

ACCESSIBILITY STATEMENT

CONCIERGE

ACCESSIBILITY STATEMENT FOR CONCIERGE

This accessibility statement applies to the Concierge staff user application.

This application is run by Qmatic. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 175% without the text spilling off the screen.
- use the application using just a keyboard
- listen to most of the screen readers in different platforms including NVDA, TalkBack, VoiceOver.
- view the application on your preferred device in both horizontal and vertical orientation without losing content

We've also made the application's text as simple as possible to understand. AbilityNet has advice on making your device easier to use if you have a disability.

How accessible this application is

We know some parts of this website are not fully accessible:

- This application extends WCAG support only up to Level AA.
- Every screen reader doesn't fully support every major browser. To get the best screen reader capability, recommended screen reader should be used according to the browser.
- According to the native behavior of the browser, keyboard keys need to be used to navigate can differ. As an example, when selecting items in a list, some browsers accept space bar, and some browsers accept the enter key.
- Zoom in on average supports up to 175%. That depends on the devices' display aspect ratio.
- QR scanner functionality, one of the features of this application, doesn't fully comply with WCAG.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact us by:

- Sending an email with your feedback to: accessibility@qmatic.com

We will get back to you with an answer and planned action regarding the feedback in 30 days.

Technical information about this website's accessibility

Qmatic is committed to making its website accessible, in accordance with the European standard for accessibility requirements when procuring IT products and services, EN 301 549 V2.1.2. We will do this by following the recommendations in the [Web Content Accessibility Guidelines version 2.1.](#)

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard, due to the non-compliances and exceptions listed below.

Non-accessible content

See the "How accessible this application is" section for an overview.

Non-compliance with the accessibility regulations

In tests performed March 2023, the following issues have been found:

- Keyboard navigation: Some functions are not reachable via keyboard only. Some functions are not accessible via keyboard in a logical order or keyboard focus indicator is sometimes missing
- Status messages: Some toast messages are not read by talkback or voice-over screen readers
- Screen reader: Some texts, buttons, and headings, are not read by screen readers.
- Contrast ratio: There can still be some places where the correct contrast ratio has not been matched.
- Three input fields have a combined error message instead of three separate error messages tied to each individual input field.

Due to above issues, the following WCAG 2.1 AA success criteria fail:

- Guideline 2.1 Keyboard Accessible
- Success Criterion
 - 1.3.1 Info and Relationships
 - 1.4.3 Contrast (Minimum)
 - 1.4.11 Non-text Contrast
 - 2.4.3 Focus Order
 - 2.4.7 Focus Visible
 - 3.3.1 Error identification
 - 4.1.3 Status Messages

Plan is to fix issues in Concierge Application release during 2023Q4

What we're doing to improve accessibility

To improve accessibility, we will continuously evaluate the accessibility status and try to make the non-accessible content compliant, according to the Qmatic Accessibility policy.

Preparation of this accessibility statement

This statement was prepared on 2023-03-24

Tests were carried out by an external expert review through [Funka](#). Minor modifications have been made with subsequent internal WCAG tests performed.

Funka's methodology is developed in close collaboration with the disability movement and the website has been tested in a real-world setting. Their methodology is based on the international guidelines for accessibility, Web Content Accessibility Guidelines, WCAG 2.1. Covers steps according to [WCAG-EM conformance methodology](#).