Watermelon

Accessibility Statement Watermelon Chat Widget

Watermelon B.V. strives to make its digital products accessible to everyone, in accordance with the Web Content Accessibility Guidelines (WCAG) 2.1, level A and AA. This aligns with the upcoming requirements of the European Accessibility Act (EAA).

Accessibility Status

The Watermelon Chat Widget has been assessed for compliance with the Web Content Accessibility Guidelines (WCAG) 2.2, level A and AA. This assessment focused solely on the technical aspects of the widget.

● **Compliance Status: B - Partially compliant**

The assessment shows that the chat widget complies with 40 out of the 48 WCAG 2.2 A and AA success criteria. There are some areas that require attention to achieve full accessibility.

Basis for This Statement

This statement is based on an independent technical assessment conducted by Accessible Minds B.V. on March 17, 2025.

● **Inspection carried out by:** Accessible Minds B.V.
● **Inspector:** Mariska Booister
● **Applied standard:** WCAG 2.2, level A & AA
● **Inspection method:** WCAG-EM
● **Assessment environment:** Acceptance environment of the Watermelon Chat Widget
● **Assessed components:** All elements of the Chat Widget, excluding the web pages where it is integrated.

Summary of Results

The chat widget is accessible in many respects:

● Correct use of roles, labels, and attributes.
● Clear and structured content for assistive technologies.

Key Issues Identified:

1. **Non-text content (1.1.1):** Alternative text is missing for the logo in the widget.

Watermelon

2. **Keyboard accessibility (2.1.1):** Certain interactive elements are not fully usable with keyboard-only navigation.
3. **Focus visible (2.4.7):** The focus indicator is not always visible for keyboard users.
4. **Target size (2.5.8):** The clickable areas of certain buttons are too small for ease of use.
5. **Name, role, value (4.1.2):** Some buttons lack a proper accessible name.

Improvement Measures

Watermelon has planned the following actions:

- Adding alternative texts to non-text content.
- Improving keyboard navigation and focus indicators.
- Increasing the clickable target areas.
- Proper implementation of name, role, and value attributes on buttons.

A re-assessment will be carried out after these improvements have been implemented.

Feedback and Contact Details

Are you experiencing an accessibility issue with the Watermelon Chat Widget? Or do you have questions about this statement? Please contact us:

✉ support@watermelon.ai

📞 +31 30 227 14 74

What can you expect?

- You will receive an acknowledgment within 5 working days.
- We will keep you informed about progress and the solution.

Additional Information About Watermelon

Watermelon takes the following measures to ensure accessibility:

- **Automated tests using accessibility tools.**
- **Internal checks before going live.**
- **Training for our development and content teams.**
- **Manual reviews by specialized testers.**

We continue to work on structural improvements in our processes and products to safeguard digital accessibility.
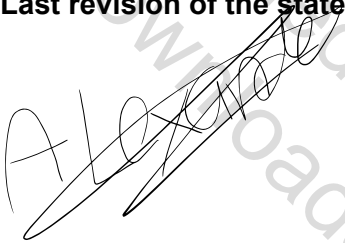
Watermelon

Declaration

This statement was signed on March 20, 2025, by an authorized signatory of Watermelon.

Name: Alexander Wijninga

Position: CEO, Watermelon B.V.

Last revision of the statement: March 20, 2025