



# Canadian Accessibility Plan

JULY 2024

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## 1. Overview

The Accessible Canada Act was created to identify, eliminate, and prevent barriers that people with disabilities face daily with the intention to create a Canada that is inclusive and free of barriers. To accomplish this, the Accessible Canada Act requires that certain federally regulated entities prepare and publish an Accessibility Plan with a focus on the following priority areas:

- Employment
- Built Environment
- Information and Communication Technology (ICT)
- Communication (other than ICT)
- Procurement of Goods, Services, and Facilities
- Designing and Delivering Programs and Services
- Transportation

Viasat has developed its Accessibility Plan in compliance with obligations set forth in the applicable legislation, including the Accessible Canada Act and its regulations.

## 2. Feedback Process Description

Viasat has developed a process for receiving and responding to accessibility feedback. We welcome accessibility feedback, including from the public, our employees, our clients, and our stakeholders.

We have designated our Regional HR Business Partner to receive accessibility feedback on behalf of Viasat. Accessibility feedback, including regarding our Accessibility Plan, the implementation of our Accessibility Plan, barriers when dealing with our organization, how the identified barriers can be removed, and our accessibility feedback process, can be provided using one of the contact methods set out below. Accessibility feedback can be provided with your name and contact information or anonymously. We will respond to all accessibility feedback in a timely manner. If you require support while providing accessibility feedback, please let us know and we will do our best to accommodate your needs.

Phone: 709-727-3037  
Email: [NorthamericaHR@inmarsat.com](mailto:NorthamericaHR@inmarsat.com)  
Website: [www.viasat.com](http://www.viasat.com) & [www.inmarsat.com](http://www.inmarsat.com)  
Mail: Viasat  
34 Glencoe Drive  
Mount Pearl, NL  
A1N 4S8

We will acknowledge receipt of your accessibility feedback using the same contact method that you used unless your feedback was provided anonymously.

Should Viasat receive any requests for a copy of our Accessibility Plan or our Accessibility Feedback Process Description in one of the alternate formats set out below or requests for accommodations, we are committed to providing these resources and delivering these requests as soon as possible and within the required time frames. A copy of our Accessibility Plan or our Accessibility Feedback Process Description can be requested in one of these alternate formats:

- print
- large print
- Braille
- audio format
- an electronic format that's compatible with adaptive technology meant to help people with disabilities.

Requests for a copy of our Accessibility Plan or our Accessibility Feedback Process Description in one of the aforementioned alternate formats will be fulfilled as soon as possible, but not later than:

- For Braille or an audio format: 45 days after the day that the request is received.
- For any other format: 15 days after the day that the request is received.

Viasat will use any accessibility feedback provided to identify, prevent, and remove accessibility barriers within its Canadian workplace, facilities, policies, programs, practices, products and services, to prepare its Progress Reports and to create its next Accessibility Plan.

### **3. Accessibility Policy Statement**

Viasat is committed to building and maintaining a culture of inclusivity and accessibility, which is integral to our corporate social responsibility program and our continued growth as an organization. We are committed to helping create a barrier-free Canada by ensuring that our Canadian operations incorporate an accessibility framework that supports our employees and provides those utilizing our products, services, and facilities with the best possible experience. We recognize that creating a barrier-free environment takes time and commitment. That's why Viasat has built upon our existing commitments and efforts of accessibility with the implementation of our Accessibility Plan. This further ensures that we dedicate the appropriate efforts and attention to the ongoing identification, removal, and prevention of barriers within our Canadian workplace, facilities, policies, programs, practices, products and services.

### **4. Consultations**

Viasat recognizes the importance of consultations with persons with disabilities and its workforce as an integral part of its efforts to creating a workplace and environment that is accessible for everyone. Furthermore, it allows for a meaningful perspective of its practices, policies, programs, facilities, products, and services in an effort to ensure accessibility.

During the development of our Accessibility Plan and our Accessibility Feedback Process Description, Viasat consulted with persons with disabilities. These consultations assisted us in identifying, removing and preventing barriers in the aforementioned priority areas.

As part of our consultation process, we employed the following methods of consultation:

#### **4.1. Discussion Group**

Viasat held an open in-person discussion group within the largest of its Canadian locations and facilities. This event facilitated discussion on accessibility within Viasat's Canadian workplace, specifically the priority areas identified under the Accessible Canada Act. The discussion also gave an opportunity for employees to further discuss what barriers they may have experienced or be aware of within other public spaces other than Viasat. This provided Viasat with an awareness and a broader perspective of ensuring that efforts to eliminate potential future barriers are either introduced, continued, or improved.

#### **4.2. Accessibility Questionnaire**

In addition, Viasat also utilized an accessibility questionnaire which was sent electronically to all employees in Canada. This questionnaire provided everyone within our workforce with an opportunity to identify barriers they believed to exist within each of the priority areas identified in the Accessible Canada Act. It also provided an opportunity to identify areas of continuous improvement for Viasat's existing efforts of ensuring a barrier-free workplace and environment.

### **5. Priority Areas**

The barriers that were identified as part of the consultation process with respect to each of the aforementioned priority areas are set out below. Additionally, the timeline and actions Viasat intends to take to facilitate the removal or mitigation of the identified barriers are set out below.

#### **5.1. Employment**

##### **5.1.1. Barrier 1**

When required to travel for business purposes, having an application or tool available whereby employees can explore details relating to accessibility at the host location.

Action and Timeline: During the next 12 months, in consultation with the appropriate stakeholders, Viasat will review if there's an existing deployed application or tool that can provide traveling employees with details pertaining to accessibility. Once a mechanism has been confirmed for utilization, we will communicate these details to our Canadian Workforce. Viasat will also consult with our Global Travel team regarding its global travel and expense policy to ensure alignment with Viasat's commitment to accessibility.

#### **5.1.2. Barrier 2**

Review Viasat's Global Travel and Expense Policy to incorporate items relating to accessibility when traveling.

Action and Timeline: During the next 12 months, consult with Viasat's Global Travel team regarding its Global Travel and Expense Policy to ensure alignment with Viasat's commitment to accessibility.

#### **5.1.3. Barrier 3**

Establishing a primary point of contact for employees for matters relating to accessibility, including during instances of business travel.

Action and Timeline: During the next 12 months, Viasat will identify a single point of contact within our Canadian People and Culture (P&C) team who will act as the primary point of contact for items pertaining to accessibility. This individual will consult with the appropriate team members in reviewing and responding to any received inquiries or requests relating to accessibility.

#### **5.1.4. Barrier 4**

Reviewing and updating Viasat's accommodation process to increase clarity, consistency and ease of use, particularly with respect to accommodation requests.

Action and Timeline: During the next 12 months, Viasat will review and update its accommodation process, particularly with respect to accommodation requests, in consultation with its local and global OH&S teams, OH&S Committee, Reward/Benefits teams, and P&C teams. Any updates or amendments to our current process will be completed and communicated to our Canadian workforce accordingly.

#### **5.1.5. Barrier 5**

Ensuring that contact information for requests for accommodation or elements related to accessibility is provided in our open Canadian career advertisements for candidates who are progressing through our recruitment process.

Action and Timeline: During the next 12 months, Viasat's Canadian Regional HR representative will consult with our Talent Acquisition team to ensure that all Canadian job advertisements include the appropriate details should applicants choose to request an accommodation during the recruitment process.

### **5.2. The Built Environment**

#### **5.2.1. Barrier 1**

Ensuring that building washrooms are inclusive and fully accessible to everyone, including motorized doors in washroom entryways and washrooms that are gender neutral.

Action and Timeline: During the next 12 months, Viasat will consult with its Facilities team on ensuring that the building's washrooms are inclusive and accessible to everyone. This discussion will also include the potential procurement and installation of motorized doorways and designated gender-neutral facilities within its Canadian locations.

#### **5.2.2. Barrier 2**

Ensuring that building lighting (natural versus florescent lighting) is sufficient for the performance of duties or the provision of or access to products and services as some light sources may create issues for persons who suffer from migraines, vision issues or other related sensitivities.

Action and Timeline: During the next 12 months, Viasat, in consultation with its respective areas of operations, will review the practicality of employees potentially being provided with options for placement

of workstations within the office and of lighting being adjusted in areas where it is insufficient for the performance of duties or the provision of or access to products and services.

### **5.2.3. Barrier 3**

Provision of visual aids or instruments such as screen covers, glare reducers, etc. for employees who suffer from visually induced migraines, vision issues or other related sensitivities and provision of hearing aids or instruments such as sound isolating ear protection, ear plugs, etc. for persons who suffer from auditory induced migraines, hearing issues, or other related sensitivities.

Action and Timeline: During the next 12 months, Viasat will begin reviewing its process for requesting an accommodation, including the provision of visual and hearing aids or instruments, in consultation with its local and global OH&S teams, OH&S Committee, Reward/Benefits teams, and P&C teams. Any updates or amendments to our current process will be completed and communicated to our workforce accordingly. Employees with requests such as those identified under Barrier 3 will be managed in accordance with Viasat's accommodation process.

### **5.2.4. Barrier 4**

Dedicated dark rooms for employees who suffer from visually or auditory induced migraines, vision or hearing issues, or other related sensitivities.

Action and Timeline: During the next 12 months, Viasat will discuss with its Facilities team the possibility of designating an in-office resource room to be equipped with the appropriate materials to limit the amount of light disseminating into its space, creating a dedicated darkened environment for those individuals seeking immediate removal from bright lights and loud noises.

## **5.3. Information and Communication Technologies (ICT)**

During Viasat's consultation process, no specific accessibility barriers were identified for this particular priority area. Viasat will continue its commitment of accessibility and continue to move forward and develop its efforts within the area of Information and Communication Technologies (ICT).

## **5.4. Communication (Other than ICT)**

### **5.4.1. Barrier 1**

Corporate communications can sometimes be lengthy and visually challenging to read for persons who suffer from visually induced migraine headaches, vision issues or other related sensitivities. Videos should be incorporated into corporate communications to address this.

Action and Timeline: Viasat currently uses video technology in communicating corporate-wide information and meetings for all staff members. However, throughout the next 12 months, Viasat is committed to further exploring building upon its already-established mechanisms of communication and will consult with its Executive team members and their communications teams in exploring options and capabilities for increased video communication for corporate communication.

### **5.4.2. Barrier 2**

Corporate video communications should include closed captions.

Action and Timeline: Viasat currently uses video technology in communicating corporate-wide information and meetings for all staff members. However, throughout the next 12 months, Viasat is committed to further exploring building upon its already-established mechanisms of communication and will consult with its Executive team members and their communications teams in exploring options and capabilities for ensuring that corporate video communications include closed captions.

## **5.5. The Procurement of Goods, Services and Facilities**

During Viasat's consultation process, no specific accessibility barriers were identified for this particular priority area. Viasat will continue its commitment of accessibility and continue to move forward and develop its efforts within the area of Procurement of Goods, Services and Facilities.

## **5.6. Design and Delivery of Programs and Services**

During Viasat's consultation process, no specific accessibility barriers were identified for this particular priority area. Viasat will continue its commitment of accessibility and continue to move forward and develop its efforts within the area of Design and Delivery of Programs and Services.

### **5.7. Transportation**

Transportation does not currently apply to Viasat's operations.

## **6. Conclusion**

Viasat is committed to ensuring accessibility for people with disabilities and we are continually improving the user experience for everyone. In an alignment with our values and in striving toward our commitment to inclusivity, Viasat will continually work to identify and eliminate any potential barriers which may exist within its Canadian workplace, facilities, policies, programs, products, services and practices. The barriers identified above will be monitored and tracked for progress throughout the timelines identified. These identified barriers are the direct result of the consultation process identified above. Therefore, Viasat will ensure that the appropriate resources and attention are given to resolve and/or to provide the appropriate response to each. Viasat will also complete Progress Reports and our next Accessibility Plan as required by the applicable legislation, including the Accessible Canada Act and its regulations.