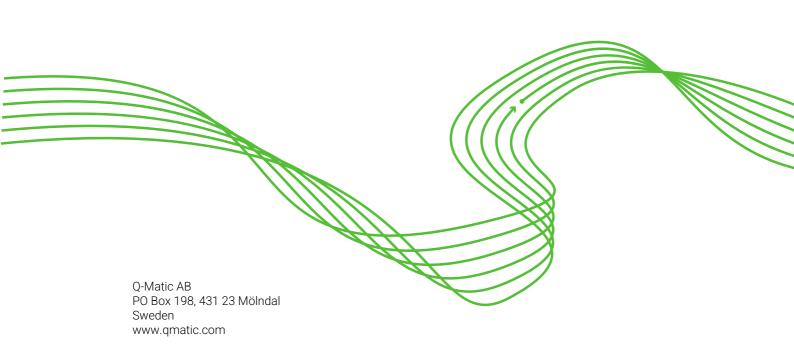# ACCESSIBILITY STATEMENT

SERVE

ACCESSIBILITY STATEMENT FOR SERVE

This accessibility statement applies to Qmatic Serve 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:
- Transfer options lack proper labels and attributes, making them difficult to navigate with assistive technologies.
- Text and non-text contrast in certain UI elements need adjustments to meet accessibility standards.
- Appointment queues and ticket transfer functionalities do not remain fully interactive when zoomed in up to 200%.

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

Descriptive text is missing for the search icon and the number of people icon. Also, some elements of Add service and Find ticket flows miss descriptive texts for icons.

- Success Criterion 1.3.1: Info and Relationships

All fields of Add customer details form does not have proper ARIA labels.
Correct labelling should be implemented for the Transfer options so that assistive technologies can convey distinguishable relationships between different transfer choices.

- Success Criterion 1.3.5: Identify Input Purpose

Appropriate input attributes are missing for some fields in the Add Customer flow. Not all autocomplete attributes are correctly assigned (for example, date of birth field should support accurate autofill)

- Success Criterion 1.4.3: Contrast (Minimum)

Some field placeholders in Select Your Profile settings and Select service flows do not meet contrast requirements for readability.

- Success criterion 1.4.4: Resize text

When zooming in more than 175 %, the transfer view in the visit list is not fully functional since layout issues cause the My Pool and Counter Pool view to not be accessible.

- Success criterion 1.4.13: Content on hover or focus

Interactive controls in Visit View cause focus issues.

- Success Criterion 2.1.1: Keyboard Accessibility

The Add info button is missing a visible focus indication.
Phone number country code is missing a clear visual focus state.

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.