

**HALEON**

# **EAA Accessibility Statement**

<https://www.voltarol.co.uk>



## **Introduction**

At Haleon, we are committed to providing an accessible online experience for all our users as well as their different needs, abilities and preferences. We strive to meet the needs of the broadest possible audience and to conform with established accessibility standards. This is achieved by considering accessibility at all stages of the website creation process, from content and design template development through to technical development and deployment; a process which is guided by comprehensive documentation and training for our teams and partners.

This statement has been prepared to inform users about the accessibility of our service, including its alignment with relevant legal and technical standards.

This accessibility statement applies to the portions of our website covered by the European Accessibility Act and national implementation of these requirements. While other sections of our website may not yet be fully accessible or conformant with current regulations, they are being reviewed for future improvements.

## **Description of the Service and Measures to Support Accessibility**

Haleon provides a range of online services and features for our consumers. The content on this site aims to be accessible across multiple formats, supporting a broad range of user needs.

Our service is delivered through an interface that seeks to support accessibility by:

- **Simple navigation:** Logical layouts with consistent headings, landmarks, and menus
- **Keyboard accessibility:** Functions that can be operated via keyboard
- **Help and support:** We look to support users with our websites and any specific features, use and/or tailoring of accessible formats as well as enabling users to provide feedback and request help or support using the contact details listed further below
- **Error notifications:** Clear and descriptive error messages to guide users in resolving issues
- **Customizable settings:** Options for users to personalize settings, such as font sizes, themes, and display modes, to meet their needs

We are continuously striving to improve our accessibility by providing:

- **Ongoing accessibility training:** Our Marketing teams globally receive training that includes references to accessibility best practices and playbooks, ensuring employees have the skills required to keep our services inclusive and conformant with relevant standards.
- **Testing:** We test our services against the latest accessibility guidelines, including Website Content Accessibility Guidelines (WCAG), and make necessary updates to maintain accessibility.
- **Feedback mechanisms:** We allow for users to provide feedback on accessibility issues and aim to address concerns promptly.
- **Perceivable content:** We look to ensure that visual and auditory information is presented in ways that are adaptable to users' needs.
- **Operable interface:** The service is designed to be navigable by keyboard and work with assistive technologies.
- **Understandable design:** Our interface uses clear and simple language, avoids unnecessary complexity.
- **Robust content:** We ensure compatibility with current and future user agents, including assistive technologies.

We also leverage an industry-leading digital accessibility solution, UserWay, to maintain and improve conformance with accessibility standards. Through our collaboration with UserWay we have adopted the following practices to enhance every user's experience:

- **Self-evaluation:** Internal audits, evaluations and monitoring
- **Record keeping:** Internal reporting on accessibility conformance.

### **Conformance Status**

The portions of our website covered by the European Accessibility Act observe the relevant standards and meet WCAG 2.2 Level AA

### **Limitations and Alternatives**

While we aim to ensure accessibility for all users, some limitations may exist. If you experience any issues, please let us know, and we will work to provide an alternative solution.

### **Feedback and Contact Information**

We welcome your feedback on the accessibility of our services. If you encounter any accessibility barriers, please contact us at [Haleon.help](https://www.haleon.com/help)

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