



# 2024 PROGRESS REPORT

## for the Sangoma Accessibility Plan 2023-2026

May 30, 2025

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## 1 General

This 2024 Progress Report provides information about Sangoma’s progress respecting Sangoma’s implementation of its 2023-2026 accessibility plan (“**Accessibility Plan**”). The Accessibility Plan covers 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 the progress report 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 Progress Update**

This section lists the progress on the items outlined in the Accessibility Plan. The progress is organized by the applicable priority areas mentioned in Section 5 of the Accessible Canada Act.

### **2.1 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 has continued to provide 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 engages in an interactive dialogue with the requesting individual to explore potential reasonable accommodations.

Sangoma makes employment decisions based on job-related criteria and merit, without regard to an individual’s disability status.

Sangoma 1) regularly reviewed its employment policies and procedures to identify and remove barriers, and 2) continues 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.

### **2.2 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 has continued its practice of ensuring 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.

### **2.3 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 has observed and evaluated its ICT tools based on recommendations from its users to ensure that barriers for persons with disabilities are minimized or removed.

In 2025, Sangoma added a feature to its internal video collaboration platform that allows for speech to text transcription. This feature better allows for individuals with hearing-related disabilities to collaborate using the video collaboration platform.

## **2.4 Communication other than ICT**

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

Sangoma's website continues to conform 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 continues to use 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.

## **2.5 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 progress Sangoma has made in those key areas also applies to the procurement priority area.

## **2.6 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 has conducted 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.

## **2.7 Transportation**

Transportation does not currently apply to Sangoma's operations.

## **3 Consultations**

Sangoma consulted with persons with disabilities by conducting internal surveys to receive and evaluate feedback related to how well Sangoma has identified and removed barriers for persons with disabilities.

## **4 Feedback**

Sangoma did not receive any feedback through its feedback process.