

Accessibility Statement

ProContract

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1.2

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Operational

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Table of Contents

1	Using this website	3
2	This website's accessibility	3
2.1	What to do if you can't access parts of this website	3
2.2	Reporting accessibility issues with this website	3
2.3	Enforcement procedure	4
2.4	Contacting us	4
3	Technical information about this website's accessibility	4
4	Compliance status	4
4.1	Non-accessible content	4
4.2	Non-compliance with the accessibility regulations (WCAG 2.1)	4
5	How we tested this website	5
6	What we are doing to improve accessibility	5

1 Using this website

This website is run by Proactis Limited. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- 🔊 navigate most of the website using just a keyboard;
- 🔊 change colours, contrast levels and fonts;
- 🔊 navigate most of the website using speech recognition software;
- 🔊 listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver).

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.

2 This website's accessibility

We know some parts of this website aren't fully accessible:

- 🔊 Some loss of functionality is experienced when zooming in up to 200%.
- 🔊 Some loss of functionality is experienced when setting the browser window to 1280 pixels wide and zooming to 400%.
- 🔊 Not all form controls have associated labels.
- 🔊 Not all elements offer a suitable contrast ratio.
- 🔊 Keyboard tabbing is not always intuitive.
- 🔊 Not all pages and tables have headers.

2.1 What to do if you can't access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email ProductManagement@proactis.com
- call +44 (0)1937 545 070

We'll consider your request and get back to you in 15 business days.

2.2 Reporting accessibility issues with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting the requirements of the accessibility regulations, contact us on:

- email ProductManagement@proactis.com
- call +44 (0)1937 545 070



2.3 Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond to your complaint, please contact the [Equality Advisory and Support Service \(EASS\)](#).

2.4 Contacting us

To contact us please email ProductManagement@proactis.com or call us on +44 (0)1937 545 070.

Alternatively, for buying organisation or supplier queries please log a ticket [here](#).

3 Technical information about this website's accessibility

Proactis Limited. is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

4 Compliance status

This website is non-compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances listed below.

4.1 Non-accessible content

The content listed below is non-accessible for the following reasons.

4.2 Non-compliance with the accessibility regulations (WCAG 2.1)

- ❗ Success criterion 1.1.1 (non-text content). Failed by some images not having a text alternative and some pages having either empty buttons, empty form labels or multiple form labels.
- ❗ Success criterion 1.3.1 (Info and Relationships). Failed by some empty page and table headings, empty form labels, multiple form labels, broken ARIA references.
- ❗ Success criterion 1.4.3 (Contrast). Failed by contrast errors on some page links, text fields and form controls.
- ❗ Success criterion 1.4.4 (Resize Text). Failed by some popups not fitting on the page and not being able to scroll to the off-page elements when the browser is set to 200%.
- ❗ Success criterion 1.4.10 (Reflow). Failed by some pages being blocked by a cookie consent popup that cannot be closed when the browser window is set to 1280 pixels wide and zoomed in to 400%.

- ❌ Success criterion 2.4.1 (Bypass blocks). Failed by some pages having empty heading levels.
- ❌ Success criterion 2.4.2 (Page titled). Failed by some pages having missing or uninformative page titles.
- ❌ Success criterion 2.4.3 (Focus order). Failed by some pages having unintuitive tab orders when using the keyboard to navigate.
- ❌ Success criterion 2.4.4 (Link purpose). Failed by some pages having empty buttons, empty links, linked images missing alternative text and anchor elements containing no text.
- ❌ Success criterion 2.4.6 (Headers and labels). Failed by some pages having empty headers, empty form labels, multiple form labels.
- ❌ Success criterion 2.4.7 (Focus visible). Failed by some page elements not always clearly showing when they have keyboard focus.
- ❌ Success criterion 3.2.1 (On focus). Failed by some drop down lists causing the page to change when they receive focus.
- ❌ Success criterion 3.3.2 (Labels or instructions). Failed by some pages having empty form labels, multiple form labels.
- ❌ Success criterion 4.1.1 (Parsing). Failed by some form elements not having unique IDs.
- ❌ Success criterion 4.1.2 (Name, role value). Failed by some form elements having broken ARIA references.

We plan to fix these existing items and have included these in the product roadmap. When we publish new content, we'll make sure it meets the accessibility standards.

5 How we tested this website

This website was last tested on October 2024. The test was carried out by Proactis Group Limited using the Chrome plugin called WAVE: <https://wave.webaim.org/help>

During the test we carried out on October 2024 we tested the common & heavy usage areas, excluding Reporting.

6 What we are doing to improve accessibility

We are planning to continuously test all pages of our portal in order to identify any accessibility issues. We are planning to resolve any known issues as an ongoing project as and when such issues are known.

No changes to ProContract have been made since the last review.

This statement will be reviewed on a six-monthly basis.

This statement was prepared on 1 April 2021. It was last updated on 9 October 2024.