



Website Accessibility Statement

Vitality Connect (Pty) Ltd

Effective Date: 1 August 2024

Website: <https://www.vitalityconnect.co.za>

Our Commitment to Accessibility

Vitality Connect (Pty) Ltd is committed to ensuring digital accessibility for all individuals, including persons with disabilities. We aim to provide a user-friendly and inclusive experience for everyone visiting our website, regardless of ability, technology, or circumstance.

We are continuously working to improve the accessibility and usability of our website, mobile content, and online services in accordance with applicable accessibility standards.

Standards Compliance

We strive to conform to:

- The **Web Content Accessibility Guidelines (WCAG) 2.1**, Level AA
- The **Promotion of Equality and Prevention of Unfair Discrimination Act (PEPUDA)** in South Africa
- Applicable sections of the **South African Constitution**, which promote dignity and equal access
- International best practices for accessible web design

Accessibility Features

The Vitality Connect website includes the following accessibility features:

- Keyboard navigability for all major site functions
- Alt text for all meaningful images
- Semantic HTML markup for screen reader compatibility



- Sufficient contrast between text and background
- Adjustable text sizing and zoom without content loss
- Mobile and responsive design

Areas for Ongoing Improvement

We are actively working to improve the following areas:

- Captioning and transcripts for multimedia content
- More detailed ARIA labels for enhanced assistive technology support
- Expanded language options for diverse users in South Africa
- Consistent testing with screen readers and accessibility plugins

If you encounter a specific accessibility issue, please let us know so we can address it.

Feedback & Contact Information

If you experience any difficulties accessing content on our site or wish to report an accessibility issue, please contact us at:

Email: accessibility@vitalityconnect.co.za

Phone: 082 6611 934

Address: 2 Computer Road, Montague Gardens, 7441, Western Cape, South Africa

Attention: Jeanine Groenewald, Accessibility & Information Officer

We welcome all suggestions to improve our accessibility and are committed to responding promptly to all feedback.

Third-Party Content and Tools

Some content or functionality on our website may link to or rely on third-party platforms (e.g. embedded videos, course portals). We strive to ensure that these external tools meet accessibility standards but cannot guarantee their full compliance.



Policy Review

This Accessibility Statement is reviewed annually or in response to significant website changes. The most recent version will always be available at www.vitalityconnect.co.za/accessibility.