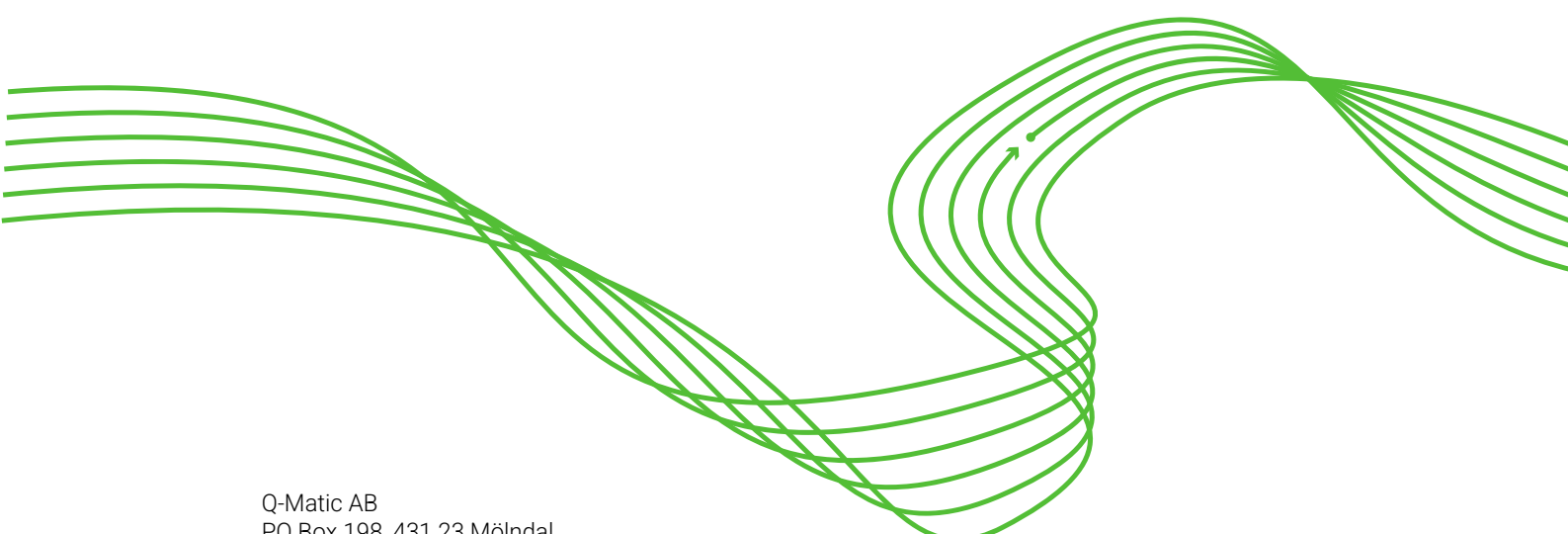


ACCESSIBILITY STATEMENT

MOBILE TICKET



ACCESSIBILITY STATEMENT FOR MOBILE TICKET

This accessibility statement applies to the Qmatic Mobile Ticket application.

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 200% without the text spilling off the screen
- navigate the website using just a keyboard
- listen to most of the website using a screen reader (including the most recent versions of TalkBack, NVDA and VoiceOver)
- view the website on your preferred device in horizontal and vertical orientation without losing content .

We've also made the website 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 website is

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

- Page titles (Landing page, Position in the line etc.) do not fully correspond to their purpose
- Certain forms, such as those for entering customer details and verifying phone numbers, are not fully compatible with assistive technologies or keyboard navigation.
- The process of understanding your position in the queue and available actions is missing proper attributes, labels and other accessible alternatives.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you 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.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard.

Non-accessible content

See the "How accessible this application is" section for an overview. In tests performed March 2025, the following issues have been found:

- Success Criterion 1.1.1: Non-text Content

QR code cannot be identified when using assistive technologies. Additionally, the logo does not have a descriptive text (company/brand name).

- Success Criterion 1.3.1: Info and Relationships

The page to select the preferred location is not possible to navigate with assistive technology. The information about the service selected, time delay chosen and customer's position in the line is only visually available and cannot be accessed by assistive technologies.

- Success Criterion 1.3.5: Identify Input Purpose

One-time PIN input field is missing attributes to make it possible to identify the expected meaning of it when using a screen reader.

- Success Criterion 1.4.3: Contrast (Minimum)

Cookie consent text, privacy policy and WCAG statement do not meet minimum color contrast requirements for readability.

- Success criterion 1.4.4: Resize text

When zooming in 175 % on the page to enter the PIN code for phone number confirmation, the code cannot be entered.

- Success criterion 2.1.2: No Keyboard Trap

The information in "Do you need more time?", "Leave the line" and "It's your turn" flows are not understandable with assistive technology and are not adapted to keyboard navigation.

- Success Criterion 2.4.2: Page Titled

Page titles for Landing page, Customer info and Place in line do not match their purpose.

- Success criterion 2.4.3: Focus Order

The focus order for the “Leave the line” confirmation pop up is not correct.

These issues highlight areas that need improvement to ensure the system complies with accessibility standards and provides an inclusive experience for all users. Please check our accessibility [Roadmap](#) to get more information.

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 for this accessibility statement

This statement was prepared on 2023-03-24. It was last reviewed on 17 of March 2025.

Tests were carried out by an external expert review through [Funka](#). The audit was carried out in accordance with the [WCAG-EM evaluation method](#). Since then, modifications have been made, and subsequent internal WCAG tests have been performed. The structure of WCAG-EM was followed. The criteria not fulfilled in this test are listed in the section Non-accessible content above.