



Accessibility Statement for 1GLOBAL

At 1GLOBAL, we are committed to ensuring that our website and services are accessible to all users, including individuals with disabilities.

Conformance status

Our website aims to meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, which provide standards to make websites accessible for everyone. While we are partially conformant, meaning some areas of our website do not yet fully meet these accessibility standards, we are actively working to address these gaps.

- Certain visual elements and interactive forms may not fully meet Level AA standards due to legacy systems, but we are prioritizing updates to bridge these gaps.
- Some downloadable content and multimedia elements may require additional enhancements to ensure full accessibility.

This statement is based on a self-evaluation.

Accessibility Measures

To enhance accessibility, we have implemented the following measures:

- Improved navigation for users of screen readers.
- Ensured that text resizing, contrast settings, and form accessibility meet WCAG 2.1 Level AA standards.
- Conducted regular accessibility audits to identify and address barriers.
- Provided accessible PDF alternatives for key downloadable documents.

Ongoing Improvements

At 1GLOBAL, we recognize the importance of continuously improving digital accessibility. We are committed to:

- Conducting regular evaluations to ensure compliance with WCAG 2.1 Level AA standards.
- Implementing further enhancements in areas such as keyboard navigation, voice control, and multimedia accessibility.
- Expanding training for our team to ensure the design and development of accessible digital experiences.

Feedback

We welcome your feedback on the accessibility of 1GLOBAL. Please let us know if you encounter accessibility barriers on 1GLOBAL:

- **E-mail:** help@1GLOBAL.COM

- **Postal Address:** 109 FARRINGDON ROAD, FARRINGDON, LONDON, EC1R 3BW, UNITED KINGDOM

Phone: From your 1GLOBAL mobile, call **707** (calls are free). From a landline, call **020 3318 0742** (operator's standard rate applies). Irish subscribers can contact us toll-free at **+353 1800817696**.

We try to respond to feedback within 3 business days.

Our Commitment

We are dedicated to achieving full WCAG 2.1 Level AA compliance and are continuously improving the accessibility of our website and services. Our ultimate goal is to ensure an inclusive digital experience for all users.

We will review and update this accessibility statement annually, or whenever significant changes are made.

This statement was last updated on: **06.10.2025**.