

Accessibility Statement

Marketplace

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1.2

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Operational

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1 Document Control

1.1 Document Owner

This document is owned and maintained by the **Marketplace Product Manager** and is to be reviewed and brought up to date **every six months**.

1.2 Readership

This document is aimed at the following:

Proactis
Chief Executive Officer
Product Director
Product Manager
Other appropriate Proactis employees
Current or prospective Proactis UK clients

2 Using this website

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

- 🕒 navigate most of the website using just a keyboard;
- 🕒 change colours, contrast levels and fonts;
- 🕒 navigate most of the website using speech recognition software;
- 🕒 listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver).

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.

3 This website's accessibility

We know some parts of this website aren't fully accessible:

- 🕒 zoom in up to 300% without the text spilling off the screen;
- 🕒 the text won't reflow in a single column when you zoom in to 400%;
- 🕒 some links do not show appropriate description when hovered over;
- 🕒 some images do not have captions;
- 🕒 there are some links that are not underlined;
- 🕒 some form controls do not have labels and legend;
- 🕒 not every page has got headings and some tables do not have headers.

3.1 What to do if you can't access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email ProductManagement@proactis.com
- call +44 (0)1937 545 070

We'll consider your request and get back to you in 15 business days.

3.2 Reporting accessibility issues with this website

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

- email ProductManagement@proactis.com
- call +44 (0)1937 545 070

3.3 Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond to your complaint, please contact the [Equality Advisory and Support Service \(EASS\)](#).

3.4 Contacting us

To contact us please email ProductManagement@proactis.com or call us on +44 (0)1937 545 070.

Alternatively, for buying organisation or supplier queries please log a ticket [here](#).

4 Technical information about this website's accessibility

Proactis Limited. is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

5 Compliance status

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

5.1 Non-accessible content

The content listed below is non-accessible for the following reasons.

5.2 Non-compliance with the accessibility regulations

- 🕒 Layout tables are used to provide structure to the page, in some cases these are not marked as having the "presentation role" so can be misinterpreted as table content. This fails WCAG 2.1 success criterion 1.3.2 (Meaningful-Sequence).
- 🕒 The contrast between text and images of text has enough contrast. This fails WCAG 2.1 success criterion 1.4.3 (Contrast Minimum).
- 🕒 Content cannot be presented without loss of information or functionality, and without requiring scrolling in two dimensions due to missing responsive design. This fails WCAG 2.1 success criterion 1.4.10 (Reflow).
- 🕒 Main menu items are highlighted with low contrast when focussed. This fails WCAG 2.1 success criterion 1.4.11 (Non-text Contrast).
- 🕒 Keyboard navigation isn't possible on all pages due to broken / incomplete controls. This fails WCAG 2.1 success criterion 2.1.1 (Keyboard).
- 🕒 Timing is not adjustable, so that users are not able to set their own session timeout. This fails WCAG 2.1 success criterion 2.2.1 (Adjustable timing).

- 🕒 The main navigation menu falls under the category of repeated content and users are not able to bypass it. This fails WCAG 2.1 success criterion 2.4.1 (Bypass Blocks).
- 🕒 Some links / controls do not specify an alternative text label defining the purpose of that element. This fails WCAG 2.1 success criterion 2.4.4 (Link Purpose (in context)).
- 🕒 Via the main menu is way to navigate through the web page. This fails WCAG 2.1 success criterion 2.4.5 (Multiple Ways).
- 🕒 Some form controls do not have labels. This fails WCAG 2.1 success criterion 2.4.6 (Heading and labels) & 3.3.2 (Labels or instructions).
- 🕒 Not all controls show focus when selected. This fails WCAG 2.1 success criterion 2.4.7 (Focus visible).
- 🕒 We use calendar functions where users can enter dates without validation of the format of entered dates. And on some pages, errors will be described but not highlighted. This fails WCAG 2.1 success criterion 3.3.1 (Error Indication).
- 🕒 There are some dropdown lists which are not labelled. And some mandatory fields are not marked as such. This fails WCAG 2.1 success criterion 3.3.2 (Labels or Instructions).
- 🕒 In some areas, error tooltips don't provide examples of valid input. Same for dates, where no valid date format will be presented. This fails WCAG 2.1 success criterion 3.3.3 (Error Suggestion).
- 🕒 Elements trigger other elements like popup menus, dialogs. And there are elements with role="button". This fails WCAG 2.1 success criterion 4.1.2 (Name, Role, Value).
- 🕒 Status Messages are not presented to the user by assistive technologies without receiving focus. This fails WCAG 2.1 success criterion 4.1.3 (Status Messages).

We plan to fix these existing items and have included these in the product roadmap. When we publish new content, we'll make sure it meets the accessibility standards.

5.3 Issues with PDFs and other documents

Many of our PDF documents don't meet accessibility standards - for example, they may not be marked up so they're accessible to a screen reader.

Some of our PDF documents are essential to providing our services. For example, we have PDF documents with information on how users can access our services.

The accessibility regulations [don't require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

5.4 Issues with images, video and audio

We plan to add alt text to images as soon as possible.

6 How we tested this website

This website was tested using WAVE and it was last tested on 28 August 2020. The test was carried out by Proactis Group Limited using the Chrome plugin called WAVE <https://wave.webaim.org/help>

During the test we carried out on 28 August we tested the common & heavy usage areas, excluding Admin and Reporting.

7 What we are doing to improve accessibility

We are planning to continuously test all pages of our portal in order to identify any accessibility issues. We are planning to resolve any known issues as an ongoing project as and when we find the details of those.

The following non-compliant components have been addressed since the last update:

Release 22.1.0

- TASK: MP-16703: WCAG 2.4.4 Link Purpose (in context)
- TASK: MP-16920: WCAG 2.4.1 Bypass Blocks
- TASK: MP-16709: WCAG 4.1.2 Name, Role, Value (Variation page)

Release 21.4.0

- TASK: MP-16707: WCAG 3.3.2 Labels or Instructions

This statement will be reviewed on a six-monthly basis

This statement was prepared on 18 September 2020. It was last updated on 16th February 2023.