

# ACCESSIBILITY STATEMENT

**Last Updated:** January 20, 2026

**Effective Date:** January 20, 2026

M Squared Prime, LLC ("M<sup>2</sup> Prime," "we," "us," or "our") is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards to ensure we provide equal access to all of our users.

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## 1. OUR COMMITMENT

We are dedicated to providing a website that is accessible to the widest possible audience, regardless of technology or ability. We actively work to increase the accessibility and usability of MiiPrime.com, M2Prime.com, M<sup>2</sup>Prime.com, and all associated mobile applications, platforms, and digital services (collectively, the "Site").

**Our Goal:**

To ensure that all users, including those with disabilities, can access, navigate, and interact with our digital content and services in a meaningful and equivalent manner.

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## 2. ACCESSIBILITY STANDARDS

We strive to conform to Level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.1 (WCAG 2.1). These guidelines explain how to make web content more accessible to people with disabilities and more user-friendly for everyone.

**Standards We Follow:**

- **WCAG 2.1 Level AA:** International standard for web accessibility
  - **Section 508 of the Rehabilitation Act:** U.S. federal accessibility requirements
  - **Americans with Disabilities Act (ADA) Title III:** Accessibility requirements for places of public accommodation
  - **EN 301 549:** European accessibility standard
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## 3. ACCESSIBILITY FEATURES

We have implemented the following features and best practices to enhance accessibility:

### 3.1 Perceivable Content

- **Alternative Text (Alt Text):** All meaningful images, graphics, and non-text content include descriptive alternative text for screen readers
- **Captions and Transcripts:** Video content includes closed captions; audio content includes transcripts where feasible
- **Color Contrast:** Text and background colors meet WCAG 2.1 Level AA contrast ratios (minimum 4.5:1 for normal text, 3:1 for large text)
- **Resizable Text:** Text can be resized up to 200% without loss of content or functionality
- **Responsive Design:** Content adapts to different screen sizes and orientations (desktop, tablet, mobile)
- **No Color-Only Information:** Information is not conveyed by color alone; additional visual indicators (icons, patterns, labels) are used

### 3.2 Operable Interface

- **Keyboard Navigation:** All functionality is accessible via keyboard (no mouse required); logical tab order is maintained
- **Focus Indicators:** Visible focus indicators highlight the currently selected element during keyboard navigation
- **Skip Navigation Links:** "Skip to main content" links allow users to bypass repetitive navigation
- **No Keyboard Traps:** Users can navigate to and away from all interactive elements using the keyboard
- **Sufficient Time:** Users have adequate time to read and interact with content; time limits can be extended or disabled where possible
- **Pause, Stop, Hide Controls:** Auto-playing media and animations can be paused, stopped, or hidden
- **No Content Causing Seizures:** We avoid flashing content that could trigger seizures (no more than 3 flashes per second)

### 3.3 Understandable Information

- **Readable Text:** Content is written in clear, simple language; technical terms are explained
- **Language Identification:** Page language is identified in HTML; changes in language within content are marked
- **Consistent Navigation:** Navigation menus, headers, and footers are consistent across pages
- **Predictable Functionality:** Interactive elements behave in expected ways; unexpected changes of context are avoided
- **Input Assistance:** Forms include labels, instructions, and error messages; errors are identified and described clearly
- **Error Prevention:** Confirmation steps are provided for legal, financial, or data-sensitive transactions

### 3.4 Robust and Compatible

- **Valid HTML/CSS:** Markup is written to W3C standards to ensure compatibility with assistive technologies
  - **ARIA Landmarks and Roles:** Accessible Rich Internet Applications (ARIA) attributes enhance semantic structure for screen readers
  - **Assistive Technology Compatibility:** Site is tested with popular screen readers (JAWS, NVDA, VoiceOver, TalkBack) and browser accessibility tools
  - **Progressive Enhancement:** Core functionality is available even if JavaScript or CSS is disabled
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## 4. ASSISTIVE TECHNOLOGIES SUPPORTED

Our Site is designed to be compatible with the following assistive technologies:

### Screen Readers

- **JAWS** (Job Access With Speech) - Windows
- **NVDA** (NonVisual Desktop Access) - Windows
- **VoiceOver** - macOS, iOS
- **TalkBack** - Android
- **Narrator** - Windows

### Browser Accessibility Features

- Zoom and magnification tools
- High contrast modes
- Reader modes (Firefox, Safari, Edge)
- Browser-based screen readers

### Operating System Accessibility Features

- Windows Ease of Access Center (Magnifier, Narrator, High Contrast)
  - macOS Accessibility features (VoiceOver, Zoom, Display Accommodations)
  - iOS/iPadOS Accessibility features (VoiceOver, Zoom, Display & Text Size)
  - Android Accessibility features (TalkBack, Magnification, High Contrast)
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## 5. KNOWN LIMITATIONS AND ONGOING EFFORTS

Despite our best efforts to ensure accessibility, some limitations may still exist. We are actively working to identify and remediate any accessibility barriers.

## Current Known Issues

- **Third-Party Content:** Some embedded third-party content (videos, maps, social media widgets, advertisements) may not fully conform to WCAG 2.1 Level AA. We are working with vendors to improve accessibility.
- **PDF Documents:** Legacy PDF documents may not be fully accessible. We are in the process of remediating older PDFs and ensuring new documents are created accessibly.
- **Complex Interactive Components:** Some advanced interactive features (dynamic charts, real-time data visualizations) may have limited accessibility. We are implementing ARIA enhancements and alternative data views.
- **Video Captions:** While we strive to caption all video content, some older videos may lack captions or have incomplete transcripts. We are working to add captions retroactively.

## Ongoing Improvements

We are committed to continuous improvement and regularly:

- Conduct accessibility audits using automated tools (WAVE, Axe, Lighthouse) and manual testing
- Perform user testing with individuals who rely on assistive technologies
- Provide accessibility training to content creators, designers, and developers
- Monitor WCAG updates and emerging best practices
- Prioritize accessibility in new feature development and design processes

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## 6. THIRD-PARTY CONTENT AND SERVICES

Our Site may include links to third-party websites, applications, or embedded content (social media feeds, payment processors, analytics platforms, video hosting services). We do not control the accessibility of third-party content and cannot guarantee that it meets WCAG 2.1 standards.

We encourage our partners and vendors to maintain accessible platforms. If you encounter accessibility barriers in third-party content accessed through our Site, please contact us, and we will work with the provider to address the issue or provide an accessible alternative.

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## 7. MOBILE APPLICATIONS

Our mobile applications for iOS and Android are designed with accessibility in mind and support native accessibility features such as:

- VoiceOver (iOS) and TalkBack (Android) screen reader compatibility

- Adjustable font sizes and display settings
- Gesture-based navigation alternatives
- Voiceover hints and labels for all interactive elements

We test our apps with built-in accessibility tools and seek to conform to mobile accessibility guidelines (iOS Accessibility Guidelines, Android Accessibility Guidelines).

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## 8. ACCESSIBILITY FEEDBACK AND SUPPORT

We welcome feedback on the accessibility of our Site. If you encounter any accessibility barriers, have difficulty accessing any content or functionality, or have suggestions for improvement, please let us know.

### How to Report Accessibility Issues

**Email:** Legal@miiprime.com

**Subject Line:** "Accessibility Feedback" or "Accessibility Issue Report"

**Phone:** [Insert accessible phone number if available]

**Mail:** M Squared Prime, LLC, Attn: Accessibility Coordinator, [Insert Address]

### What to Include in Your Report

To help us address your concern as quickly and effectively as possible, please provide:

- **Description of the Issue:** What accessibility barrier did you encounter?
- **Location:** URL of the page or name of the feature where the issue occurred
- **Assistive Technology Used:** Screen reader, browser, operating system, or other tools you were using
- **Steps to Reproduce:** How can we replicate the issue?
- **Suggested Solution:** If you have ideas for how we can improve, we'd love to hear them

### Our Response Commitment

We will:

- Acknowledge receipt of your feedback within **three (3) business days**
  - Investigate the issue and provide a substantive response within **ten (10) business days**
  - Work to remediate confirmed accessibility barriers as quickly as possible, prioritizing critical issues affecting core functionality
  - Provide interim solutions or alternative access methods if immediate remediation is not feasible
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## 9. ALTERNATIVE FORMATS AND ASSISTANCE

If you are unable to access content on our Site due to a disability, we will make reasonable efforts to provide the information in an alternative format or through alternative means.

### Requesting Alternative Formats

You may request:

- Text-based versions of visual content
- Large print or braille documents (subject to feasibility)
- Audio descriptions or transcripts of multimedia content
- Simplified navigation or content summaries
- One-on-one assistance or personalized support

**To request alternative formats or assistance:**

Email: [Legal@miiprime.com](mailto:Legal@miiprime.com)

We will respond to your request within five (5) business days and work with you to determine the most suitable alternative format.

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## 10. PROCUREMENT AND VENDOR ACCESSIBILITY

When selecting third-party vendors, tools, and platforms, we evaluate their accessibility compliance and prioritize vendors who demonstrate a commitment to accessibility. We incorporate accessibility requirements into our vendor contracts and procurement processes where feasible.

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## 11. ACCESSIBILITY TRAINING AND AWARENESS

We provide ongoing accessibility training to our team members, including:

- Developers: Accessible coding practices, ARIA implementation, semantic HTML
- Designers: Inclusive design principles, color contrast, accessible UI patterns
- Content Creators: Writing alt text, creating accessible documents, captioning videos
- Customer Support: Assisting users with disabilities, understanding assistive technologies

We foster a culture of accessibility awareness and encourage all team members to consider accessibility in their work.

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## 12. LEGAL AND REGULATORY COMPLIANCE

Our accessibility efforts are informed by and designed to comply with:

- **Americans with Disabilities Act (ADA) Title III** (U.S.)
- **Section 508 of the Rehabilitation Act** (U.S. federal agencies and contractors)
- **Accessibility for Ontarians with Disabilities Act (AODA)** (Ontario, Canada)
- **European Accessibility Act (EAA)** and **EN 301 549** (European Union)
- **Equality Act 2010** (United Kingdom)
- **Disability Discrimination Act 1992** (Australia)

We monitor legal developments and updates to accessibility standards to ensure ongoing compliance.

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## 13. ACCESSIBILITY STATEMENT UPDATES

We review and update this Accessibility Statement periodically to reflect improvements, changes to our Site, updates to accessibility standards, or user feedback.

**Last Reviewed:** January 20, 2026

**Next Scheduled Review:** July 20, 2026

Changes to this statement will be posted on this page with an updated "Last Updated" date.

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## 14. COMMITMENT TO CONTINUOUS IMPROVEMENT

Accessibility is an ongoing journey, not a one-time achievement. We are committed to:

- Regularly auditing and testing our digital properties for accessibility
- Incorporating user feedback and evolving best practices
- Investing in training and resources to support accessibility
- Partnering with accessibility experts and advocates
- Being transparent about our progress and challenges

We recognize that accessibility benefits everyone and contributes to a better user experience for all. Thank you for helping us make our digital properties more inclusive.

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## 15. CONTACT INFORMATION

For accessibility-related questions, feedback, or assistance:

**M Squared Prime, LLC**

Attn: Accessibility Coordinator

Email: [Legal@miiprime.com](mailto:Legal@miiprime.com)

Website: <https://www.miiprime.com/accessibility>]

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**Acknowledgment:**

We are committed to ensuring equal access and opportunity for all individuals. If you have any questions or concerns about our accessibility efforts, please do not hesitate to reach out.

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*This Accessibility Statement was last updated on January 20, 2026.*