ACCESSIBILITY STATEMENT

Version 2.10 – Assessed and revised January 2025

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For internal and external use – can be passed to customers

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COMMITMENT TO ACCESSIBILITY

Statement of Intent - Ivent Pro Ltd operates a cloud hosted platform that delivers virtual events globally to a wide variety of users. The business is committed to providing a service that is accessible to the widest possible audience, regardless of technology or ability. We are actively working to increase the accessibility and usability of our digital platform and in doing so adhere to the standards and guidelines.

Standards of Adherence - The Ivent platform endeavours to conform to level Double-A of the World Wide Web accessibility standards and in some aspects of the platform to AAA. The platform seeks to remain up to date with compliance by monitoring the Consortium (W3C) Web Content Accessibility Guidelines and developing the platform in line with the latest instructions on compliance.. These guidelines help us as an organisation to make the platform more accessible for people with disabilities/impairments.

Testing & Evaluation

- **Automated Testing Tools -** The company uses the WAVE accessibility tool, which provides detailed insights into accessibility issues
- **Manual Testing -** Since automated tools can only detect ~30–40% of accessibility issues, manual testing is critical**. This includes:**
  - **Keyboard-only Navigation:** Ensures users can navigate without a mouse.
  - **Screen Reader Testing:** Ivent tests using Apples VoiceOver and Windows Narrator to check how content is interpreted.
  - **Focus Management:** Verifying logical tab order and visible focus indicators.
  - **Content Structure Review:** Checking for semantic HTML, appropriate use of headings, and ARIA attributes.
  - **'Lived Experience' testing**- Ivent periodically test the platform for accessibility using individuals with lived experience.
- **Scope of testing** - The accessibility testing is carried out when each new feature or feature upgrade is being developed. Testing also covers the entire publicly accessible areas of platform as well as the admin UI

Ivent manages the following items for accessibility improvement & compliance

1. **User-Friendly Interface**
   a. **Simple Navigation**: An intuitive, easy-to-use interface with clear labelling and consistent layout helps all users, including those with cognitive disabilities.
   b. **Customisable Display**: Options for contrast and colour adjustments cater to users with visual impairments including customisable dark and light themes. ivent also advises clients on the design and styling of each area of the platform that features custom graphics , buttons and copy areas.
2. **Accessibility Features**
   a. Screen Reader Compatibility: The platform works with most screen readers, allowing visually impaired users to navigate and engage.
   b. Navigation: Full keyboard accessibility allows users to navigate without a mouse, which is essential for those with motor impairments.

c. Closed Captions and Transcripts: We provide for live captions and transcripts for all live and Simu live audio and video presentations and also on demand content to support users who are deaf or hard of hearing.

d. Sign Language Interpretation: We can provide BSL (British Sign Language) specialist for any of your live presentations if required

3. **Multi-Language Support**

   a. Localisation: The Ivent platform has been designed to convert in to up to 80 different languages including the user interface and admin UI to accommodate non-native speakers.

   b. Real-Time Translation: We can provide interpreters for live events and the live chat feature can be set to translate on the fly between users who speak different languages

4. **Interactive and Engaging Tools**

   a. Inclusive Participation Options: We can include multiple ways for participants to engage, such as text chat, voice, video, and reaction buttons, ensuring everyone can contribute in a way that suits them.

   b. Polls and Q&A: Ivent deploys accessible formats for polls and Q&A sessions, allowing all users to participate, including those using assistive technologies.

5. **Diverse Content Formats**

   a. Variety in Media: We can help advise in offering presentations, videos, infographics, and text-based content in different formats to cater to different learning styles and abilities.

   b. Downloadable Content: The content in ivent pro can be provided as downloadable materials in accessible formats (e.g., tagged PDFs, alt text in images) for offline access.

6. **Support and Assistance**

   a. Live Support: We can provide real-time assistance via chat or call, including technical support with accessibility features.

   b. Accessibility Guides: Offer guides and tutorials on how to use the platform's accessibility features.

7. **Inclusivity in Design**

   a. Diverse Representation: We can support you in ensuring that speakers, images, and examples reflect a diverse range of cultures, genders, and abilities.

   b. Safe Spaces: Create moderated discussion areas where all participants feel safe and respected, with clear codes of conduct.

8. **Flexible Scheduling**
   a. On-Demand Access: Offer recordings of live events for on-demand viewing, accommodating different time zones and participants' availability

9. **Feedback Mechanisms**
   a. Accessible Feedback Forms: we can ensure feedback forms are easy to navigate and accessible to all users, allowing them to report accessibility issues or suggest improvements.
   b. Regular Updates: Ivent has a genuine desire to promote feedback from delegates, who require accessibility features to ensure we actively update and improve accessibility features based on user feedback.

10. **Compliance with Standards :**
    a. WCAG Compliance: Adhere to the Web Content Accessibility Guidelines (WCAG) to ensure the platform meets internationally recognised standards for web accessibility.
    b. Regular Audits: Conduct regular accessibility audits to identify and fix any issues that may arise.
    c. The service Ivent provides has been built using code compliant with W3C standards for HTML, JS and CSS. The site displays correctly in current browsers and using standards compliant HTML/CSS code means any future browsers will also display it correctly including the mobile first version.

ACCESSIBILITY ISSUES & LIMITATIONS

• **Exceptions** – Whilst we do our best to ensure full compliance 100% of the time there may be some exceptions that are out of our control

   o The text may not flow in a single column when the browser window is resized
   o Text spacing cannot be modified
   o Some video content and live streams may not have captions that have been uploaded by a customer
   o Some forms embedded in the platform may not be navigated using the keyboard as these will be 3rd party tools and software that we have no control over
   o There are limits on magnification beyond the standard web page tools available

Feedback and contact information

For any feedback or further information please get in touch view accounts@iventhq.com

Reporting accessibility problems

Ivent is continually looking at ways to improve the accessibility of its service. If you have any problems related to accessibility please get in touch via the email address above and note the nature of the accessibility issue.

Enforcement Procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018

(the 'accessibility regulations'). If you're not happy with how we respond to your complaint contact the Equality Advisory and Support Service (EASS) https://www.equalityadvisoryservice.com)