



Multi-Year Accessibility Plan

Intent

This 2024 to 2028 accessibility plan outlines the policies and actions that Norsat, International Inc. (“Norsat” or “We”) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Norsat is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the “AODA” or the “Act”) and the related Integrated Accessibility Standards Regulations (the “IASR”). Building on Norsat’s Accessibility Policy, we are committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by removing and preventing barriers to accessibility.

Therefore, Norsat has developed a multi-year plan which outlines our strategy to prevent and remove barriers and meet its requirements under the AODA. Norsat’s Multi-Year Accessibility Plan will be reviewed and updated by Norsat at least once every five (5) years, and as required.

Customer Service

Norsat is committed to continuing to provide accessible customer service to people with disabilities. We are planning to continue to comply with the Customer Service Standard by providing training to new staff on the requirements of the Customer Service Standards and the relevant company policies and Accessibility regulations in Ontario.

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 by January 2025.
- As needed and where practical, updating the current process for requesting accessible formats and communication support by January 2026.
- As needed and where practical, creating additional accessible formats and communication support for publicly available information by January 2027.



- 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 by January 2028.

Employment

In accordance with the AODA's Employment Standards, Norsat has provided and will continue its inclusive employment processes for talent acquisition, retention and development within the company, including:

- Notification of the company's commitment to accessibility and accommodation
- Provision of accessible formats and communication supports that take into account an employee's accessibility needs
- Ensure adequate support for employee / workplace accommodation requests during an employee's employment and following absences from work

Training

Norsat will continue to implement policies and practices and training initiatives in accordance with the AODA with the following actions:

- Training will include:
 - 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.
- New hires will be provided with training in respect of any changes to the policies as soon as practicable.
- Records including the training dates and number of individuals will be maintained in the system.

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.

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.

Our accessibility plan is publicly posted at [Sinclair Technologies \(sinctech.com\)](http://SinclairTechnologies.com). Standard and accessible formats of this document are free on request from the HR department by adminhr@norsat.com or 604-821-2800.