

Website Accessibility Statement

Sets out the current accessibility objective, honest assessment position, feedback route and improvement plan for www.paulioskos.com.

Version 1.2

Effective 7 September 2026

Last reviewed 7 September 2026

Owner: Website Technical Owner & HR / Compliance Director

Documents are reviewed periodically and whenever there is a material change to our services, controls, suppliers, legal obligations or risk profile.

1. Accessibility commitment

Paulioskos wants www.paulioskos.com to be usable by as many people as reasonably possible, including people who use keyboards, screen readers, zoom, voice input, high-contrast settings or reduced-motion preferences.

The design target is the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA. This is currently an engineering objective, not a tested conformance claim.

2. Current assessment status

Assessment incomplete. As at 7 September 2026, the website has not completed a recorded WCAG 2.2 Level AA conformance assessment. Paulioskos does not claim that the site is fully or partially conformant at this stage.

Informal visual, functional and mobile checks performed during development do not constitute a formal conformance assessment. A recorded accessibility test remains planned as a formal assurance improvement.

3. What users should be able to do

- Navigate primary content and controls using a keyboard without becoming trapped.
- See a visible focus indicator on interactive controls.
- Zoom and reflow content without losing essential information or function.
- Understand headings, labels, links, form instructions, errors and status messages.
- Use meaningful text alternatives for informative images.
- Reduce or avoid non-essential motion where the operating system requests reduced motion.
- Use the enquiry form across modern desktop, tablet and mobile layouts.
- Play, pause, seek, change volume and view English captions for the long-form company videos using native browser controls.

4. Areas still being assessed

- Animated loading, canvas, marquee, telemetry, tilt, hover and background effects, including reduced-motion behaviour.
- The homepage teaser and long-form company videos, including native controls, caption presentation and assistive-technology treatment across the planned browser and device coverage.
- Contrast of small red, grey and technical-label text and focus indicators.
- Keyboard focus, focus order and state announcement for navigation, filters, cards, menus and buttons.
- Mobile-menu keyboard, escape and screen-reader behaviour.
- Contact-form labels, validation, error recovery and announcement of success or failure messages.

- Text reflow and component overlap at 200%, 400% and approximately 320 CSS pixels.
- Alternative text and decorative treatment for brand, team and operational imagery.
- HTML Trust Centre pages and downloadable documents.

The homepage teaser is muted and has native controls. JavaScript enables autoplay and looping only when the operating system does not request reduced motion; with reduced motion it remains paused and manually playable. The two long-form videos on the About page do not autoplay, use native controls and provide English WebVTT captions through the native video controls. The self-hosted videos and their surrounding text remain available without JavaScript. Caption accuracy and player behaviour remain within the wider assessment scope described above.

Critical and high-severity barriers affecting navigation, contact or access to legal information will be prioritised before the relevant release is approved. Accepted medium or low issues will receive an owner and target date, normally no later than 30 September 2026.

5. Planned test coverage

Test area	Planned coverage
Browsers and platforms	Microsoft Edge, Google Chrome and Mozilla Firefox on Windows 11; Safari on a current supported iPhone; Chrome on a current supported Android device.
Keyboard and focus	Keyboard-only navigation, logical focus order, visible focus, menu and form operation, and absence of keyboard traps.
Screen readers	NVDA with Edge or Firefox on Windows and VoiceOver on iOS for at least one mobile pass.
Zoom and reflow	Browser zoom at 200% and 400%, increased text spacing and reflow at approximately 320 CSS pixels.
Visual accessibility	Text and non-text contrast, high-contrast settings, colour-independent meaning and touch-target size.
Motion	Operating-system reduced-motion preference, autoplay and non-essential animation.
Automated tools	Lighthouse, axe DevTools or equivalent, WAVE or equivalent and browser accessibility-tree review, followed by manual validation.
Documents	Headings, links, tables, metadata, reading order and alternative text for public PDF or Word downloads.

Automated scores alone will not be treated as proof of WCAG conformance. Manual keyboard, reflow, form, screen-reader and content review is required.

6. Third-party components

- **Cloudflare.** Security challenges, protective interstitials and error pages may be presented through Cloudflare and are not fully controlled by Paulioskos.
- **Google Fonts.** Fonts are currently requested from Google infrastructure. Self-hosting is planned as an improvement.
- **Microsoft Entra.** The administrator sign-in experience is operated by Microsoft and is not part of ordinary public browsing.
- **Cloudflare Turnstile.** Not currently treated as active on the public form. It must be accessibility tested before deliberate activation.
- **Microsoft Teams chat.** Deferred to a possible version 7 platform overhaul and subject to separate accessibility and consent assessment before activation.

Paulioskos will provide an alternative contact method where a third-party component creates a barrier that cannot be corrected immediately.

7. Feedback and alternative formats

Email accessibility@paulioskos.com or use the public enquiry form. Please identify the page or document, what you were trying to do, the problem encountered, the device or assistive technology used and the preferred format or adjustment.

Stage	Target
Acknowledgement	Within three working days.
Initial response or action plan	Within five working days.
Straightforward alternative format	Within ten working days.
Complex request	Paulioskos will explain the position and provide a realistic delivery date.

Reasonable alternatives may include accessible HTML, plain text, accessible Word, tagged PDF, large print or another agreed format. Paulioskos does not charge for a reasonable accessibility adjustment or alternative format.

8. Review

This statement is reviewed periodically, after material visual or functional releases and before any future live-chat deployment.

Contact

Route	Details
Accessibility feedback	accessibility@paulioskos.com
Website enquiry form	https://www.paulioskos.com
Compliance	compliance@paulioskos.com

Reference framework

These references explain the legal and good-practice framework used when preparing this document. They do not represent certification, accreditation, endorsement or legal advice.

- [W3C - Web Content Accessibility Guidelines 2.2](#)
- [W3C - WCAG overview](#)
- [GOV.UK - Model accessibility statement](#)
- [Equality Act 2010](#)

[← Back to the Trust Centre](#)