



Canadian Accessibility Plan

**PROGRESS REPORT - 2024
JULY 2024**

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1. General

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 and this Progress Report in compliance with obligations set forth in the applicable legislation, including the Accessible Canada Act and its regulations.

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, our accessibility feedback process and our Progress Report, 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
Website:	www.viasat.com & 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, our Accessibility Feedback Process Description or this Progress Report 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, our Accessibility Feedback Process Description or this Progress Report 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, our Accessibility Feedback Process Description, or this Progress Report 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 next Progress Report and to create its next Accessibility Plan.

2. 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 simultaneous development of our Accessibility Plan, our Accessibility Feedback Process Description and this Progress Report, 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:

2.1. 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.

2.2. 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.

3. Progress in Priority Areas

The below Table 1 – Progress in Priority Areas identifies the progress made in removing or mitigating the barriers identified in Viasat's Accessibility Plan for each of the aforementioned priority areas. Please note that Viasat informed the Accessibility Commissioner of a delay in publishing its Accessibility Plan. As a result, the Accessibility Commissioner requested that our Accessibility Plan and this Progress Report be published simultaneously. Viasat immediately commenced efforts to address the barriers set out below, but limited progress has been made due to the simultaneous publication of the Accessibility Plan and this Progress Report. Viasat will, however, continue to address these barriers and to advance its commitment to accessibility within its Canadian workplace, facilities, policies, programs, practices, products, and services.

Table 1 – Progress in Priority Areas

Description of Barrier	Action	Progress and Timeline for 2024
3.1. Employment		
<p>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.</p>	<p>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.</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months.</p>
<p>Barrier 2: Review of Viasat's Global Travel and Expense Policy to incorporate items relating to accessibility when traveling.</p>	<p>Consult with Viasat's Global Travel team regarding its Global Travel and Expense Policy to ensure alignment with Viasat's commitment to accessibility.</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months.</p>
<p>Barrier 3: Establishing a primary point of contact for matters relating to accessibility, including during instances of business travel.</p>	<p>Viasat will identify a single point of contact within our Canadian 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.</p>	<p>Viasat has addressed this barrier by identifying a single point of contact within our Canadian P&C team who will act as the primary point of contact for items pertaining to accessibility, including consulting with appropriate team members in reviewing and responding to any received inquiries or requested relating to accessibility.</p>
<p>Barrier 4: Reviewing and updating Viasat's accommodation process to increase clarity, consistency and ease of use, particularly with respect to accommodation requests.</p>	<p>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.</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months.</p>
<p>Barrier 5: Ensuring that direction for requesting an accommodation or elements related to accessibility are provided in our open Canadian career advertisements for candidates who are progressing through our recruitment process.</p>	<p>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.</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months.</p>

3.2. The Built Environment

<p>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.</p>	<p>Viasat will consult with the Facilities team to ensure 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.</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months.</p>
<p>Barrier 2: Ensuring 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 sensitives.</p>	<p>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</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months.</p>
<p>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 employees who suffer from auditory induced migraines, hearing issues or other related sensitivities.</p>	<p>Viasat will begin reviewing its process for requesting 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.</p>	<p>Viasat will begin reviewing its process for requesting accommodation, including the provision of visual and hearing aids or instruments, within the next 12 months. Viasat already has, however, a home office allowance established for its employees who work either flexibly or permanently from home. This allowance would provide employees with financial support to purchase any workstation equipment required. Please note that this would be in addition to, and separate from, the process of formally requesting a workplace disability accommodation.</p>
<p>Barrier 4: Dedicated dark rooms for employees who suffer from visually or auditory induced migraines, vision or hearing issues, or other related sensitivities.</p>	<p>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</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months.</p>

3.3. Information and Communication Technology (ICT)

<p>None</p>	<p>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).</p>	<p>None</p>
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3.4. Communication (Other than ICT)

<p>Barrier 1: Corporate communications can sometimes be lengthy and visually</p>	<p>Viasat is committed to further exploring building upon its already-established mechanisms of communication and will</p>	<p>Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months. Please note,</p>
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challenging to read for persons who suffer from visually induced migraines, vision issues or other related sensitivities. Videos should be incorporated into corporate communications to address this.	consult with its Executive team members and their communications teams in exploring options and capabilities for increased video communication for corporate communication.	however, that Viasat already currently uses video technology in communicating corporate-wide information and meetings for all staff members. This is evident in the closed-captioned zoom meetings and the video messages sent by various members of the executive team throughout 2023 and 2024.
Barrier 2: Corporate video communications should include closed captions.	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.	Viasat has not made any progress as of June 2024 but will address this barrier within the next 12 months. Please note, however, that Viasat already currently uses video technology in communicating corporate-wide information and meetings for all staff members. This is evident in the closed-captioned zoom meetings and the video messages sent by various members of the executive team throughout 2023 and 2024.

3.5. Procurement of Goods, Services, and Facilities		
None	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.	None

3.6. Design and Delivery of Programs		
None	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.	None

3.7. Transportation		
Transportation does not currently apply to Viasat's operations.	N/A	N/A

4. Feedback

Through our accessibility feedback process, we have continued to learn more about accessibility barriers within our Canadian workplace, facilities, policies, programs, practices, products and services.

We have received feedback regarding the following priority areas:

- Employment
- Built Environment
- Information and Communication Technology (ICT)
- Communications (other than ICT) and
- Design and Delivery of Programs and Services.

The feedback we receive is crucial in supporting our continued efforts to identify, remove and prevent accessibility barriers.

5. 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 and their removal or mitigation are the direct result of the consultation and feedback processes identified above. 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 its next Progress Report and its next Accessibility Plan as required by the application legislation, including the Accessible Canada Act and its regulations.