide disability-inclusive goods or services. We will add this gathered information to the vendor down-selection process.



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, in some cases, 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 (e.g. Skype and 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, along with 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



Telesat believes that persons with disabilities offer unique and valuable perspectives in helping us identify and remove barriers that prevent their full participation in the workplace and the community we serve.

We conducted consultations with people with disabilities through Excellence Canada's standing Accessible Canada Act Review Committee. The committee consists of members with a variety of lived experience with disabilities, who have knowledge of a range of accessibility issues and who self-identify with a disability including mobility, vision, learning disability, mental health disability and autism. The consultation was conducted between May 9th-15, 2025.



09 Feedback



This section provides the feedback we received from Excellence Canada's standing Accessible Canada Act Review Committee.

The committee believes that the progress report for Telesat is well-rounded and speaks to the organization's commitment to becoming fully accessible. They noted that the consideration of all types of disabilities and the knowledge of how to accommodate them makes Telesat a good example of what they look for in a progress report.

The reviewers noted barriers from the built environment that were previously identified, but not yet addressed. This work will be completed during the headquarters expansion and renovation project in mid-2025 through mid-2026.

The report formatting and information was found to be adequate, consistent, and easy to comprehend.

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 and on the home page of its company intranet in May 2023. As of May 2025, Telesat has not received any feedback via mail, 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.”