



## Website Accessibility Statement

This website is run by Nexus Vehicle Management Ltd, trading as Nexus Vehicle Rental.

### How Accessible is this Website?

We know some parts of this website are not fully accessible:

- you may not be able to zoom in up to 300% without the text spilling off the screen
- you may not be able to navigate all of the website/application using just a keyboard
- you may not be able to navigate all of the website/application using speech recognition software
- you may not be able to listen to all of the website/application using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
- an alternative for our home page video is not yet available
- the default colour contrast may not be sufficient in all areas
- alternative text has not been added for all of the images

### Feedback and Contact Information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- Email: [ITsupport@nexusrental.co.uk](mailto:ITsupport@nexusrental.co.uk)
- Call: 0871 984 1941

We'll consider your request and get back to you in 5 working days.

### Reporting Accessibility Problems with this Website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact a member of our team at [BusinessSupport@nexusrental.co.uk](mailto:BusinessSupport@nexusrental.co.uk).

### Enforcement Procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) 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 (EASS).

### Contacting Us by Phone or Visiting Us in Person

If you contact us before a planned visit to our head office we can arrange a British Sign Language (BSL) interpreter. We provide a text relay service for people who are deaf, hearing impaired or have a speech impediment. To access this please dial 18001 followed by our main telephone number 0871 984 1941.

## Technical Information about this Website's Accessibility

Nexus Vehicle Management is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### Compliance Status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

### Non-Accessible Content

The content listed below is non-accessible for the following reasons. Non-compliance with the WCAG 2.1 accessibility regulations, with the relevant success criterion listed in italics:

- Certain website processes are timed and not *Timing Adjustable*, for security reasons.
- A mechanism is not available to *Bypass Blocks* of content that are repeated on multiple pages.
- Not all text and images can be resized to 200%. A bespoke *Resize Text* view is under consideration.
- Some content or functionality may be lost when the user adapts the text line height / spacing or font size or content is presented at a width of 320 pixels / 400% zoom. A bespoke *Text Spacing* / Reflow view is under consideration.
- Not all pages include *Headings / Labels* at level 1.
- Certain functionality is limited to standard view, e.g. live chat, due to 3<sup>rd</sup> party *Info / Relationships*.
- When using the tab key to focus on certain fields, the *Focus Order* may include disabled buttons.
- On reporting pages where a Download .CSV button exists, the *Link Purpose (In Context)* relates to enabling a download of the detail behind the graphs shown on the page in question.
- Regarding *On Input* settings, when using the screen reader please ensure the reader is not on mute.

### What we're doing to improve Accessibility

We plan to fix all existing issues wherever possible by 31st August 2023 and to continue to monitor and improve the system throughout its life.

Signed,  
John Ellis  
Managing Director



Dated 4 November 2022