

## **iotum Accessibility Plan – Progress Report**

**Date:** June 1, 2025

**Reporting Period:** June 1, 2024 – May 31, 2025

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### **1. General**

#### **1.1 Statement of Commitment**

iotum is committed to identifying, preventing, and removing barriers to accessibility for persons with disabilities. We strive to create inclusive experiences in all aspects of our service delivery and operations. This Progress Report outlines the steps we have taken under the Accessible Canada Act (ACA) and our forward-looking commitments for the next reporting period.

#### **1.2 Contact Information & Feedback Process**

We welcome and encourage feedback about accessibility at iotum.

##### **Contact Information:**

- **Email:** [accessibility@iotum.com](mailto:accessibility@iotum.com)
- **Phone:** 1 (855) 953-1555
- **Mail:**  
Attn: Sara Atteby, Accessibility Coordinator.  
Iotum Inc., 1209 N. Orange St, Wilmington, DE 19801-1120

More information is available at: [www.iotum.com/accessibility-plan](http://www.iotum.com/accessibility-plan)

#### **1.3 Alternate Formats**

This Accessibility Plan, progress reports and anonymous feedback forms are also made available in the following accessible formats upon request: print, large print, braille, audio or electronic.

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### **2. Status of Progress by Priority Area**

#### **2.1 Built Environment**

iotum does not operate physical service locations or storefronts accessible to the public. As a result, there are no new actions to report in this area for this reporting period.

## **2.2 Employment**

iotum is committed to inclusive and accessible employment practices. Although no formal accessibility training sessions were held during this reporting period, we plan to launch mandatory training for all employees within the next 12 months. This training will focus on understanding accessibility standards, inclusive design, and how to remove barriers for team members and customers.

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

Improvements were made to our video conferencing platform to enhance usability for individuals using assistive technologies:

- Adjusted interface elements for better keyboard navigation and screen reader compatibility.
- Expanded the live captioning feature to support multiple languages, benefiting a broader range of users with hearing impairments.
- Our support content remains screen reader-compatible and adaptable using browser tools, supporting large print and other visual accommodations.

## **2.4 Communication, other than ICT**

iotum communicates with users via email, phone, chat, and web platforms. We continued to ensure these communication methods are accessible. Our customer service team is prepared to assist users who may need accommodations, and we added an accessibility feedback form to our website.

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

In 2024, iotum integrated accessibility considerations into our procurement process. As part of our commitment to inclusive practices, we began evaluating the accessibility of vendor platforms as a key factor in our purchasing decisions.

Over the past year, we assessed the accessibility of our current vendor platforms and products against the WCAG 2.0 AA standard. This evaluation has provided us with a clearer understanding of the accessibility landscape across our systems and will inform future procurement and remediation efforts.

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

Our engineering and product teams made updates to our video conferencing services that improve accessibility for end users. Accessibility tests are built into our QA process to ensure all

websites and applications we build comply with WCAG 2.0 AA standards. Formal consultations and user testing with people with disabilities will be conducted in the upcoming 12 months.

## **2.7 Transportation**

iotum does not offer transportation services. There is nothing to report for this category.

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## **3. Consultations**

### **3.1 Internal and External Consultations**

iotum has established a plan to conduct internal and external consultations with persons with disabilities in the upcoming 12 months to gather feedback and inform future accessibility efforts.

- Conduct usability testing sessions with users who have disabilities.
  - Launch surveys to collect accessibility-related feedback from our user base.
  - Explore partnerships with disability advocacy groups to inform future plan updates.
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## **4. Conclusion**

iotum remains committed to improving accessibility across our digital products and services. While this report reflects modest progress, we are taking concrete steps in the coming year to expand training, implement consultations, and proactively identify and remove barriers. We will continue to update our stakeholders annually in accordance with the ACA.