

# ACCESSIBILITY STATEMENT

## OPERATIONS PANEL

# ACCESSIBILITY STATEMENT FOR OPERATIONS PANEL

This accessibility statement applies to the Operations Panel staff user application.

This application is run by Qmatic. We want as many people as possible to be able to use this application. 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
- 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

This application intends to support up to WCAG Level AA only.

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

- 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.

## 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](mailto: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 applications 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 April 2024, 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 or unclear.
- The target of links is clearly stated in context
- Text that visually function as a heading is coded as a heading, is not always logical or representing the hierarchy of the content
- Equivalent text descriptions are present for all meaningful graphical elements on the website
- The alternative text does not always describe the image or the purpose of the image
- Focus issues when modals or areas are loaded.
- 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.
- Missing some labelled instructions that describe how to complete forms. Missing labels linked to corresponding form object
- Missing some headings for tables coded with the caption element
- Missing some wai-aria in order to convey information that cannot be conveyed through the use of HTML and that benefits us

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

- Guideline 2.1 Keyboard Accessible
- Success Criterion
  - 1.4.10 Reflow
  - 3.2.1 On Focus
  - 3.2.2 On Input

- 2.4.3 Focus Order
- 2.4.7 Focus Visible
- 1.3.1 Info and Relationships
- 2.4.4 Link Purpose (in Context)
- 1.1.1 Non-text Content
- 3.3.2 Labels or Instructions
- 4.1.2 Name, Role, Value
- 3.3.1 Error Identification

Qmatic is committed to improve the accessibility of this application. The aim is to resolve the issues identified during 2024 and 2025.

## **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 2024-04-10.