



# FOOD TUGO APP

ACCESSIBILITY POLICY

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AN APP BUILT BY CATERERS FOR CATERERS



# ACCESSIBILITY POLICY



## About Food Tugo Web/App

Food Tugo Web/App, holds the majority of people to order food via mobile or web app. We're committed to making the Food Tugo web/app as accessible as possible to all users.

Tugo, the leading provider of innovative, premium food to go brands for the foodservice sector, have joined forces with food tech specialists to develop 'Food Tugo' app exclusively for the foodservice sector. Unlike some of the other apps that have recently appeared on the market, Food Tugo technology has already undergone extensive user testing and has been 5 years in the making. We have spent time with our clients and with their customers, to understand exactly what they need as a business and what their customers expect too. Our app is built by caterers for caterers.

## Accessibility Statement

At Food Tugo, we are aware that there is much to improve in our web and mobile apps to work with various accessibility tools. We are committed to undertaking this improvement work in a systematic way, in accordance to our resource in this Accessibility Policy Statement.

- Ensuring that this website and mobile apps achieves "Level AAA" conformance to the Web Content Accessibility Guidelines (WCAG) 2.1, to comply with the Web Accessibility Initiative of the World Wide Web Consortium.
- Ensuring that all new information on the website shall achieve "Level AAA" conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.
- Including accessibility when we integrating 3rd-party systems or upgrades to existing platform.

## Our conformance with official accessibility guidelines

- The website and mobile app (both Android and iOS) currently has about 75%-80% conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.
- Our most recent web accessibility audit for this website and mobile app (both Android and iOS) was on 03rd September 2020 (Thursday).

## Areas of Improvement and Timeline

Food Tugo is already aware of the following listed backlogs in accessibility:

- Some image descriptions are not readable by Text-to-Voice.
- Some icon descriptions are not readable by Text-to-Voice.
- Some of the text might not be "Level AA" compliant due to the user experience design
- Some buttons, links and or form elements might not be accessible for Text-to-Voice.
- Some of the visual lists may not have been properly marked.
- Making it easier for users to see and hear content including separating foreground from background.
- The foreground and background color contrast should be changed as per the WCAG guidelines.

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**Food Tugo's goal is to achieve the maximum accessibility of our digital products by July 2022.**

What we're doing to improve accessibility

- We are committed to improving the accessibility for the benefit of all our users.
- We continuously monitor the Food Tugo web and App Accessibility and carry out regular testing to identify, review and work towards resolving the accessibility issues to cater all our users.

How to send feedback for our website and apps' accessibility

We always look forward to improving the accessibility feature of Food Tugo Web and App. If you experience any difficulties accessing the information in the web and app, please reach out to us and we shall provide utmost importance and work to make it a better accessible platform.

**We welcome feedback on the accessibility for the website and app.**

**Email us at [nmusgrave@tugo.co.uk](mailto:nmusgrave@tugo.co.uk)**

**Phone us on 07971 899103**