

Accessibility Statement for kennco.ie

Our Commitment

At KennCo Insurance, we are committed to ensuring our website is accessible to all users, including people with disabilities. We are working to continuously improve the user experience for everyone, and we strive to conform with the European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020 and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

This accessibility statement applies to content published on www.kennco.ie.

Compliance Status

KennCo.ie is partially compliant with the WCAG 2.1 Level AA standard, due to some content not yet meeting the full accessibility requirements. We are actively addressing these issues and are working towards full compliance.

Non-Accessible Content

Some parts of our website are not fully accessible. Below are known limitations and how they affect users:

- **Images:** Some images may lack complete or accurate alternative (alt) text, which can affect screen-reader users (WCAG 1.1.1).
- **Colour Contrast:** Certain text or button colours may have insufficient contrast, affecting readability for users with visual impairments (WCAG 1.4.3, 1.4.11).
- **Nested FAQ Content:** We are currently working to improve how nested FAQ content is structured to ensure better keyboard navigation and screen reader compatibility (WCAG 1.3.1, 2.4.3).
- **PDFs:** Some older PDF documents are not fully accessible to assistive technologies. Issues include missing alt text, incorrect tagging, and undefined language settings (WCAG 1.1.1, 1.3.1, 3.1.2).
- **Video Content:** Not all videos include captions, transcripts, or audio descriptions (WCAG 1.2.1, 1.2.3, 1.2.5).
- **Link Clarity:** Some links may not be clearly distinguishable or lack context for screen reader users (WCAG 2.4.4, 4.1.2).

Exempt Content

Some content is exempt from accessibility requirements under the regulations, including:

- PDFs or other documents published before 23 September 2018.
- Pre-recorded audio and video content published before 23 September 2020.
- Live video streams.
- Third-party content not under our control (e.g., Google Maps, YouTube embeds).

Accessibility Testing

The accessibility of **kennco.ie** has been assessed by:

- **Internal reviews** conducted by our web and digital team.
- **External accessibility auditing** carried out by our development partner.

Testing involved a combination of automated tools (including axe-core), manual checks, screen reader software (JAWS, NVDA, VoiceOver), and keyboard-only navigation assessments.

What We're Doing to Improve Accessibility

We are committed to ongoing accessibility improvements by:

- Implementing recommendations from external audits.
- Updating non-compliant content such as alt text, headings, and navigation.
- Rebuilding nested FAQ structures for better assistive technology support.
- Providing internal training on accessible content creation, especially for PDFs and web copy.
- Updating this accessibility statement as we progress.

Feedback and Contact Information

If you encounter any issues or need content in an alternative format, please contact us:

- **Email:** insurance@kennco.ie
- **Phone:** +353 1 4994600
- **Postal Address:** Access Officer, KennCo Insurance, Suite 6, B&Q House, Belgard Road, Tallaght, Dublin 24

To request accessible content, please include:

- Your preferred format (e.g., accessible PDF, large print).
- The content or page URL.
- Your contact details.

We aim to respond within **2 business days**.

Enforcement Procedure

If you are not satisfied with how we handle your request, you may escalate the issue by:

- Contacting the [Office of the Ombudsman](#) under the Disability Act.
- Referring to the [Workplace Relations Commission](#) under the Equal Status Act.

Statement Review

This statement was prepared on **10 June 2025** and will be reviewed annually, or when significant changes are made to the website.