

Accessibility Statement – VectorCare Solutions

VectorCare Solutions is committed to making its applications, as accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This accessibility statement applies to the VectorCare application available at auth.vectorcare.com.

Compliance Status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard, due to the non-compliance and/or the exemptions listed below.

Non-accessible content

The content listed below is non-accessible for the following reason(s):

(a) non-compliance with the accessibility regulations

- Administration tools, including some that use drag-and-drop functionality, are not completely accessible to certain users with assistive technologies. VectorCare offers custom support where required for these users.
- e.g., most of the website is compliant for a typical user, we continue to identify minor examples where text-based content does not comply with all requirements, e.g. programmatically determined input purpose or link purpose, text resizing and spacing works for all functionality, name labels reflect visual text. Our front-end/design team continues to fix these issues as identified.

- Limited non-core functionality, such as dispatching tools, does not accommodate reflow and orientation.

(b) disproportionate burden

- None

(c) the content is not within the scope of the accessibility regulations

- Documents or information uploaded by other users/customers of the platform, which are authored and managed externally to our organization.
- Third-party content that is not created, funded, or controlled by our organization (for example, integrations with external providers).
- Archived materials published before the accessibility regulations came into force and not required for active administrative purposes.
- Live audio or video streams, as real-time media are not required to meet accessibility standards at the time of broadcast.
- Content from external systems that we do not own, such as third-party portals or embedded maps and feeds.
- File formats or software that are not used for essential online services and for which there are no accessible alternatives available.

Preparation of this Accessibility Statement

This statement was prepared on November 5th, 2025.

The accessibility review was conducted internally by our front-end engineering/design teams using the WAVE Evaluation Tool (developed by WebAIM.org). WAVE provides visual feedback on potential accessibility issues within web content by overlaying icons and indicators directly in the browser. The review focused on identifying barriers related to WCAG 2.2 success criteria and assessing compliance with relevant accessibility regulations.

The statement was last reviewed on November 5th, 2025.

Feedback and Contact Information

We welcome feedback on the accessibility of our website and digital services. If you encounter any accessibility barriers or believe that we are not meeting the accessibility requirements, please contact us:

Email: support@vectorcare.com.

Post: VectorCare, Inc.

Attention: Accessibility Officer

Address: 28 Liberty Ship Way, Suite 2812, Sausalito, CA 94965

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 are not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).