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## **Accessibility Statement – ALIAS 3.0**

**ALIAS, ligne de signalement Inc.**

Last update: March 2, 2026

Product: ALIAS 3.0 (web application)

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## 1. ACCESSIBILITY COMMITMENT

ALIAS is committed to ensuring the digital accessibility of the ALIAS 3.0 platform for people with disabilities.

We are working to continuously improve the user experience for everyone and to apply recognized web accessibility standards.

## 2. ACCESSIBILITY STANDARDS TARGETED

ALIAS 3.0 aims to comply with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, published by the W3C.

## 3. COMPLIANCE STATUS

The **web reporting platform (Public)** has demonstrated a high level of compliance.

The **Responsible Agent Module** is aligned with accessibility rules. The main areas for improvement relate to readability and contrast.

The handling of calls via Video **Relay Service (VRS)** Canada is subject to regulated procedures, which **are** updated and communicated to agents and supervisors **through our ongoing training**. Current metrics do not identify any non-compliance in this regard. We believe it is appropriate to pursue certain enhancements to improve the experience.

These findings serve as the basis for the development of our improvement plan.

## 4. MEASURES IMPLEMENTED

- Integration of accessibility from the design and development stages;
- Automated and manual testing (keyboard navigation, screen readers);
- Prioritization of fixes based on user impact;
- Awareness-raising and ongoing training for teams.

## 5. COMPATIBILITY

- Browsers: Chrome, Edge, Firefox, Safari.
- Assistive technologies such as: NVDA, JAWS, VoiceOver.
- Operating systems: Windows, macOS, iOS, and Android.

## 7. FEEDBACK AND SUPPORT

- [Portal](#) for reporting accessibility issues.
- Target response time: five business days.
- If you have difficulty accessing content or a service, alternative solutions may be provided upon request to enable you to obtain the required information or service.

## 8. EVALUATION METHOD

Compliance was assessed using a methodology combining:

- Automated analyses,
- Manual checks by criterion, and,
- Testing with assistive technologies, including keyboard navigation and screen readers.

The evaluation focused on pages and paths representative of the services offered.

