

## Accessibility and Equality Impact Assessment

1st December 2025

CHI UK LTD is committed to making Orchid Live accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. This accessibility statement applies to Orchid Live.

We are committed to making Orchid Live a software product that places ease of use, accessibility and fairness at its core.

We measure our success by the practical impact that our approach has, rather than judging ourselves purely on our written policies. Against this yardstick, with over 100 UK clients holding collectively 1.5 million patient records on our platform, we have received just one customer service issue related to accessibility in the last two years.

Here are the specific areas we focus on with regards to providing equal access to Orchid Live:

- Intuitive UX design
  - Repeat design patterns - tabs, standard diary UX, assessment page format etc - allowing users to quickly learn and develop familiarity with the system with minimal training.
  - Comprehensive index of OH functionality on the left-hand menu and comprehensive index of an employee record on the right-hand menu, both always available for quick access.
  - Very simple design of forms for employees to fill in.
- Easy to access customer support
  - Native English support team
  - Clients can submit support queries by phone, email or in-app
  - Quick responses - acknowledgement within 1 working day
- Broad system accessibility
  - Being a browser based product, a large number of accessibility issues can be mitigated by modern browser based tools, Such as:
    - Screen reading
    - Dictation software
    - Text enlargement
    - In-browser translation
  - Very limited use of non-text-based options - there are summary charts for clinical metrics, such as audiometry assessments, but no videos or images inherent to the product itself.

- Orchid Live is not compliant with the Web Content Accessibility Guidelines version 2.2 AA standard. We do not meet the following requirements:
  - The visual presentation of text and images of text does not always have a contrast ratio of at least 4.5:1.
  - Above 175% zoom, certain content on the page will be lost or non-usable. The application is not navigable purely with a keyboard.
  - The application is not fully compatible with screen readers.
  - Certain graphics in the software do not have alternative text.
- Supporting clinicians to support patients and stakeholders
  - Standard Management Referral Questionnaire asks the referrer to detail any accessibility considerations that need to be taken into account to allow occupational health the best support for the employee.
  - Our caution system allows the clinical team to discreetly add tags to an employee's account to signpost that they may need additional support.
- Clear, simple user guidance
  - A wide range of short and easy-to-understand video clips covering the whole of the clinical side of the system.
  - A detailed and up-to-date text-based handbook that explains the system in simple terms, with a wide range of explainer videos.
- Areas for improvement: we are working towards WCAG 2.2 AA over the course of 2026 and 2027 as we seek to continue enhancing and developing our platform.
- Preparation of this accessibility statement
  - This statement was prepared on 1 December 2025
  - This statement was prepared following a self assessment of our website on 1 December 2025
- Feedback and contact information
  - Please contact [support@orchidlive.com](mailto:support@orchidlive.com) with any feedback, requests for information, or requirements for alternative content formats.