



ROBERTS
COMMUNICATIONS NETWORK
ACCESSIBILITY PLAN

Complying with Canadian Accessibility Requirements

Company Name: Roberts Communications Network LLC

Effective Date: May 1, 2026

Plan Period: June 1, 2026 – May 31, 2029

Review Date: April 1, 2029

1. Statement of Commitment

Roberts Communications Network is committed to identifying, removing, and preventing barriers to accessibility for persons with disabilities in accordance with the requirements of the Accessible Canada Act (ACA) and applicable Canadian Radio-television and Telecommunications Commission (CRTC) accessibility regulations.

Our company recognizes the importance of equal access and inclusive participation for employees, customers, contractors, visitors, and members of the public. We are committed to continuous improvement in accessibility across all aspects of our operations.

This Accessibility Plan outlines the policies, programs, practices, and initiatives our organization will implement to improve accessibility and comply with applicable Canadian accessibility requirements.

2. General Information

Company Overview

Roberts Communications Network (RCN) is an advanced broadcast, media and enterprise networks telecommunications supplier with more than 25 years of service to racing, pari-mutuel, broadcast, cable and media clients. Operating an advanced satellite and terrestrial infrastructure that operates across more than a dozen satellite transponders from nearly 120 company-owned and operated fixed and transportable uplinks, RCN is a supplier of satellite and terrestrial backhaul/contribution services, cable and DTH distribution, and is one of the world's largest originators of live and on-demand video streaming services.

Primary operating locations:
4075 Volunteer Blvd.

Henderson, Nevada, 89044-1845
United States

Number of employees: 93

Accessibility Contact

Accessibility Officer / Designated Contact:

Name: John Van Zandt

Title: Director of Satellite Systems

Contact Methods

Email: jvanzandt@rcnmail.com

Telephone: +1 702-227-7537

Mailing Address: 4075 Volunteer Blvd, Henderson, NV 89044-1845

Accessibility Feedback Process

Roberts Communications Network welcomes feedback regarding accessibility barriers and this Accessibility Plan.

Feedback may be submitted anonymously. RCN will acknowledge the receipt of feedback except when submitted anonymously. All personal information will remain confidential unless the person providing feedback consents to the disclosure of their personal information.

All accessibility feedback will be:

- Reviewed by the designated accessibility representative;
- Logged and tracked;
- Evaluated for corrective action;
- Retained in accordance with company document retention policies.

Alternative formats of this Accessibility Plan are available upon request.

Available formats may include:

- Print
- Large print
- Electronic format
- Audio format
- Braille (where applicable)

3. Policies, Programs, Practices and Services

The following sections address the priority areas identified under the Accessible Canada Act and enumerates the steps Roberts Communications Network is taking to identify remove and prevent

barriers to accessibility in respect of the following seven areas described in section 5 of the *Accessible Canada Act*:

- employment;
 - the built environment;
 - information and communication technologies (ICT);
 - communication, other than ICT;
 - the procurement of goods, services and facilities;
 - the design and delivery of programs and services; and
 - transportation.
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3.1 Employment

Current Environment

Roberts Communications Network is committed to equitable employment practices and inclusive hiring processes.

Potential barriers may include:

- Limited accessibility in recruitment materials;
- Inaccessible interview or onboarding procedures;
- Lack of awareness regarding accommodation processes;
- Inconsistent accessibility training.

Accessibility Objectives

- Ensure recruitment and hiring practices are accessible;
- Provide reasonable workplace accommodations;
- Improve accessibility awareness among managers and employees;
- Support employees with disabilities throughout employment.

Planned Actions

Action	Responsibility
Review hiring practices and job postings for accessibility	Human Resources
Implement formal accommodation request procedures	Human Resources
Provide accessibility awareness training to staff and managers	Human Resources
Ensure emergency procedures accommodate employees with disabilities	Health & Safety
Review workplace software and tools for accessibility	IT Department

Action	Responsibility
compatibility	

Measurement

Progress will be evaluated using:

- Employee feedback;
- Accommodation response times;
- Accessibility training completion records;
- Recruitment process reviews.

3.2 Built Environment

Current Environment

Roberts Communications Network operates facilities that includes offices, technical facilities, studios, production environments, warehouses, or customer-facing spaces.

Potential barriers may include:

- Limited accessible parking;
- Restricted wheelchair access;
- Inaccessible washrooms or entrances;
- Poor signage or navigation;
- Insufficient emergency accessibility procedures.

Accessibility Objectives

- Improve physical access to company facilities;
- Ensure safe and accessible movement throughout workspaces;
- Improve accessibility signage and wayfinding.

Planned Actions

Action	Responsibility
Conduct accessibility audit of facilities	Facilities Management
Review entrances, ramps, and pathways for accessibility compliance	Facilities Management
Improve signage and emergency evacuation information	Health & Safety
Assess accessibility of meeting rooms and customer spaces	Facilities Management
Incorporate accessibility into future renovations and	Management

construction

Measurement

- Facility inspection reports;
 - Accessibility audit findings;
 - Employee and visitor feedback;
 - Completion of corrective actions.
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3.3 Information and Communication Technologies (ICT)

Current Environment

Roberts Communications Network uses information technology systems including computers, communications systems, websites, software platforms, production systems, and digital collaboration tools.

Potential barriers may include:

- Inaccessible websites or portals;
- Software incompatibility with assistive technologies;
- Limited accessibility testing during procurement;
- Lack of accessible digital documentation.

Accessibility Objectives

- Improve accessibility of digital platforms and systems;
- Support compatibility with assistive technologies;
- Include accessibility requirements in technology procurement.

Planned Actions

Action	Responsibility
Review public-facing website accessibility	IT / Marketing
Evaluate software platforms for accessibility compatibility	IT Department
Incorporate accessibility criteria into procurement standards	Procurement
Develop accessible document standards	Administration
Provide accessibility guidance for digital communications	IT / Communications

Measurement

- Website accessibility reviews;

- Accessibility testing reports;
 - Procurement compliance records;
 - Staff training completion.
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3.4 Communication Other Than ICT

Current Environment

Roberts Communications Network communicates with employees, clients, vendors, and the public through various methods including email, telephone, printed materials, signage, and meetings.

Potential barriers may include:

- Inaccessible documents or forms;
- Limited alternative communication formats;
- Lack of accessibility awareness in public communications.

Accessibility Objectives

- Ensure communications are understandable and accessible;
- Provide information in alternative formats when requested;
- Improve inclusive communication practices.

Planned Actions

Action	Responsibility
Develop accessible document templates	Administration
Train staff on accessible communication practices	Human Resources
Establish process for alternative format requests	Administration
Review public notices and customer materials for accessibility	Communications

Measurement

- Accessibility review outcomes;
 - Alternative format request tracking;
 - Communication training participation.
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3.5 Procurement of Goods, Services, and Facilities

Current Environment

Roberts Communications Network purchases equipment, software, services, furnishings, and facility-related items.

Potential barriers may include:

- Procurement processes that do not consider accessibility;
- Technology or furnishings that are not accessible;
- Vendor accessibility limitations.

Accessibility Objectives

- Integrate accessibility into procurement processes;
- Encourage vendors and contractors to support accessibility requirements.

Planned Actions

Action	Responsibility
Add accessibility criteria to procurement policies	Procurement
Evaluate vendors for accessibility considerations where practical	Procurement
Include accessibility language in RFPs and contracts	Legal / Procurement
Review furniture and workspace ergonomics	Facilities

Measurement

- Procurement policy reviews;
 - Vendor evaluations;
 - Accessibility criteria inclusion rates.
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3.6 Design and Delivery of Programs and Services

Current Environment

Roberts Communications Network delivers operational, technical, customer support, and administrative services.

Potential barriers may include:

- Inaccessible customer support channels;
- Lack of accessibility considerations in service delivery;
- Limited awareness of disability-related accommodations.

Accessibility Objectives

- Improve accessibility of services and customer interactions;
- Ensure accommodations are available when required.

Planned Actions

Action	Responsibility
Review customer service processes for accessibility	Operations
Develop accessibility response procedures	Customer Service
Train staff on accessible customer interactions	Human Resources
Identify and address operational accessibility barriers	Department Managers

Measurement

- Customer feedback;
 - Accessibility incident tracking;
 - Training completion records.
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3.7 Transportation

Applicability

Roberts Communications Network does not provide transportation services.

4. Consultation

In preparing this Accessibility Plan, Roberts Communications Network consulted with:

- Employees;
- Managers and supervisors;
- Inclusion Canada;
- Council of Canadians with Disabilities;
- Canadian Accessibility Network.

Feedback gathered through consultation was considered in developing priorities and action items.

Future updates to this plan will continue to include consultation activities.

5. Accessibility Training

Roberts Communications Network will provide accessibility-related training appropriate to employee responsibilities.

Training topics may include:

- Accessibility awareness;
- Inclusive communication;
- Accommodation procedures;
- Accessible document practices;
- Customer interaction best practices;
- Accessibility obligations under Canadian legislation.

Training records will be maintained.

6. Monitoring and Reporting

Roberts Communications Network will:

- Review this Accessibility Plan regularly;
- Publish progress reports as required;
- Update the plan every three years or as required by legislation;
- Monitor accessibility feedback and corrective actions.

Accessibility progress reports will summarize:

- Completed actions;
 - Outstanding initiatives;
 - Identified barriers;
 - Feedback received;
 - Planned improvements.
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8. Definitions

Accessibility

The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including persons with disabilities, to fully participate.

Barrier

Anything that hinders the full and equal participation in society of persons with disabilities.

Disability

Any impairment, including physical, mental, intellectual, cognitive, learning, communication, or sensory impairments, whether permanent, temporary, or episodic.

9. Approval

Approved by:

Name: Todd Roberts

Title: President & CEO

Date: May 29, 2026

Appendix A – Optional Accessibility Policy Statement

Roberts Communications Network is committed to providing an inclusive and accessible environment for all individuals. We recognize accessibility as an ongoing responsibility and are committed to continuously improving accessibility throughout our organization.

Appendix B – Suggested Accessibility Governance Structure

Role	Responsibility
Executive Management	Oversight and accountability
Accessibility Officer	Accessibility coordination and reporting
Human Resources	Employment accessibility and accommodations
IT Department	Digital accessibility
Facilities Management	Physical accessibility
Department Managers	Implementation within departments

Appendix C – Suggested Records to Maintain

- Accessibility feedback logs;
- Accommodation requests and resolutions;
- Training records;
- Accessibility audit reports;
- Procurement evaluations;
- Website accessibility reviews;
- Progress reports.