Statement on Texthelp’s Commitment to Accessibility

At Texthelp, accessibility is at the heart of everything we do. Our core purpose is to help people understand and be understood. We are committed to creating accessible products and services which are available to and support all people, regardless of ability.

**Level of Accessibility and Conformance Status:**

We design our software programs and services to be accessible, following the most up-to-date accessibility standards. We currently follow Web Content Accessibility Guidelines (WCAG) 2.1 AA as our design requirements and standards. We also work to ensure our products and services are compliant with Section 508. Accessibility best practice is about continuous improvement so we are constantly working towards improving our products while also ensuring their ongoing accessibility.

Voluntary Product Accessibility Templates (VPATS) for our products can be viewed at the following website: [Texthelp VPATs](https://www.google.com/url?q=https://support.texthelp.com/help/texthelp-vpats&sa=D&source=editors&ust=1700594871206967&usg=AOvVaw3hTPyCsCyKo92oFZ9QYHd-).

Ensuring Accessibility and Ongoing Assessment:

Accessible design is a crucial part of our product development phase. We understand the importance of putting users at the heart of our product design and development process. We are committed to understanding the needs of all our user groups, including those with disabilities.

At Texthelp, we take the following steps to assess and ensure accessibility of our products and services.

* All of our software and systems are subject to accessibility audits to ensure compliance with all relevant standards and legislation
* All front-end developers are trained to be aware of accessibility issues when implementing software
* Software UI components are designed to be ‘accessible by default’, ensuring that products are build with maximum accessibility from the outset
* Bespoke components are reviewed to ensure that full accessibility is met during development
* The QA process on all of our end user products and services focuses on accessibility. It aims to find and fix any issues before we release to end users
* All new third party products and services that we use are reviewed to ensure they meet our accessibility standards before they are introduced
* Web-based products and services aim to be at least (WCAG) 2.1 AA compliant
* Installed products aim to be compliant with Section 508 legislation
* Any new issues reported are quickly addressed in the next update of the product or service

We also take the following steps to assess and ensure the accessibility of our website.

* We aim to conform to:
* [W3C Web Content Accessibility Guidelines](https://www.google.com/url?q=http://www.w3.org/TR/WAI-WEBCONTENT&sa=D&source=editors&ust=1700594871209132&usg=AOvVaw3NmDd40xWVwkz10xk3DysW) priority 1, 2, and 3 guidelines
* [XHTML 1.0](https://www.google.com/url?q=http://www.w3.org/TR/xhtml1&sa=D&source=editors&ust=1700594871209615&usg=AOvVaw3AawMrvaT6FICipoICMFaf)
* [CSS 2.0](https://www.google.com/url?q=http://www.w3.org/TR/CSS2&sa=D&source=editors&ust=1700594871210055&usg=AOvVaw0KiHW-q3KlvYniJOrO6HMY)
* Accessibility features include:
* All informational images contain an ALT tag and decorative images are either relegated to the CSS document or have a null ALT attribute.
* All pages have valid HTML. The site has been created with a combination of XHTML and CSS.
* Links have been written to make sense out of context. Where this has proved impossible the title tag has been used to expand on their meaning.
* The website offers full functionality in all modern browsers on PC, Mac, Tablets and Smartphones
* We offer additional help to our website visitors through [the ReachDeck toolbar](https://www.google.com/url?q=https://www.texthelp.com/products/reachdeck/reachdeck-toolbar/&sa=D&source=editors&ust=1700594871211040&usg=AOvVaw1QbRC3IVVaBcdmr00g5Z5S). The ReachDeck Toolbar helps our web visitors to engage with our digital content. It provides them with text-to-speech, reading and translation support. Not only supporting those with disabilities, but non-native speakers too.

Ongoing staff training and development

We train all of our staff on Accessibility best practices.

* This training is also made available to any new recruits to the company through our employee onboarding process.
* We’re committed to updating and refreshing this training in line with evolution of our guidelines and best practices.

Limitations or Feedback:

We work hard to ensure the accessibility of our products and services. However, if you encounter an accessibility issue, please reach out to us at support@texthelp.com. We strive to respond to all feedback received within five (5) business days.