

SiriusXM Canada Accessibility Plan – June 2026

INTRODUCTION

SiriusXM Canada is committed to identifying, removing, and preventing barriers to accessibility for its employees, customers, and other stakeholders. This Accessibility Plan (“Plan”) sets out the actions SiriusXM Canada will take to advance accessibility across the organization and to support a barrier-free environment in accordance with the *Accessible Canada Act* (the “Act”) and the CRTC Accessibility Reporting Regulations.

This Plan builds on SiriusXM Canada’s prior accessibility planning, consultation, and improvement efforts. It reflects ongoing work to strengthen accessibility in employment, the built environment, information and communication technologies, communications other than information and communication technologies, procurement, and the design and delivery of programs and services. It also reflects feedback received from employees, customers, and accessibility consultants, as well as insights arising from internal review and accessibility-related assessments.

In carrying out its accessibility work, SiriusXM Canada is guided by the principles set out in section 6 of the Act. These principles include respecting the dignity and independence of individuals with disabilities, ensuring equal opportunity and barrier-free participation, supporting meaningful choice and autonomy, recognizing the diverse and intersectional experiences of disability, involving people with disabilities in the development and review of accessibility measures, and pursuing the highest level of accessibility for all. SiriusXM Canada’s accessibility planning, consultations, and ongoing improvement efforts are intended to reflect and advance these principles.

This Accessibility Plan is intended to be a practical and evolving framework. As barriers are identified and accessibility needs change over time, SiriusXM Canada will continue to review, refine, and update its practices and priorities.

A. EMPLOYMENT

SiriusXM Canada has identified potential accessibility barriers in employment related to accommodation processes, consistency in support, and equitable access to retention, development, and advancement opportunities. The organization has also identified an opportunity to enhance tracking and visibility with respect to accommodation requests, outcomes, and longer-term career progression.

SiriusXM Canada’s objective is to foster an accessible and inclusive workplace in which employees and job applicants with disabilities are supported through fair, timely, and consistent employment practices. To support this objective, SiriusXM Canada plans to assess and update internal procedures with the goal of improving clarity for both employees and managers involved in the accommodation process.

SiriusXM Canada plans to develop formal accommodation guidance for managers within the next three years. This guidance is intended to support more consistent decision-making,

enhance understanding of roles and responsibilities, and assist managers to respond appropriately to accommodation-related matters.

Accessibility and inclusion training is provided to new employees and leadership through SiriusXM Canada's onboarding process and provide ongoing internal learning initiatives. The organization aims to maintain and enhance awareness of disability inclusion, accommodation, and accessible management practices across the organization.

SiriusXM Canada intends to continue to support equitable access to job opportunities, training, development, and advancement. Internal employment-related processes, including job postings, training initiatives, and leadership development opportunities are expected to be periodically reviewed and updated with accessibility considerations in mind.

During the plan period, SiriusXM Canada plans to develop metrics and internal monitoring practices to improve tracking accommodation requests, and response timelines.

Progress in this area is expected to be measured through the development and implementation of formal manager accommodation guidance, the continuation of accessibility and inclusion training, the establishment of internal accommodation-related metrics, and the ongoing review of employment practices affecting retention, development, and advancement.

B. BUILT ENVIRONMENT

SiriusXM Canada continues to operate within its current accessible office environment and maintains accessibility certification.

High visibility measures were planned and initiated last year to further improve navigation and safety. A designated quiet zone remains available and continues to support neurodivergent employees.

These efforts have contributed to improved employee comfort and usability of the workspace, as well as sustained improvements in the physical accessibility of the office environment.

SiriusXM Canada maintains accessibility features within its office environment and continues to review the workspace periodically to identify opportunities for further improvement to its navigation, wayfinding, visibility, safety within the workplace where appropriate.

Progress in this area will be measured through ongoing review of workplace accessibility features, consideration of employee feedback regarding workspace usability, and collaboration with property management, as required, on accessibility matters affecting shared spaces.

C. INFORMATION AND COMMUNICATIONS TECHNOLOGY ("ICT")

SiriusXM Canada's objective is to improve accessibility across its digital tools, systems, and products by integrating accessibility into planning, design, testing, remediation, and ongoing review.

SiriusXM Canada continues to support the use of accessibility features in meeting and collaboration technologies, including features such as captioning, transcripts, and audio recordings where available and appropriate.

Internal training resources relating to digital tools will be made available in accessible formats in order to support employees with diverse accessibility needs.

SiriusXM Canada continues to review the results of accessibility audits and assessments conducted on its digital products and services and will prioritize remediation work based on identified findings, operational considerations, and product development roadmaps.

Accessibility testing will be conducted on an ongoing basis, including as part of broader testing and quality assurance processes where appropriate. Identified issues will continue to be tracked and addressed where feasible.

Progress in this area will be measured through the results obtained from accessibility testing, the prioritization and completion of remediation activities, the integration of accessibility requirements into relevant development processes, and ongoing review of digital accessibility concerns identified through assessment or feedback.

D. COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGY

Potential barriers identified in the category of communication, other than communication technology include communication clarity, accessibility of customer-facing communications, the availability of alternate communication options, and the need to ensure that communication practices remain inclusive and accessible for diverse audiences.

SiriusXM Canada's objective is to ensure that communications with employees, customers, and members of the public are clear, inclusive, accessible, and responsive to a range of communication needs.

SiriusXM Canada continues to review communication practices and accessibility-related feedback in order to identify and address potential communication barriers on an ongoing basis. SiriusXM believes it can achieve this by maintaining an accessibility feedback process that is available to customers and members of the public and will continue to review, and respond to, submissions regularly. Additionally, it shall continue to review customer-facing communications with a view to promoting clarity, accessibility, and availability of communication in either official language.

SiriusXM Canada will maintain online chat as a communication channel and will assess its accessibility features where feasible and appropriate.

The organization will continue to support customer care practices that promote accessible, respectful, and inclusive communication. SiriusXM Canada will also continue to support service capacity for French-language communications and will consider where additional communication supports, or alternate formats may be appropriate.

Progress in this area will be measured through the continued operation and review of the feedback process, on-going review of communication practices, identification and advancement of communication-related improvements, and ongoing monitoring of accessibility issues raised through customer and stakeholder feedback.

E. PROCUREMENT

SiriusXM Canada has identified potential barriers relating to accessibility considerations in procurement practices, limited standardization in evaluating vendor accessibility, and the need for greater awareness of accessibility in purchasing-related decision-making.

The organization's objective is to strengthen the integration of accessibility considerations into procurement processes for goods, services, and facilities.

SiriusXM Canada shall request set accessibility standards (such as WCAG 2.1 AA) from vendors where relevant before procurement decisions are made. The organization will review procurement-related practices to determine where accessibility considerations can be incorporated more consistently and formally into purchasing processes.

Employees involved in finance, procurement, or related functions will continue to receive accessibility and disability awareness training to support informed decision-making.

During this planning period, SiriusXM Canada will begin to identify and consider industry standards, best practices, or other approaches that may support more accessible procurement processes.

Progress in this area will be measured using accessibility-related vendor inquiries where relevant, review of procurement practices, training for employees involved in procurement-related functions, and consideration of tools or standards that may strengthen accessible procurement processes.

F. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES (DDPS)

SiriusXM Canada's objective is to embed accessibility into the design, development, review, and delivery of its programs and services so that accessibility considerations are addressed as part of the organization's regular operating practices.

SiriusXM Canada will continue to assess accessibility in its programs and services through periodic review, testing, and, where appropriate, third-party accessibility audits or assessments.

The organization plans to continue addressing identified accessibility deficiencies through remediation planning and implementation, taking into account operational priorities and feasibility.

G. TRANSPORTATION

Transportation is one of the priority areas identified under the Accessible Canada Act. SiriusXM Canada does not provide transportation services and has therefore determined that this category is not applicable.

H. CONSULTATIONS

SiriusXM Canada recognizes the importance of involving persons with disabilities in the development, review, and improvement of accessibility measures.

In accordance with the principles set out in section 6 of the Act, SiriusXM Canada seeks to carry out consultations in a manner that respects the dignity and independence of persons with

disabilities, supports equal opportunity and barrier-free participation, recognizes the diverse and intersectional experiences of disability, and promotes meaningful involvement in accessibility planning and review.

SiriusXM Canada will continue to seek input from employees, customers, external advisors, and other relevant stakeholders, including persons with disabilities, as part of its accessibility work.

Consultation activities shall include internal meetings, stakeholder engagement, review of feedback received through established channels, and other accessibility-related input processes. Feedback and consultation findings will continue to inform accessibility priorities, improvements, and future updates to this plan.

SiriusXM Canada will also continue to review whether its consultation methods are accessible and inclusive and whether additional steps may be needed to support meaningful participation.

I. FEEDBACK

SiriusXM Canada is committed to maintaining a process for receiving and responding to feedback on accessibility and barriers.

The organization will continue to make information available regarding how feedback may be submitted and will continue to review accessibility-related submissions on an ongoing basis. Feedback will be directed to the appropriate internal stakeholders for follow-up, assessment, and response as needed.

SiriusXM Canada uses such feedback to identify accessibility barriers, inform improvement efforts, and support future accessibility planning and reporting. The organization will also review whether the feedback process itself is clear, accessible, and easy to use.

J. GOVERNANCE AND ACCOUNTABILITY

SiriusXM Canada recognizes that meaningful accessibility planning requires ongoing accountability, cross-functional participation, and regular internal review.

Responsibility for implementing this Accessibility Plan is shared across relevant teams and functions, including leadership, Human Resources, the organization's diversity, equality, and inclusion (DE&I) Council, business units, and teams responsible for workplace operations, communications, customer care, product development, and procurement-related activities.

Accessibility-related feedback, consultation input, internal reviews, and assessment findings will be used to help inform priorities and guide implementation.

SiriusXM Canada will monitor the implementation of this Accessibility Plan on an ongoing basis and will use available information, including feedback, consultation input, accessibility assessments, and internal review, to evaluate progress and identify areas requiring additional attention.

The organization reports on progress in accordance with applicable regulations and continues to update its accessibility-related planning and reporting as needed to reflect evolving priorities, identified barriers, and opportunities for improvement.

SiriusXM Canada remains committed to continuous improvement in accessibility and to working toward a barrier-free organization for persons with disabilities.