



## **Accessible documents at International Nuclear Services (INS)**

This policy explains how accessible the documents INS publishes on [www.innuserv.com](http://www.innuserv.com) are.

### **Using our documents**

INS publishes documents in a range of formats, including: PDFs and MS Excel. INS wants as many people as possible to be able to use those documents. For example, when INS produces a document, it makes sure to:

- Provide a HTML option where possible
- Tag headings and other parts of the document properly, so screen readers can understand the page structure
- Make sure alt text next to non-decorative images is used, so people who can't see them understand what they're there for
- Avoid using tables, except when we're presenting data
- Write in plain English

### **How accessible our documents are**

New documents published and documents you need to download should be fully accessible. But INS knows some older documents (published before 23 September 2018) are not accessible.

For example, some:

- Are not tagged up properly (don't contain correct headings or alt text)
- Contain technical content that isn't written in plain English
- Contain tables that include text rather than data
- Are photocopies and aren't marked up in a way that allows users to understand them

. These documents are exempt from the regulations, and there are no plans to make them accessible.

But if you need to access information in one of these document types, you can contact us and ask for an alternative format.

### **What to do if you can't use one of our documents**

If you need one of our published documents in a different format, you can get in touch with INS by emailing [INSCOMMS@innuserv.com](mailto:INSCOMMS@innuserv.com). INS will consider the request and get back to you within five working days.

### **Reporting accessibility problems with one of our documents**

INS is always looking to improve the accessibility of documents so if you find any problems not listed on this page, or you feel INS is not meeting requirements, email

[INSCOMMS@innuserv.com](mailto:INSCOMMS@innuserv.com).



## **Enforcement procedure**

The Equality and Human Rights Commission is responsible for enforcing the Public Sector Bodies (websites and mobile apps) (No2) 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.

## **Technical info about the accessibility of our documents**

INS is committed to making documents accessible, in accordance with the Public Sector Bodies Accessibility Regulations 2018.

The documents INS publishes are not compliant with the Web Content Accessibility Guidelines version 2.1 AA standards.

## **Non-accessible content**

The content below is non-accessible as it's not compliant with the Web Content Accessibility Guidelines. This is because:

- A few of the INS documents have diagrams. These images don't have a text alt so the info isn't available to people using screen reader. This does not meet WCAG 2.1 success criterion 1.1.1 (non-text content). When we publish new documents we'll make sure our use of diagrams meets accessibility standards.
- Some documents are not created with headings. These documents are not structured logically so the info cannot be navigated by people using screen reader
- Audio files might not have captions/subtitles. These files don't have a text alt so info in them isn't available to people with hearing difficulties

## **Content not within the scope of accessibility regulations**

Older PDFs and MS Word documents (published before 23 September 2018) might not meet accessibility standards/be structured correctly. INS is not required to fix these documents. However, any new PDFs or MS Word documents INS publishes will meet the required standards.

## **How INS documents were tested**

INS documents (PDF and MS Word) published on [www.innuser.com](http://www.innuser.com) were last tested in December 2019.

## **What INS is doing to improve accessibility**

INS aims to ensure all authors of documents published externally are aware of the Web Content Accessibility Guidelines. Employees responsible for creating documents are being trained accordingly.