

A hand is shown holding a globe of the Earth. The globe is overlaid with a complex network of white lines and nodes, representing a global communication or data network. The background is a light blue gradient with a subtle pattern of network nodes and lines. The overall design is modern and tech-oriented.

# Marlink Accessibility Plan

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## 1. General

The Marlink Group is the world’s leading provider of end-to-end managed smart network solutions that connect people and assets around the globe and in all markets that cannot be reached with conventional connectivity.

This Accessibility Plan is drafted in accordance with the Accessible Canada Act and other accessibility laws around the world.

We know we have much work ahead to become a barrier-free company. We will approach this responsibility by listening, learning and taking action.

We are working within the key principle of “nothing without us.” As we work to implement this Plan, we will continue to count on feedback from our customers, employees, business partners, consumer disability rights advocacy organizations, and other stakeholders. We are working hard to put this Plan in place in a way that respects the principles of the [Accessible Canada Act](#):

- dignity;
- equal opportunities;
- barrier-free access;
- meaningful options;
- involving people with disabilities in the development and design of our policies, programs, services and facilities;
- recognizing that people can be excluded and discriminated against for more than one reason at the same time (intersectionality); and
- achieving the highest level of accessibility.

For questions about this Accessibility Plan, please contact us in the following ways:

Communication Method	Details
Email	<a href="mailto:esg@marlink.com">esg@marlink.com</a>
Telephone  If you have a hearing or speech disability, you are welcome to call us using your preferred telecommunications relay service.	<p><b>Americas (including within Canda):</b> +1 310 616 5594            or +1 855 769 3959 (toll free)</p> <p><b>Europe, Middle East, or Africa:</b> +33 1 70 48 98 98</p> <p><b>Asia Pacific:</b> +65 64 29 83 11</p>

Alternatively, you may fill out our online [accessibility feedback form](#), which gives you the option to provide feedback anonymously.

## 2. Consultations

Engagement with employees and customers with disabilities is important for Marlink. Marlink is committed to accessibility and disability inclusion, included but not limited to fostering a diverse

and inclusive workforce. Hiring is unbiased, ensuring all potential candidates, regardless of gender, race, ability or socioeconomic background are given an equal opportunity. When the use of a recruitment agency, headhunter or similar is required, any sourcing of candidates must align with Marlink's diversity and inclusivity agenda.

Marlink has created a special page on its intranet (Orbit) so that all employees can provide anonymous feedback on Marlink's accessibility. Likewise, Marlink's web site includes a special link for customers and any other interested persons to contact us with concerns and/or suggestions on accessibility. Marlink takes any feedback very seriously and is determined to implement feedback as much as possible.

For more information please visit: <https://marlink.com/accessibility/>

## **2.1 Consulting for the Accessibility Plan**

We have developed our Accessibility Plan in close collaboration with an external lawyer who has a strong understanding of the needs of consumers with disabilities and the unique challenges they face every day. Having been blind all his life, our lawyer is a proficient Braille reader and intimately familiar with a wide range of adaptive technologies, including popular screen reading software for all types of digital platforms. Additionally, as a leader in the National Federation of the Blind, he understands first-hand the successes and struggles faced by blind and low vision individuals in all aspects of life. Finally, thanks to his experiences as a digital accessibility attorney, he has given us invaluable practical advice on barriers faced by users of digital products with hearing, physical, and cognitive limitations, and how to remove these barriers.

Our accessibility lawyer reviewed and provided extensive feedback on every draft of our Plan.

## Related Documents

[Accessibility feedback process](#)

## Employment

The goal of the Employment area under the Accessible Canada Act is to ensure access to employment opportunities and accessible workplaces.

Marlink is committed to close gaps and remove barriers in the recruitment, retention and promotion of persons with disabilities.

At Marlink, we believe that every person should have equal opportunities. At Marlink we believe that a workplace should be based on respect, honesty, and fairness.

### 2.2 Our commitments:

- Encourage and support managers to have a diverse team.
- Upon the request of an employee with a disability, Marlink consults with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job and information that is generally available to other employees.
- If a selected applicant requests an accommodation, Marlink consults with the applicant and provides, or arranges for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- Marlink is proud to be a signatory to the United Nations Global Compact Principles and Marlink has a Marlink Group Compliance program.
- Marlink has a Code of Conduct.

## The Built Environment

The goal of the Built environment area under the Accessible Canada Act is to ensure all people can move freely and independently around federal buildings and public spaces.

Marlink has a limited role here because it does not own or lease or have any operations in any federal buildings. In fact, at the present time Marlink does not even have a physical presence at all in Canada. Likewise, Marlink does not provide any public spaces in Canada or elsewhere as it is a commercial company and its buildings and facilities are not open to the general public.

Marlink's buildings and facilities, which are located in the various countries around the world, with none being in Canada, are a combination of owned and leased spaces, generally used for earth station operations, office accommodations and warehouses. None are open to the general public. Nonetheless, Marlink will do what it can to meet this goal.

### 2.3 Our commitments:

- Meeting legislative requirements and accessibility standards relating to both the design and accessibility of our buildings.

- Provide access ramps, adaptable lighting, and/or wayfinding technology upon request.
- If Marlink decides to build a new building or facility, consult persons with disabilities who will access it and incorporate their feedback as much as possible in the design stage and throughout the project.
- Use innovative or novel technologies to support accessibility.

### **3. Information and Communication Technologies**

The goal of the Information and Communication Technologies (ICT) area under the Accessible Canada Act is to ensure accessible digital content and technologies. ICT includes hardware, software, applications and websites for both external and internal facing systems for customers and employees.

#### **3.1 Our commitments:**

- Meeting the communication needs of people with disabilities. Marlink has and will continue to incorporate new accessibility requirements under the information and communication standards to ensure that its information and communication systems are accessible and are provided in accessible formats that meet the needs of people with disabilities.
- Ensure that all publicly available information is made accessible, upon request.
- Outline roles and responsibilities in web content and development policies regarding content compliance for new intranet sites.

#### **3.2 Accessibility-Related Conditions under Section 24 and 24.1 of the Telecommunications Act**

Sections 24 and 24.1 of the Telecommunications Act give the Canadian Radio-Television and Telecommunications Commission (CRTC) broad powers to impose conditions of service on companies providing communications services to Canadian customers. The CRTC has relied on this power to require telephone companies to make their products and services more accessible to customers with disabilities.

Marlink plans to comply with its legal obligations. If required, Marlink will use all reasonable endeavours to provide text-based message relay services (TTY, IP Relay, RTT) to customers who are deaf, hard of hearing, or have speech disabilities. Marlink plans to ensure that customer service channels are accessible to customers with disabilities, including providing information and communication in alternate formats upon request.

#### **3.3 Accessibility Regulations Under the Telecommunications Act**

As of the publication of this Plan, the CRTC has not made any regulations imposing substantive accessibility obligations on Canadian communications service providers. Instead, the CRTC establishes accessibility through conditions of service created in CRTC decisions. Accordingly, Marlink has nothing to report under this heading.

## Communications (excluding ICT)

The goal of the Communications area of the Accessible Canada Act is to ensure barrier-free services and spaces for persons with disabilities.

### 3.4 Our commitments:

- Arrange for the provision of alternative formats and/or communication supports if requested by people with disabilities.
- Consult with the person making the request to determine the suitability of the alternative format and/or communication support.

## Procurement of goods, services and facilities

The goal of the Procurement area of the Accessible Canada Act is to ensure the purchasing of goods, services and facilities is accessible, and that purchased goods, services, and facilities meet the access needs of everyone who is required, expected, or encouraged to use them.

At Marlink, we intelligently integrate network and digital solutions, with active management to ensure the fastest speeds, the best low-latency user experience, the most reliable application access and data flow for real time operations, and the most robust cyber security.

### 3.5 Our commitments:

- Incorporate accessibility into procurement and contracting documents, templates and guidance.

## Design and delivery of programs and services

The goal of the Design and delivery of programs and services area of the Accessible Canada Act is to ensure Canadians receive services that are accessible to all.

Marlink is committed to making its connectivity services and cyber solutions accessible to all. As previously noted we have established a web page for potential customers to use to contact us with concerns and/or suggestions on accessibility and is committed to addressing same to the extent feasible.

## Transportation

The goal of the Transportation area under the Accessible Canada Act is to ensure a barrier-free federal transportation network.

As Marlink is a commercial company that provides connectivity services and cyber solutions Marlink has no role in this area.