



ACCESSIBILITY STATEMENT

Created 22/01/2024



For support and questions please contact:

+44 (0)1202 777 210 / info@siso.co.uk

Accessibility Statement for Smarthub

Siso Software Limited is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Measures to support accessibility

Siso Software Limited takes the following measures to ensure the accessibility of Smarthub:

- Include accessibility throughout our internal policies.
- Accessibility within Smarthub system

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Smarthub is partially conformant with WCAG 2.2 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Feedback

We welcome your feedback on the accessibility of Smarthub. Please let us know if you encounter accessibility barriers on Smarthub:

- E-mail: info@siso.co.uk
- <https://www.siso.co.uk/support>

We try to respond to feedback within one business days.

Compatibility with browsers and assistive technology

Smarthub is designed to be compatible with the following assistive technologies:

Web Content Accessibility Guidelines (WCAG) 2.2

- Smarthub is a Web 2.0 system and is accessed via web browsers on any platform. All current major browsers are supported on all current patched operating systems (Phone, Tablet and Desktop hardware)

Smarthub is not compatible with:

- We do not support unsupported browsers and operating system on any platform

Technical specifications

Accessibility of Smarthub relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of Smarthub, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for Smarthub:

1. **There are a few administration tools within Smarthub that do not entity conform to accessibility standards due to their complexity.**

The use of a mouse to engage with the tool, no keyboard alternative because the way the interface is designed and operates for this specific requirement.

We have lots of alternative tools to utilise in place of the tools that do not incorporate accessibility options; this does not affect non-admin users.

Admins can utilise other tools that are accessibility optimised to under the same tasks.

Assessment approach

Siso Software Limited assessed the accessibility of Smarthub by the following approaches:

- Self-evaluation

Formal approval of this accessibility statement

This Accessibility Statement is approved by:

Siso Software Limited
Bernard Jendrzewski
Managing Director

Formal complaints

info@siso.co.uk or <https://www.siso.co.uk/support>