

We exist to serve our customers and to support the people, causes and issues that affect them. Here are some highlights of how we did this in 2023 across the 5 areas that we focus on.



## **Mobilizing: We help our customers maintain mobility and independence with products and services matched to their unique needs.**

- We delivered over **240k wheelchairs** and other mobility devices, shipped over **65k catheters**, and completed repairs for more than **160k customers** across all our brands.
- We hired **118 service techs** across the country because feedback has shown faster repair time to be a primary customer concern.



## **Advocating: We advance, promote, and champion key issues that matter to our customers.**

- CMS announced **coverage for seat elevation** for power wheelchair users. Numotion advocated in favor of this for years and worked side by side with many consumer organizations and industry leaders. We will persist in advocating for similar coverage of **power standing devices** and will not stop until that happens.
- We continue to engage legislators, industry groups, consumers, and other stakeholders in a constructive and collaborative dialogue around necessary **service and repair reform**. Outcomes of this work will ultimately lead to better consumer experiences when it comes to repair of mobility equipment.



## **Educating: We deliver resources to assist with navigating accessibility obstacles, choosing the right products, and remaining current on topics that may impact you.**

- We delivered **130 hours of clinical education** to therapists involved in seating and mobility across the country. This training helps educate therapists on the latest technology, trends and key topics, so they can more efficiently assist our customers.
- We have over **500 Assistive Technology Professionals (ATPs)** across the country who educate and support one another through groups like our ALS Council, Pediatric Council, and Peer to Peer mentoring program. This benefits you by ensuring we can address even the most complex and rare situations and technology needs.



## **Connecting: We provide networks and platforms to gather and share community feedback and common experiences.**

- Our **Customer Advisory Board** continues to provide tremendous insights to how Numotion can better meet our customers' needs, while also serving as a forum to discuss actions to drive important changes in society behaviors and legislative policy.
- We published **25 customer stories** to celebrate those we serve and highlight the world of possibilities available to those living with mobility-related disabilities.
- We published **2 Customer Yearbooks** to celebrate those we serve and highlight the world of possibilities available to those living with mobility-related disabilities.



## **Supporting: We fund and donate time to charitable organizations focused on areas of need across communities of those living with disabilities.**

- The Numotion Foundation contributed **\$440k to 60 entities** in 2023. These funds are utilized to support organizations and causes that provide research, support, educational content, and other services to those living with disabilities.
- Numotion employees donated over **2000 hours of their personal time** to volunteer because they are passionate about local community organizations and the causes they support.
- For the 3rd year in a row, Disability:In recognized Numotion as a **Best Place to Work** for Disability Inclusion. We are proud to have received a 100 score on their Disability Equality Index.

This is just a sampling of the efforts put forth by Numotion and our employees to serve our customers. It is our honor and privilege to do so. Find out more about these topics by visiting [numotion.com](https://numotion.com) and [numotionfoundation.org](https://numotionfoundation.org).