

SFR-060

Issue 1 February 2024

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bookinglab accessibility standards & compliance with the Web Content Accessibility Guidelines (WCAG) 2.2

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1. bookinglab Accessibility Overview

- 1.1 bookinglab strives to provide an open, accessible, and compliant experience to all users.
- 1.2 To achieve this, to the extent possible, all bookinglab end-user interfaces follow the internationally recognised best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA.
- 1.3 Wherever possible, all bookinglab end-user interfaces are designed in accordance with the Government Digital Service (GDS) Design System. As such, GDS-approved styles, components, and patterns are used to ensure a strong accessibility baseline. bookinglab supplements this with additional research, design, development and testing work to ensure the highest possible accessibility standards. As per GDS guidance, bookinglab's approach to accessibility is one of continuous improvement and iteration. In accordance with this, bookinglab regularly reviews and updates these styles, components, and patterns in line with GDS updates.

2. Approach to WCAG 2.2

- 2.1 WCAG 2.2 covers a wide range of recommendations for making web content more accessible to a wider range of people with disabilities. This includes those with visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.
- 2.2 bookinglab endeavours to adhere to the WCAG 2.2 (AA) standards by following its four design principles and thirteen supporting guidelines to make web content more accessible for people with disabilities.


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3 bookinglab guidelines & conformance to WCAG 2.2

3.1 bookinglab's open commitment to providing an accessible service is defined by the guidelines and standards set out by WCAG 2.2, as follows.

(i). **Principle 1: PERCEIVABLE.** Information and User Interface Components must be presented to users in ways that they can perceive (users can recognise and use the service with the senses available to them).

Guideline	Comments/Method of Adherence
1.1 Text Alternatives (for any non-text content)	bookinglab uses aria-label to provide labels for objects and uses alt attributes on img elements.
1.2. Time-based Media Alternative	bookinglab uses live audio and video to facilitate phone and video appointments; however, no real-time captioning capability is provided.
1.3. Adaptable	<p>bookinglab adopts the following techniques to present content in different ways, thus making it more accessible for users:</p> <ul style="list-style-type: none"> • ARIA landmarks are used to identify regions of a page & aria-labeled by name regions and landmarks. • Use of role=heading to identify headings. • Using aria-labeled by to provide a name for user interface controls. • Grouping roles to identify related form controls. • Use of the region role to identify a region of the page. • Use of semantic elements to mark-up structure and to mark emphasised or special text.

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	<ul style="list-style-type: none"> • Separation of information and structure from presentation to enable different presentations. • Table mark-up to present tabular information. • Using caption elements to associate data table captions with data tables. • Using the summary attribute of the table element to give an overview of data tables. • Using the scope attribute to associate header cells and data cells in data tables • Using label elements to associate text labels with form controls. • Using the title attribute to identify form controls when the label element cannot be used. • Using OPTGROUP to group OPTION elements inside a SELECT. • Using h1-h6 to identify headings. • Content does not restrict its view and operation to a single display orientation, such as portrait or landscape unless a specific display orientation is essential. • The purpose of each input field collecting information about the user can be programmatically determined.
1.4. Distinguishable	<p>To make it easier for users to see and hear content, bookinglab uses:</p> <ul style="list-style-type: none"> • Readable fonts. • Text in images of text is at least 14 points with a good contrast.

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	<ul style="list-style-type: none">• A highly visible mechanism for links or controls when they receive keyboard focus.• CSS letter spacing to control spacing within a word.• Positioning of content based on structural mark-up.• Technology that has commonly-available user agents that support Zoom (this technology is handled by the modern browser).• Vertical scrolling content at a width equivalent to 320 CSS pixels.• Horizontal scrolling content at a height equivalent to 256 CSS pixels.• The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent colour(s) for user interface components and graphical objects.• Line height (line spacing) to at least 1.5 times the font size.• Spacing following paragraphs to at least 2 times the font size.• Letter spacing (tracking) to at least 0.12 times the font size.• Word spacing to at least 0.16 times the font size.• Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, with the exception of additional content controlled by user agents.
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(ii). **Principle 2: OPERABLE.** User Interface components and navigation must be operable (the interface cannot require interaction that a user cannot perform. The user can find content regardless of how they choose to access it).

Guideline	Comments/Method of Adherence
2.1. Keyboard Accessible	bookinglab provides keyboard control for all functionality. Where core functions are triggered by mouse, bookinglab provides alternative user interfaces to make these functions available via keyboard.
2.2. Enough Time	bookinglab provides a 15-minute window for users to complete a booking. In our experience, this is more than enough time for all users to read and use the relevant content and complete the necessary functions to create a booking.
2.3. Seizures (design of content)	bookinglab does not have any content designed in a way that is known to cause seizures; it has no flashing, blinking text or objects.
2.4. Navigable	<p>The bookinglab studio interface is easily navigable and provides ways to help users navigate, find content, and determine where they are. This is done via the following approaches:</p> <ul style="list-style-type: none"> • Limiting the number of links per page. • Providing mechanisms to navigate to different sections of the content of a web page. • Making links visually distinct. • Use of meaningful links, headings, and labels.

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2.5 Input Modalities

bookinglab makes it easier for users to operate functionality through various inputs beyond the keyboard. This is done via the following approaches:

- All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture.
- Actions can be easily cancelled by gesturing away from interactable elements.
- For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
- Functionality that can be operated by device motion or user motion can also be operated by user interface components, and responding to the motion can be disabled to prevent accidental actuation.
- bookinglab ensures that functionalities requiring dragging movements are accessible to users with motor disabilities by providing alternatives that do not require dragging.
- bookinglab improves usability for users with motor impairments by specifying minimum size and spacing for pointer-activated targets, making it easier to activate controls without accidental activations.

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(iii). **Principle 3: UNDERSTANDABLE.** Information and the operation of the user interface must be understandable.

Guideline	Comments/Method of Adherence
3.1. Readable & Understandable	<p>bookinglab uses plain and clear English and is devoid of unusual words or jargon. Sentences are short, phrases logical, and all acronyms/ abbreviations are explained.</p>
3.2. Predictable	<p>The bookinglab User Interface looks consistent and behaves in a predictable manner, e.g., no un-announced pop-up windows and disabling of the back button. The provided navigation is structured and arranged consistently.</p>
3.3. Input Assistance	<ul style="list-style-type: none"> • The bookinglab User Interface helps users avoid and correct mistakes. This is done via the use of clearly identified missing fields and by providing examples of required content. It can also suggest corrections in the case of an input error and provide error IDs and labels. • bookinglab ensures help is easily accessible on screen for users who may need additional assistance, benefiting those with cognitive disabilities. • bookinglab aims to make the authentication process accessible to users with cognitive disabilities by allowing for alternative authentication methods that do not rely on memory. • bookinglab minimises the need for users to re-enter information, aiding those with cognitive, learning, or physical disabilities

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(iv). **Principle 4: ROBUST.** Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies (users must be able to access the content as technologies advance).

Guideline	Comments/Method of Adherence
<p>4.1. Compatible: Maximise compatibility with current and future agents, including assistive technologies.</p>	<ul style="list-style-type: none"> • bookinglab uses mark-up language written in HTML to support accessibility. ARIA is used to support the platform accessibility, as well as support from most modern browsers. • User-agent support continues to make access possible; this technology is ever-expanding and growing. • In content implemented using mark-up languages, status messages can be programmatically determined through roles or properties such that they can be presented to the user by assistive technologies without receiving focus. • bookinglab ensures there are consistent reference points (like page numbers) across different viewing modes, aiding users with disabilities in finding content. • bookinglab ensures that the focus indicator is visible and distinct to support robust interaction for users using assistive technologies. • bookinglab ensures controls that are hidden until certain conditions are met are made visible to all users,

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	supporting users with low vision or cognitive disabilities by making interaction more predictable.
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4 Testing

- 4.1 bookinglab is tested periodically at a systems level by an accredited third party using WCAG-EM evaluation methodologies to ensure it operates correctly while using assistive technology. A compliance report is produced for each test run, where the scope of testing is detailed, and issues identified are classified by severity as defined below:
- *Blocker*: A user is unable to complete a workflow
 - *Critical*: A violation of a WCAG guideline
 - *Recommendation*: The user experience can be optimised to work more effectively or logically with assistive technology
- 4.2 bookinglab is committed to fixing all Blocker and Critical issues identified where a fix is viable.

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5 Continuous Improvement

- 5.1 bookinglab acknowledges that providing accessibility to all users is a work in progress. To ensure that no user is disadvantaged, bookinglab endeavours to respond and react accordingly to all requests relating to assistance with accessibility by altering the necessary content/function as soon as possible or by providing a replacement or alternative workaround within a reasonable timeframe.
- 5.2 Should customers find an area of limited accessibility, bookinglab will endeavour to find a route to a solution, as per one of the methods below:
- (a) Review of the request and, after internal viability discussion, addition to the product roadmap.
 - (i) If a request accepted into the product roadmap cannot be delivered in a suitable time frame, accelerated delivery may be provided for a mutually agreed fee.
 - (b) Workaround suggestion/resolution.
 - (c) Custom development of the bespoke accessibility request may be provided for a mutually agreed fee (if the request is not considered to be an out-of-the-box feature relevant to the roadmap).
- 5.3 bookinglab is committed to developing new products in conformance with WCAG 2.2, and endeavours to integrate accessibility into every stage of product design, development, and testing.

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6 Known Exceptions To The Intended Level of Web Accessibility (Non-Compliant Interfaces)

6.1 While bookinglab strives to adhere to the accepted standards set out by WCAG 2.2, it is not always possible to do so in all areas of the bookinglab platform. Areas of limited accessibility are documented in the Accessibility Risk Register.

7 Additional Standards

7.1 In the circumstance where compliance to additional standards (i.e., any standard not specified in WCAG 2.2) is required, bookinglab will estimate the level of effort required to support these standards and provide a full cost to deliver this.

This Policy has been approved and authorised by:

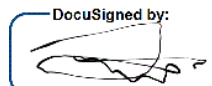
Signature:

Name:

Position:

Date:

Due for Review by:

DocuSigned by:

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 Chad Duggan

Managing Director

28 February 2024

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Version Control

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1	Original Policy, created by BJ, signed off by CD	BJ	28/02/2024