

Accessibility Statement

WCAG 2.1 Level AA — Joaia Web Assistant

Standard: Web Content Accessibility Guidelines (WCAG) 2.1, Level AA **Date:** 04 May 2026

This statement describes the accessibility status of the Joaia Web Assistant. It covers all 50 applicable WCAG 2.1 success criteria at Levels A and AA. Where a criterion is not applicable, a brief reason is given. Where compliance is partial, the known limitation and its rationale are documented.

Compliance Summary

Level	Total	Compliant	Partial	Non-compliant	Not applicable
A	30	24	0	0	6
AA	20	15	1	0	4
Total	50	39	1	0	10

One partial item (3.1.2 Language of Parts) relates to AI-generated chat responses that may follow the user's input language rather than the page locale. All structured content is fully compliant. This limitation is documented as an accepted risk.

Detailed Criteria

1. Perceivable

1.1 Text Alternatives

Criterion	Level	Success Criterion	Status	Notes
1.1.1	A	Non-text Content	Compliant	All images have descriptive text alternatives. Icon-only buttons carry accessible labels. Purely decorative graphics are hidden from assistive technologies.

1.2 Time-based Media

Criterion	Level	Success Criterion	Status	Notes
1.2.1	A	Audio-only and Video-only (Prerecorded)	Compliant	Audio-only content (guide biographies) is accompanied by the same text visible on screen, satisfying the text-alternative requirement.
1.2.2	A	Captions (Prerecorded)	Not applicable	No prerecorded video with audio is present in this product.
1.2.3	A	Audio Description or Media Alternative (Prerecorded)	Not applicable	No prerecorded video content is present.
1.2.4	AA	Captions (Live)	Not applicable	No live video streaming is present.
1.2.5	AA	Audio Description (Prerecorded)	Not applicable	No prerecorded video content is present.

1.3 Adaptable

Criterion	Level	Success Criterion	Status	Notes
1.3.1	A	Info and Relationships	Compliant	Page structure uses semantic landmark regions (main content, navigation, footer). Each page has a clear heading hierarchy. Form fields are labelled. Grouped content is marked up as groups.
1.3.2	A	Meaningful Sequence	Compliant	The reading and tab order in the underlying document matches the visual layout, ensuring screen readers present content in the correct sequence.
1.3.3	A	Sensory Characteristics	Compliant	No instructions rely solely on shape, colour, size, or position to convey meaning.
1.3.4	AA	Orientation	Compliant	The interface does not lock or restrict display to a single orientation; it works in both portrait and landscape modes.
1.3.5	AA	Identify Input Purpose	Compliant	Input fields are labelled in a way that allows browsers and assistive technologies to identify their purpose (e.g. name, email).

1.4 Distinguishable

Criterion	Level	Success Criterion	Status	Notes
1.4.1	A	Use of Color	Compliant	Colour is never used as the sole means of conveying information; icons and labels are always paired.
1.4.2	A	Audio Control	Compliant	Audio playback is user-initiated only, with clearly labelled play and stop controls. No audio plays automatically.
1.4.3	AA	Contrast (Minimum)	Compliant	All text meets the minimum contrast ratio of 4.5:1 for normal text and 3:1 for large text. Placeholder and disabled text also meet contrast requirements.
1.4.4	AA	Resize Text	Compliant	Text can be resized up to 200% using browser zoom without loss of content or functionality.
1.4.5	AA	Images of Text	Compliant	All text is real, selectable text — no images of text are used.
1.4.10	AA	Reflow	Compliant	Content reflows correctly at a viewport width of 320 CSS pixels. No horizontal scrolling or clipped content occurs.
1.4.11	AA	Non-text Contrast	Compliant	Interactive UI elements (focus rings, icon buttons, form borders) have sufficient contrast against their background ($\geq 3:1$).
1.4.12	AA	Text Spacing	Compliant	No content or functionality is lost when users override line height, letter spacing, word spacing, or paragraph spacing to accessibility-required values.

Criterion	Level	Success Criterion	Status	Notes
1.4.13	AA	Content on Hover or Focus	Compliant	Tooltip and popover content that appears on hover or focus can be dismissed without moving the pointer, can be hovered over, and remains visible until dismissed.

2. Operable

2.1 Keyboard Accessible

Criterion	Level	Success Criterion	Status	Notes
2.1.1	A	Keyboard	Compliant	All interactive controls are reachable and operable using a keyboard alone. No functionality requires a mouse.
2.1.2	A	No Keyboard Trap	Compliant	Keyboard focus is never trapped in a component. Modal dialogs trap focus intentionally while open and release it on close (Escape key). Focus is returned to the trigger element on close.
2.1.4	A	Character Key Shortcuts	Not applicable	No single-key shortcuts (without modifier keys) are implemented.

2.2 Enough Time

Criterion	Level	Success Criterion	Status	Notes
2.2.1	A	Timing Adjustable	Not applicable	No time limits are set by the interface itself. Session expiry is handled server-side and falls outside the scope of the user interface.
2.2.2	A	Pause, Stop, Hide	Compliant	No content moves, blinks, or auto-updates in a way that cannot be paused or stopped. All media controls are user-initiated.

2.3 Seizures and Physical Reactions

Criterion	Level	Success Criterion	Status	Notes
2.3.1	A	Three Flashes or Below Threshold	Compliant	No flashing content is present. Animation transitions use fill-mode settings that prevent flickering.

2.4 Navigable

Criterion	Level	Success Criterion	Status	Notes
2.4.1	A	Bypass Blocks	Compliant	Landmark regions (main content, navigation, footer) allow screen reader users to skip to the relevant section. Single-page navigation announcements are handled automatically.
2.4.2	A	Page Titled	Compliant	Every page has a descriptive title. The embedded interface also carries a title attribute so assistive technologies can identify it.

Criterion	Level	Success Criterion	Status	Notes
2.4.3	A	Focus Order	Compliant	The keyboard focus order follows the logical reading order. Interactive elements receive focus in a meaningful sequence.
2.4.4	A	Link Purpose (In Context)	Compliant	The purpose of every link and button is clear from its label, either as visible text or as an accessible name provided to assistive technologies.
2.4.5	AA	Multiple Ways	Compliant	Users can reach content via the main navigation menu and via in-content links and cards.
2.4.6	AA	Headings and Labels	Compliant	Every page has a top-level heading (visible to screen readers). The heading hierarchy is consistent. Form inputs are labelled.
2.4.7	AA	Focus Visible	Compliant	A visible focus indicator is shown on all interactive elements when navigating by keyboard.

2.5 Input Modalities

Criterion	Level	Success Criterion	Status	Notes
2.5.1	A	Pointer Gestures	Compliant	No functionality requires multi-point gestures (e.g. pinch-to-zoom) or path-based gestures. All actions have single-tap or click alternatives.
2.5.2	A	Pointer Cancellation	Compliant	Actions are triggered on pointer release (click/mouseup), not on press. Users can cancel an accidental activation by moving away before releasing.
2.5.3	A	Label in Name	Compliant	The accessible name of every button and control contains or matches its visible label.
2.5.4	A	Motion Actuation	Not applicable	No device-motion functionality (shake, tilt) is used.

3. Understandable

3.1 Readable

Criterion	Level	Success Criterion	Status	Notes
3.1.1	A	Language of Page	Compliant	The language of each page is programmatically set to match the active locale so screen readers use the correct pronunciation rules.

Criterion	Level	Success Criterion	Status	Notes
3.1.2	AA	Language of Parts	Partial	Structured content (place names, descriptions) always matches the page language and is compliant. AI-generated responses in the chat interface may follow the user's input language rather than the page locale when a user writes in a different language. Implementing automatic language detection on short AI-generated text introduces accuracy and performance risks that outweigh the limited accessibility benefit in this specific flow; this is documented as an accepted limitation.

3.2 Predictable

Criterion	Level	Success Criterion	Status	Notes
3.2.1	A	On Focus	Compliant	Moving keyboard focus to a component does not trigger any unexpected change of context.
3.2.2	A	On Input	Compliant	Changing the value of a form field does not trigger navigation or any unexpected action. Form submission requires an explicit user action.
3.2.3	AA	Consistent Navigation	Compliant	Navigation menus appear in the same order and position across all pages.
3.2.4	AA	Consistent Identification	Compliant	Components that perform the same function have the same accessible name throughout the interface.

3.3 Input Assistance

Criterion	Level	Success Criterion	Status	Notes
3.3.1	A	Error Identification	Not applicable	No form fields perform automatic validation. There are no error states to identify.
3.3.2	A	Labels or Instructions	Compliant	All form fields have visible or accessible labels. Where helpful, additional instructions describe the expected input or the data that will be submitted.
3.3.3	AA	Error Suggestion	Not applicable	No validated inputs exist; this criterion does not apply.
3.3.4	AA	Error Prevention (Legal, Financial, Data)	Not applicable	No legal, financial, or data-deletion transactions are present in this interface.

4. Robust

4.1 Compatible

Criterion	Level	Success Criterion	Status	Notes
4.1.1	A	Parsing	Compliant	Pages produce valid HTML. No duplicate IDs or unclosed elements are present.

Criterion	Level	Success Criterion	Status	Notes
4.1.2	A	Name, Role, Value	Compliant	All interactive controls have an accessible name, the correct semantic role, and programmatically exposed state (e.g. expanded, busy, pressed, disabled).
4.1.3	AA	Status Messages	Compliant	Status messages (loading indicators, chat message completion, navigation events) are announced to screen readers without requiring focus to move to them.

■ Compliant — fully meets the success criterion

■ Partial — partially addressed; limitation documented

■ Non-compliant — known violation

■ Not applicable — criterion does not apply to this product