



# ACCESSIBILITY PLAN

JUNE 1, 2024 - MAY 31, 2027



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# GENERAL

## **Application**

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

## **Contact Information**

Infosat 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, by:

Mail at:

Infosat Communications LP  
302, 809 Manning Rd. NE  
Calgary, Alberta T2E 7M9  
Attention: Krista Ramlu

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## **Infosat Overview**

Infosat has provided telecommunications services since 1986 through its head office in Calgary as well as service agents across Canada. Infosat has designed and installed major satellite systems throughout North America and around the world. The company currently manages over 5000 satellite services for many different business verticals where traditional services are not available or backup solutions are required for redundancy.



# MULTI-YEAR ACCESSIBILITY PLAN

## Executive Summary

Infosat's first accessibility plan was developed by specific members of the organization discussing current processes and experiences regarding accessibility. We identified the following barriers which serve as a baseline to develop our plan:

- ▲ Need for awareness of Infosat's accommodation process
- ▲ Need to train management regarding the accommodation process
- ▲ Lack of an Accommodation Policy that outlines processes for different accommodation situations
- ▲ General awareness among employees and managers on disabilities (including mental health), would be beneficial to the culture
- ▲ Need for a procurement process that considers accessibility
- ▲ The intranet needs to be updated to be more accessible

Based on the priority areas identified in the *Accessible Canada Act*, Infosat has determined several actions listed below to work towards the elimination and prevention of the identified barriers. These actions will have an impact on creating a culture of inclusiveness that puts additional focus and emphasis on accessibility at Infosat. Additionally, Infosat will be measuring and reporting on progress with respect to the implementation of these actions.

## Accessibility Statement

Infosat 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. Infosat'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



Infosat is dedicated to implementing initiatives and increasing representation of persons with disabilities across all occupational groups and levels of the organization. As such, Infosat 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. Emergency evacuation protocols at the Calgary location do not consider those with disabilities, this is also the case for the C10 facility.

#### Barriers:

1. While Infosat's overall culture is supportive of accessibility and people with disabilities, awareness is not consistent.
2. All employees, including managers, are not aware of the accommodation process.
3. The organization has not clearly communicated which tools are available and/or how to create accessible documents.
4. The current emergency protocols at all Infosat facilities do not consider those with disabilities.

#### Actions:

1. Provide general training on accessibility awareness for employees and include guidance on how best to manage topics that might be sensitive to some employees.
2. Develop an Accommodation Policy and provide training to managers on the policy and process.
3. Provide additional accessibility training if deemed necessary for specific employees responsible for key areas such as: web content, accessibility guidelines/documentation, communications, training, and recruitment.
4. Update emergency protocols to include consideration for individuals with disabilities at Infosat.
5. Review and determine specific training needs with respect to accessibility for all Employees.
6. Revise the new employee orientation package to include information about accessibility resources and how employees can request accommodations.

# MULTI-YEAR ACCESSIBILITY PLAN

## 02 Built Environment



Infosat operates with office space in Calgary Alberta Canada. Infosat recognizes the importance of an accessible built environment and is collaborating with employees, facilities teams and building owners to ensure Infosat workplaces are accessible.

### Barriers:

1. Push-button door accessibility is absent within the Infosat office.
2. Accessibility features in washrooms will need to be addressed with our landlord.
3. There are not backup/freight elevators in the event of a power loss.

### Actions:

1. Review accessibility to determine where improvements are needed for door and washroom accessibility.
2. Raise accessibility concerns and request the applicable improvements in leased space.
3. Establish a process to ensure alternative arrangements are made available to anyone needing accessibility accommodations prior to attending the office.



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## 03 Information and Communication Technologies (ICT)



Infosat's public website has been identified as needing accessibility upgrades. We will be looking into platforms that can identify any accessibility issues.

Documents published on Infosat's public website will need to be created to be accessible.

Infosat's current intranet is not compliant with WCAG 2.1 (Web Content Accessibility Guidelines). Infosat will need to update this to implement the web governance platform on this site.

Employees would benefit from training on how to create accessible documents.

### Barriers:

1. Relying on a third-party application for website accessibility compliance may not identify all potential issues.
2. Infosat employees lack knowledge about creating accessible documents.
3. Use of advanced toolbars to optimize the website for some disabilities may negatively impact usability of some website features.

### Actions:

1. Training for the marketing team: Keep current on new tools, technologies, best practices and the importance of inclusive communication. Training on using accessible document formats, creating accessible content, and addressing accessibility concerns raised by users.
2. Raise awareness and communicate to Infosat employees on use of accessibility features on the website.
3. Ensure that all content posted on the public website follows WCAG requirements (Web Content Accessibility Guidelines) standards.
4. Leverage third-party consultants to review the public website to test accessibility.

# MULTI-YEAR ACCESSIBILITY PLAN

## 04 Communications other than ICT



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

### Barriers:

1. There is no existing process to provide alternative formats and communication supports upon request by a user or employee.
2. Technical and/or sector specific language is used in public facing reports and documents.

### Actions:

1. Develop a process for providing alternative formats and communication supports for individuals with disabilities.
2. Evaluate current public-facing documents for clarity and plain language and provide plain language versions as needed.





# MULTI-YEAR ACCESSIBILITY PLAN

## 05 The Procurement of Goods, Services and Facilities



Procurement is also important in achieving accessibility at Infosat. As such, Infosat will implement procurement principles, rules, and practices with the goal to advance accessibility objectives.

### Barriers:

1. Accessibility is not currently part of the procurement process.
2. Individuals with disabilities are not currently involved in the procurement process.

### Actions:

1. Evaluate where barriers exist in Infosat process of obtaining goods and services.
2. Consider accessible-competent firms when equal value bids are presented for procurement.
3. Establish training for procurement officers to ensure accessibility is considered at the early stages of the procurement process.
4. Involve individuals with disabilities in the evaluation of the procurement process.
5. Consider accessibility assessment criteria in the evaluation process.
6. xCollect supplier diversity information if available during the procurement process.

# MULTI-YEAR ACCESSIBILITY PLAN

## 06 The Design and Delivery of Programs and Services



Infosat will consider accessibility in the delivery of programs and services. A fundamental aspect in achieving this will be implementing meaningful accessibility improvements.

### Barriers:

1. There has not been an assessment on current programs and services to evaluate the level of accessibility.
2. Accessibility is not considered when new programs and services are put in place.
  - Persons with disabilities may experience challenges when interacting with an Infosat representative.
  - Persons with disabilities who use assistive technology are limited in their options to contact Infosat.

### Actions:

1. Evaluate current programs and services to analyze accessibility.
2. Evaluate on how accessibility features can be incorporated into new programs and services prior to implementation.
3. Moving forward, accessibility will be considered in the design and delivery of Infosat programs and services.

## 07 Transportation



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



# 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

We plan to consult with people with disabilities to gain insights on the current state of accessibility at Infosat and with employees who provide service. The consultation will be conducted in two parts.

1. Key staff members at Infosat will be consulted in facilitated focus groups. Internal stakeholders with knowledge of employment practices, procurement, facilities, digital resources, communications, and the design and delivery of goods and services will be consulted in small focus groups. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation will be discussed and the responses will be used to update our plan.
2. Infosat is considering having the Accessibility Plan reviewed by Excellence Canada’s standing Accessible Canada Act Review Committee.

Committee members will be provided with an overview of the functions at Infosat and an advance copy of the draft Infosat Accessibility Plan. Members will provide comments on the plan format and readability, accessibility actions as outlined in the plan, suggested timelines for actions, and specific barriers that could be encountered. Committee feedback will be incorporated into the revised plan.

## 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. Infosat’s first progress report will be published in June 2025, one year after the publication of this accessibility plan, and will include updates on the actions Infosat has taken. As specified in the regulations, organizations must publish a revised plan every three (3) years. As such, Infosat will publish its revised accessibility plan in June 2027.

# 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.”