

## **Accessibility Statement for CICM.com**

Last updated: February 2025

The Chartered Institute of Credit Management (CICM) is committed to ensuring that our website is accessible to as many people as possible, regardless of ability or technology. We aim to comply with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standards (<https://www.w3.org/TR/WCAG22/>).

### **Our Commitment**

- Provide equal access to information and services for all users.
- Design and maintain our website to be perceivable, operable, understandable and robust.
- Regularly review and improve accessibility features.

### **Accessibility Features**

- Text alternatives for images and non-text content.
- Keyboard navigation for all interactive elements.
- High contrast and scalable text for readability.
- Captions and transcripts for video and audio content.
- Compatibility with screen readers and assistive technologies.

### **Known Accessibility Limitations**

Whilst we strive for full compliance, we are aware of the following issues:

- PDF Documents: Some downloadable PDFs may not be fully accessible to screen readers.
- Video Content: Some older videos may lack captions or transcripts.
- Colour Contrast: Certain legacy pages may not meet minimum contrast requirements.
- Form Labels: Some forms may have missing or unclear labels for assistive technologies.
- Clickables: some elements are missing required attributes to support accessibility.

### **Planned Fixes**

We are actively working to:

- Replace or remediate inaccessible PDFs with accessible versions.
- Add captions and transcripts to all video content.

- Update colour schemes and styles to meet WCAG contrast standards.
- Review and correct form labels for better screen reader compatibility.
- Review and addition of required attributes for clickable elements.

### **Ongoing Improvements**

We continuously monitor our website and update content to improve accessibility. If you encounter any issues, please inform us.

### **Feedback and Contact**

If you experience difficulty accessing any part of our website or have suggestions for improvement, please contact us.

### **Compliance Status**

Our CICM.com domain is partially compliant with WCAG 2.2 AA standards. We are working to address remaining issues and achieve full compliance.