Accessibility statement CLEAN Helpdesk website

Introduction

At the CLEAN Helpdesk, we are dedicated to ensuring that our digital platforms are 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

The CLEAN Helpdesk 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

To facilitate meaningful access and effective communication, the CLEAN Helpdesk has implemented the following measures:

- Feedback Solicitation: We welcome and encourage feedback on the accessibility of our website. Please contact us with any suggestions or concerns:

  Email: albert@southsouthnorth.org or info@clean-helpdesk.org

- Alternative Formats: We can provide alternative formats and communication support upon request. We consult with individuals making the request to determine the most suitable accessible format or support.
- 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: The CLEAN Helpdesk is designed to be compatible with assistive technologies and the latest versions of major browsers, including Chrome, Firefox, Safari, and Edge. Note that it may not display optimally in Internet Explorer or older browsers.

Policies and Plans

- Accessibility Policies: We develop, implement, and maintain policies to achieve accessibility and meet relevant requirements. Our policies are reviewed annually.
- Multi-Year Accessibility Plan: We have established, implemented, and maintained a multi-year accessibility plan to continually improve our digital accessibility.

Expertise and Testing

- Expert Consultation: We utilise accessibility experts to evaluate and test our digital assets for WCAG 2.2 Level AA conformance. A written report is prepared to identify any barriers and provide recommendations for enhancement.
- Continuous Testing: We engage in automated/ manual testing to continually assess and improve the accessibility of our website and other digital assets.

Compliance

Compliance: Our proactive efforts and genuine commitment to accessibility ensure that we meet and exceed digital accessibility requirements set forth by the European Accessibility Act (EAA) and other applicable European regulations and directives.

Technical Specifications

The accessibility of the CLEAN Helpdesk relies on the following technologies to work with the combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

Limitations and Alternatives

Despite our best efforts to ensure accessibility, there may be some limitations. Below is a description of known limitations and potential solutions:

- Third-Party Content: Our website may include third-party content, such as embedded third-party widgets, pop ups, maps etc, which we do not control. We encourage third-party providers to offer accessible content and provide alternatives where possible. If

you have trouble accessing third-party content, please let us know, and we will assist in finding an alternative solution.
- Complex Images and Infographics: Some complex images and infographics may not have full text descriptions. We are working to improve the accessibility of visual content. If you need assistance with any visual content, please reach out.

We appreciate your understanding and welcome your feedback as we continue to improve the accessibility of our website.

Assessment Approach

The CLEAN Helpdesk assessed the accessibility of web portal by the following approaches:

- Self-evaluation
- External evaluation by an accessibility consultancy

Resources

For more information on accessibility, you can refer to the following resources:

- [NVDA Screen Reader](#)
- [W3C Web Accessibility Initiative](#)
- European Commission: Web Accessibility
- European Accessibility Act Overview

Contact Us

We are committed to making our digital assets accessible and welcome your feedback. Please contact us with any questions or suggestions:

- Contact form: [CLEAN Helpdesk contract form](#)
- Email: albert@southsouthnorth.org or info@clean-helpdesk.org

For any questions or further information, please contact the CLEAN Helpdesk at info@clean-helpdesk.org.

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