



# ACCESSIBILITY PLAN 2023 – 2026

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## **1 General**

This Accessibility Plan provides information about Sangoma’s policies, programs, practices, and services related to the identification, removal, and prevention of barriers in key areas that affect Sangoma’s employees, customers, and stakeholders.

Use the below contact information to (1) provide accessibility related feedback to Sangoma; or (2) request this Accessibility Plan or Sangoma’s feedback process description in print, large print, Braille, audio format, or an electronic format compatible with adaptive technology intended to assist persons with disabilities.

### **Mail**

Sangoma Technologies Inc.  
 ATTN: Manager for Accessibility, Legal Department  
 100 Renfrew Drive, Suite 100  
 Markham, Ontario L3R 9R6

### **Phone**

+1 941-234-0001

When contacting Sangoma by phone, provide your feedback/request to the representative who answers the call, and communicate to the representative that your feedback/request should be passed along to the Manager for Accessibility in the Legal Department.

## **Email**

[legal@sangoma.com](mailto:legal@sangoma.com), using the email subject: “Accessibility Feedback” or “Accessibility Request”

## **2 Principles**

In preparing this Accessibility Plan, Sangoma has taken into account the principles from Section 6 of the Accessible Canada Act:

- (a) all persons must be treated with dignity regardless of their disabilities;
- (b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- (d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- (e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- (f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- (g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

## **3 Consultations**

Sangoma consulted with persons with disabilities by conducting internal surveys to receive and evaluate feedback related to how well Sangoma currently minimizes barriers to persons with disabilities, and how Sangoma can improve in minimizing barriers to persons with disabilities.

## **4 Barriers**

As defined in the Accessible Canada Act, “barrier” means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

The below paragraphs in this Section 4 describe Sangoma’s policies, programs, practices, and services in relation to the identification and removal of barriers, and the prevention of new barriers, in key areas that affect Sangoma’s employees, customers, and stakeholders.



## **4.1 Employment**

The employment area covers an employee's entire experience at Sangoma, starting at recruitment, and ending when the employee leaves the organization.

Sangoma is committed to upholding the Americans with Disabilities Act, Accessible Canada Act, and other relevant state and local regulations.

Sangoma provides employees with an internal avenue to notify the Human Resources department regarding any need for reasonable accommodations to carry out essential job functions, and managers who receive accommodation requests are obligated to promptly inform the Human Resources department.

Upon receiving a request for accommodation, Sangoma will engage in an interactive dialogue with the requesting individual to explore potential reasonable accommodations. Sangoma strives to reasonably accommodate qualified individuals with disabilities to enable them to fulfill essential job functions.

All employment decisions are made based on job-related criteria and merit, without regard to an individual's disability status.

Sangoma will 1) regularly review its employment policies and procedures to identify and remove barriers, and 2) continue to monitor and evaluate any requests for accommodations due to a disability so that it continues to improve and refine its response process for all such requests.

## **4.2 The Built Environment**

The built environment refers to Sangoma's physical spaces.

Sangoma does not operate any retail space for selling its services, but does provide office space for its employees. Sangoma's practice is that its offices are fully accessible for persons with disabilities, so that any employees or office visitors with disabilities encounter minimal to no issues accessing its offices and facilities.

Accessibility measures for offices include: wheelchair accessibility, handicap equipped restrooms, and adequate office and meeting space.

As Sangoma's office space expands, shrinks, and otherwise changes, it will ensure that its offices remain fully accessible for persons with disabilities.

## **4.3 Information and Communication Technologies (ICT)**

The ICT area relates to the technology tools that Sangoma uses to store and share information.

Sangoma uses internal communication and information sharing platforms that support multiple accessibility features, such as captions for video conferencing, screen reader functionality, caret browsing, color enhancers, high contrast, Braille display, and voice to text typing.



Sangoma will continue to observe and evaluate its ICT tools based on recommendations from its users to ensure that barriers for persons with disabilities are minimized or removed.

#### **4.4 Communication other than ICT**

Communication other than ICT relates to Sangoma's communication with employees, customers, and stakeholders.

Sangoma's website conforms with the Web Content Accessibility Guidelines (WCAG) version 2.1, which makes content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations.

Sangoma uses internal communication and information sharing platforms that support multiple accessibility features, such as captions for video conferencing, screen reader functionality, caret browsing, color enhancers, high contrast, Braille display, and voice to text typing.

Sangoma is also prepared to provide communication materials in alternate formats as requested, such as print, large print, and electronic formats compatible with adaptive technology.

Sangoma will continue to ensure that its website complies with the WCAG standards, and that its communications are accessible to persons with disabilities.

#### **4.5 Procurement of Goods, Services, and Facilities**

The procurement priority area focuses on how goods, services, and facilities are purchased by Sangoma. This includes the evaluation process leading up to making purchases.

Sangoma's procurement process involves the key areas of employment, ICT tools, and communication other than ICT. The steps Sangoma has taken and is taking in those key areas also apply to the procurement priority area.

#### **4.6 Design and Delivery of Programs and Services**

The design and delivery of programs and services area focuses on how Sangoma's programs and services are designed and delivered in a way that integrates accessibility for persons with disabilities.

Sangoma has adopted a standardized design system across its entire product portfolio that has passed accessibility tests. This system ensures that all new features adhere to accessibility guidelines, providing a consistent and inclusive user experience. Sangoma provides closed captioning for video meetings and transcriptions for audio calls to ensure that users with hearing disabilities can fully engage with its services.

Sangoma conducts periodic audits of its digital platforms using tools like WCAG compliance checks and user testing with people who have disabilities to identify areas that need improvement. The design, development, and QA teams follow the established design system to ensure that all



new features meet accessibility standards from the outset, creating an inclusive product development process across Sangoma's portfolio.

## **4.7 Transportation**

Transportation does not currently apply to Sangoma's operations.