

# Accessibility Statement for Bliksund EWA

At Bliksund, accessibility is a core value that drives us to ensure our digital platforms are inclusive and accessible for everyone, including individuals with disabilities. We are committed to providing a seamless and dignified user experience, continually enhancing our products and services to be accessible for everyone. To achieve this, we strive not only to meet but to exceed recognized accessibility standards, such as the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA compliance, or the requirements of the NHS Digital and Technology Accessibility Criteria (DTAC).

## Our Commitment to Enhancing Accessibility in Bliksund EWA

To enhance the accessibility of our product, we have already implemented several key initiatives. These efforts include adjusting font sizes to ensure better readability across a wide range of devices and screen resolutions, making the text more legible and reducing strain for users. Additionally, we've meticulously added alt texts to every image and graphic within the application, allowing users who rely on screen readers to fully engage with and understand visual content.

Recognizing the importance of visual clarity, we've also made significant improvements to the color schemes and contrast levels, aligning them with the latest accessibility standards to ensure that all elements are easily distinguishable. To support this goal, we have specifically designed our component libraries to meet accessibility standards, particularly in terms of color, contrast, and other visual elements. These libraries are consistently applied across our product to ensure that all design elements adhere to the required standards. This approach not only improves usability for users with visual impairments but also enhances the overall visual experience for everyone.

Beyond these adjustments, we've paid close attention to the design of our user interface, ensuring that all labels and icons are clear, intuitive, and easy to understand. This thoughtful approach to design helps facilitate seamless navigation throughout the application, making it more accessible and user-friendly for all individuals, regardless of their abilities. Through these ongoing efforts, we remain dedicated to creating a product that is inclusive, functional, and accessible to the widest possible audience.

## Compliance Status

Bliksund EWA is currently **partially compliant** with the technical standard EN 301 549 v.3.2.1 and the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA. Our recent assessments indicate that we have achieved approximately 80% compliance with these standards. Although we have made substantial progress, some minor issues still need to be addressed. These remaining areas are detailed in the 'Non-accessible content' sections below. We are actively working to resolve these issues and are committed to improving our accessibility features to ensure full compliance. Our team is dedicated to refining and enhancing our product to provide an inclusive experience for all users, and we will continue to update our accessibility measures in subsequent releases.

## Non-accessible Content in the EWA Application

- Some pages contain forms without a “submit” button.
- Some interactive elements do not provide a visible indication when they have input focus.
- Some items can be selected using the Tab key but cannot be opened using the Enter key, particularly in the main menu bar.
- Certain elements, such as the kilometer tile, personnel registering, and the "backward arrow" in the top menu, cannot be reached using the Tab key.
- In certain forms, the focus becomes trapped, preventing users from navigating away using the keyboard (e.g., during video consultations).
- Some elements in the menu and other icons are missing alt-text for help or tooltips.
- The application shows inconsistencies in high-contrast mode, with elements changing appearance and some font colors for the same element types varying.
- Many interactive elements do not have an accessible name or label that can be recognized by screen readers.
- When adjusting the "Make text bigger" setting in Windows, some text spills over multiple lines, some are partially obscured, and other text does not respond to font size changes.

## Non-accessible Content in EWA Insight

- Top menu elements are not highlighted when focused via the Tab key.
- LiveView is not fully accessible using the keyboard.
- Some text that visually appears as headings is not correctly coded as such (e.g., headings on individual cards in the Record Search page and LiveView).
- The page lacks skip links for repetitive content.
- Not all elements have consistent name tags.
- While some help mechanisms exist (e.g., alt-texts, information toolboxes), they are not available for every element of the same type (e.g., icons in date fields, icons in the navigation menu).
- Some elements fail to meet the minimum color contrast ratio thresholds.
- The <html> element is missing a lang attribute.
- Some links lack discernible text.
- Anchor elements that function as custom widgets do not always have the appropriate ARIA widget attributes.
- The purpose of some links is not adequately described by their link text alone or in combination with the preceding page context.
- Native widgets with visible labels or instructions do not always have these labels programmatically determined.
- Some native widgets lack labels and/or instructions to identify the expected input.
- Native widgets that adopt certain interactive states do not always provide appropriate cues.
- Some text fields that serve specific purposes are missing the correct HTML5 autocomplete attributes.
- LiveView updates cannot be controlled, paused, or stopped by the user, which is a formal accessibility violation; however, implementing such functionality would not be practical at all.
- Records highlighted by color in the record search page are not highlighted in high-contrast mode.
- Text in input fields and forms does not respond to letter spacing adjustments.
- Some button elements become distorted, with their shape and height altered during tests that involve adjusting paragraph spacing or letter spacing.
- The EVA video consultation feature does not include auto-generated captions.

## Feedback and Contact Information

We are committed to continuously improving the accessibility of our digital platforms and products and welcome your feedback. If you encounter any accessibility issues or have suggestions on how we can enhance your experience, please reach out to us by email at [support@blik Sund.com](mailto:support@blik Sund.com) or through other contact options listed on [www.blik Sund.com/contact](http://www.blik Sund.com/contact).

## Preparation of this Accessibility Statement

This accessibility statement is based on a self-assessment carried out by Blik Sund AS using Microsoft Accessibility Insights for Web (EWA Insight) and Microsoft Accessibility Insights for Windows (EWA Application). We conducted both automated and manual tests, utilizing Microsoft's accessibility checklists, to ensure compliance with all WCAG 2.1 AA and 2.2 AA success criteria. The most recent assessment was completed on **30th August 2024**. Additionally, we perform internal testing on a sampled basis to address known accessibility issues that automated testing may not detect. This statement, along with our products, will be regularly reviewed and updated to maintain ongoing compliance.