Accessibility

B2Life

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Introduction

B2Life is a web and mobile platform dedicated to the reintegration of former prisoners, offering assistance in finding housing, employment, and psychological support through an AI chatbot. We are committed to ensuring the accessibility of our platform so that all users, including those with disabilities, can benefit from our services.

Accessibility Policy

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1. Accessibility Commitment

We are committed to following basic digital accessibility principles to ensure fair access to our platform. We base our approach on the recommendations of the **WCAG (Web Content Accessibility Guidelines)** and other standard best practices. Our goal is to comply with **WCAG 2.1 AA** standards.

2. Accessibility Principles

We strive to comply with the following principles.

- **Perceivable**: Ensuring good readability and providing text alternatives for multimedia content.

- **Operable**: Guaranteeing smooth navigation, including keyboard accessibility.

- **Understandable**: Offering an intuitive interface and clear language.

- **Robust**: Ensuring compatibility with assistive technologies such as NVDA, VoiceOver, and TalkBack.

3. Technical Measures

To make our application accessible, we commit to:

- Improving contrast and readability of content.

- Ensuring keyboard navigation and compatibility with screen readers.

- Conducting regular accessibility testing during development.

- Implementing tools that facilitate input and content comprehension.

- Using accessibility testing tools such as DevTools, WAVE, and Lighthouse to identify and fix issues.

4. Testing and Audits

- We will conduct an accessibility audit once per year to ensure compliance with our standards.

- We are considering involving users with disabilities in our accessibility testing to gain real-world feedback and improve user experience.

5. Support and Assistance

We have established a reporting process so users can inform us of any accessibility issues encountered. A dedicated form will be available on our website.

- Users can contact us via email, phone, or live chat to report accessibility concerns.

- We are committed to responding to accessibility-related inquiries within 3 business days.

6. Maintenance and Updates

- Our team will be trained in best accessibility practices.

- This accessibility policy will be reviewed annually to incorporate the latest technological and regulatory developments.

7. Training and Awareness

- We are committed to ensuring that our developers, designers, and product managers are aware of and trained in accessibility best practices.

- We will explore internal training programs, external resources, and potential conferences to improve our accessibility knowledge and implementation.

8. Contact

If you encounter any accessibility issues on B2Life, please report them using our dedicated contact form.

We remain committed to improving B2Life's accessibility and providing an inclusive experience for all.

Accessibility in compliance with the European Accessibility Act (EAA)

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1. Overview of the EAA

The European Accessibility Act (EAA) aims to improve the accessibility of digital products and services across the European Union. It sets common accessibility requirements for businesses offering digital services, ensuring that individuals with disabilities can access and use them effectively. The EAA aligns with WCAG 2.1 AA standards and mandates that companies implement inclusive design principles.

2. B2Life's Commitment to EAA Compliance

B2Life is dedicated to ensuring full compliance with the EAA. Our platform follows the legal and technical requirements outlined in the regulation, guaranteeing that our digital services are accessible to all users, including those with disabilities. We integrate accessibility into our development, testing, and user experience strategies.

3. Key Accessibility Features Aligned with EAA

To meet the EAA requirements, B2Life implements the following features:

- **Perceivable Content:** Ensuring that all information is available in multiple formats, including text, audio, and visual aids. Alternative text is provided for images and multimedia content.
- **Operability:** Our platform is fully navigable using keyboard controls, and we support voice command technologies for users who require them.
- **Understandability:** We use clear, simple language and provide instructions that are easy to follow. Users can adjust font sizes and contrast settings for better readability.
- **Robust Compatibility:** B2Life is tested and optimized for assistive technologies such as screen readers (NVDA, VoiceOver, TalkBack) and speech-to-text applications.

4. Legal Compliance Measures

B2Life actively monitors changes in accessibility regulations to ensure ongoing compliance with the EAA. We conduct:

- Regular internal accessibility audits and third-party evaluations.
- User testing with individuals who have disabilities to gather feedback and improve accessibility features.
- Continuous updates to meet evolving legal and technical standards.

5. User Rights Under the EAA

The EAA grants users the right to accessible digital services. If any accessibility barriers are encountered, users can:

- Submit an accessibility issue report through our website's dedicated form.
- Contact our support team via email, phone, or live chat for assistance.
- Request an alternative format of any non-accessible content.

6. Complaint and Feedback Process

In compliance with the EAA, B2Life has established a transparent complaint and feedback process:

- Users who experience accessibility challenges can file a formal complaint via our online accessibility form.
- We are committed to addressing complaints within 15 business days and providing solutions where possible.
- If an issue remains unresolved, users have the right to escalate their complaint to relevant national regulatory authorities in accordance with the EAA.

7. Continuous Improvement and Future Plans

B2Life views accessibility as an ongoing priority. Our future plans include:

- Expanding accessibility training for all employees involved in design, development, and content creation.
- Enhancing AI chatbot functionality to better assist users with disabilities.
- Implementing additional assistive features, such as voice guidance and AI-powered accessibility adjustments.

By adhering to the EAA and best accessibility practices, B2Life ensures a more inclusive and equitable experience for all users, particularly those with disabilities. We remain committed to refining our platform's accessibility to better serve our diverse community.