CiviQ

Accessibility Statement

At CiviQ, we are dedicated to ensuring that our digital platform, OpenConsult consultation portal, is accessible to everyone. Our commitment is rooted in providing an inclusive experience through a comprehensive approach that integrates manual accessibility evaluations, user testing, automated scans, and staff training.

Our Commitment

CiviQ strives to ensure that all individuals, including those with disabilities, have full and equal access to our information, products, and services. Our objective is to create a digital environment that is barrier-free for all users.

Measures to Support Accessibility

Standards and Compatibility

- **Standards Compliance**: Our website aims to conform to the *Web Content Accessibility Guidelines (WCAG) 2.2 Level AA, as set by the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI).*

- **Compatibility**: Our digital assets are designed to be compatible with a wide range of assistive technologies and the latest versions of major web browsers.

- **Windows Support**: NVDA and JAWS screen readers on the latest versions of Firefox, Chrome, and Edge.

- **MacOS Support**: VoiceOver screen reader on the latest version of Safari.

- **Technical Specifications**: Accessibility relies on technologies such as HTML, WAI-ARIA, CSS, and JavaScript.

Note: The platform may not display optimally in Internet Explorer or older browsers, which are no longer supported.

Expertise and Testing

- **Expert Consultation**: Accessibility is evaluated by both in-house experts and third-party consultants. A written report identifies barriers and provides recommendations.

- **Continuous Testing**: Automated/manual testing and user testing with individuals with disabilities are regularly conducted.

- **Assessment Approach**:
  - Self-evaluation
  - External evaluation by an accessibility consultancy

Policies and Training

- **Accessibility Policies**: Policies are developed, implemented, and reviewed annually.

- **Training Programs**: Regular training on accessibility for all employees, including web content personnel,

delivered by internal and external experts.

- **Compliance**: Our efforts meet and exceed requirements under the European Accessibility Act (EAA) and other applicable regulations and directives.

Alternatives and Solutions

- **Reporting Issues**: Contact us if you encounter accessibility issues. We monitor user-generated content and address problems promptly.

- **Alternative Formats**: Alternative formats and communication support are available upon request.

- **Third-Party Content**: We encourage accessible content from third parties and assist users in finding alternatives when needed.

Current Limitations being addressed

- Definition of name and role of social media icons

- Tagging of social media icons in list tags.

- Information conveyed in the form of symbols.

- Semantic labels for combo boxes

Future Plans for Accessibility

CiviQ is dedicated to continuous improvement through a Multi-Year Accessibility Plan, including:

- **Scheduled Remediation**: Fixing known issues (labels, announcements for "Add/Remove A Row," full keyboard support for sliders) by **Q2 2026**.

- **User Content Monitoring**: Implementing automated/manual monitoring to detect and fix accessibility issues in user-generated content.

- **Periodic External Audits**: Third-party accessibility audits every 18 months.

Contact Us

We are committed to making our digital assets accessible and welcome your feedback.

Email: info@civiq.eu
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Feedback

We welcome and encourage feedback on the accessibility of our website.

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Resources

- **NVDA Screen Reader**

- **W3C Web Accessibility Initiative**

- European Commission: Web Accessibility

- European Accessibility Act Overview

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