

Accessibility Statement for John Smith's Student Store

JS Group 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

JS Group Limited takes the following measures to ensure accessibility of John Smith's Student Store:

- Include accessibility as part of our mission statement.
- Include accessibility throughout our internal policies.

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. John Smith's Student Store is partially conformant with WCAG 2.1 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 John Smith's Student Store. Please let us know if you encounter accessibility barriers on John Smith's Student Store:

Phone: +44 01425 485910

E-mail: <mailto:tony.newson@johnsmith.co.uk>

Visitor address: JS Group, Engagement House

Postal address: Units 3 & 4 West Quay Trade Park, Southampton, SO15 1GZ

See us on: Linked-in at <https://www.linkedin.com/company/thejsgroup>

We try to respond to feedback within 2 business days.

Compatibility with browsers and assistive technology

John Smith's Student Store is designed to be compatible with the following assistive technologies:

- Many older browser versions may not work as they should. Despite best efforts, accessibility may not work well in every combination of operating system, web browser, and assistive technology. Developers typically test their websites and mobile applications with common user environments, to determine compatibility.

Technical specifications

Accessibility of John Smith's Student Store 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
- 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 John Smith's Student Store, 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 John Smith's Student Store:

1. Site Improve survey: Uploaded images may not have text alternatives because we cannot ensure the quality of multiple contributors. We are working towards a fix that will enforce this accessibility level. Please use the 'Contact us' form on the website if you find an issue.
2. Site Improve Survey: Not all text areas have a description because we cannot ensure the quality of multiple contributors. We are working towards a fix that will enforce this accessibility level. Please use the 'Contact us' form on the website if you find an issue.

Assessment approach

JS Group Limited assessed the accessibility of John Smith's Student Store by the following approaches:

- Evaluation report by SiteImprove

Formal approval of this accessibility statement

This Accessibility Statement is approved by:

JS Group Limited

Commercial Team

Online Manager

Date of statement: 3rd September 2020