

ACCESSIBILITY POLICY (ON)

The printed version of this document
is an uncontrolled copy.



Norsat International Inc.
110 – 4020 Viking Way
Richmond, British Columbia
Canada V6V 2N2

This document is the property of **Norsat International Inc.** Use by or disclosure to anyone other than its authorized employees or agents is strictly forbidden except to the extent permission is elsewhere granted.

1 Statement of Organizational Commitment

Norsat International Inc. (“Norsat” or “We”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

Norsat is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Norsat understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Norsat is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2 Definition

According to the Ontario Human Rights Code, Section 10, “Disability” refers to:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

3 Training

We are committed to training all staff, contractors, volunteers and all persons who participate in developing the organization’s policies in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

4 Assisted Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Other measures may include offering the direct loading or delivery of our goods and services or remote service via telephone or video conferencing.

5 Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces currently include: Accessible off-street parking and our facility waiting area.

6 Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our facilities:

- explain why the animal is excluded.
- discuss with the customer another way of providing goods, services or facilities.

7 Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

8 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- Posted at the door of our facility as well as on our website.

9 Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization.
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

A. Documented Individual Accommodation Plans

Our process for the development of documented individual accommodation plans includes:

- How we include the employee in the development of the plan.
- How we consider the employee on an individual basis.
- How the employee's personal information will be protected.
- How often the plan will be reviewed.

B. Return to Work Process

Our process for the development of a return-to-work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will:

- Outline the steps we will take to facilitate the employees' return to work.
- Use their individual accommodation plan, where it exists as part of the process.

10 Feedback Process

Norsat welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

By Mail: Norsat International Inc.

110—4020 Viking Way, Richmond, BC V6V 2N2

By Email: adminhr@norsat.com

By Telephone: 604-821-2800.

Norsat ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, on request.

11 Notice of Availability of Documents

Norsat notifies the public that documents related to accessible customer service, are available upon request:

By Mail: Norsat International Inc.

110—4020 Viking Way, Richmond, BC V6V 2N2

By Email: adminhr@norsat.com

By Telephone: 604-821-2800.

Norsat will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

12 Information and communications

Norsat is committed to meeting the communication needs of people with disabilities. When requested, the Company will provide communication support in a timely manner including:

- Reviewing accessible formats and communication support currently available at the Company.
- As needed and where practical, updating the current process for requesting accessible formats and communication support.
- As needed and where practical, creating additional accessible formats and communication support for publicly available information.
- Where practical, incorporating language in marketing materials and on the Company's external website to advise that, in accordance with AODA, an accessible format may be made available on request.

13 Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.