

Accessibility Statement

Our commitment to inclusive access to trade information, services, and documents.



WEBSITE	EFFECTIVE DATE	CONTACT
ImportExportConnect.com	6 September 2026	info@importexportconnect.com

Purpose	This document explains the rules and commitments that apply when people visit, contribute to, or purchase services through ImportExportConnect.com.
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Document status

Publication-ready working policy. It should be reviewed whenever the website's functions, suppliers, payment methods, or legal operating details change. Independent legal review is recommended before publication.

1. Our commitment

ImportExportConnect.com wants its Netherlands–East Africa trade information, services, and downloadable resources to be usable by as many people as possible, including people with disabilities. We aim to improve accessibility continuously and use the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA as our reference standard.

2. What users should be able to do

- Navigate core pages and forms using a keyboard.
- Zoom and resize text without losing essential information or functionality.
- Use clear headings, link descriptions, labels, and logical reading order.
- Understand content written in reasonably plain language.
- Use screen readers and other common assistive technologies with core website content.
- Access meaningful alternative text for informative images where available.

3. Measures we take

- Use Wix accessibility tools and review page language, heading structure, focus order, colour contrast, labels, and alternative text.
- Design new documents with readable typography, strong contrast, clear headings, and descriptive links.
- Check important forms, navigation, and downloadable materials as content is added or changed.
- Consider accessibility when selecting third-party components and when commissioning new content.
- Review accessibility feedback and prioritise barriers that prevent access to key information or services.

4. Current limitations

The site contains a large and growing collection of articles, images, PDFs, forms, member features, embedded services, and third-party components. Some older documents or images may lack complete tags, reading order, text alternatives, or sufficient contrast. Certain Wix, booking, payment, social-media, map, video, or other embedded components may not be fully controlled by us. User-submitted content may also vary in accessibility. These areas will be improved progressively.

5. Downloadable documents

We aim to make new PDFs and Word documents clear and usable. If a document is difficult to access, contact us and identify the title or page. We will make reasonable efforts to provide the information in an alternative format, such as an accessible Word document or plain text, without unnecessary delay.

6. Feedback and assistance

If you encounter an accessibility barrier, need help completing a form, or require information in another format, email info@importexportconnect.com. Please include the page or document title, the difficulty encountered, your preferred format, and—only if you wish—the assistive technology or browser used. We will acknowledge the request and aim to provide a practical response as soon as reasonably possible.

7. Compatibility and testing

Accessibility depends on the combination of the website, browser, operating system, assistive technology, and third-party services. The statement is based on an ongoing content and design review and should not be read as certification that every page currently conforms fully with WCAG 2.2 AA. Formal testing should include automated checks and representative manual keyboard and screen-reader checks.

8. Preparation and review

This statement was prepared on 6 September 2026. It should be reviewed after significant design or platform changes and at least annually. Accessibility concerns will help determine priorities for the next review.

Report a barrier

Email info@importexportconnect.com with the affected page or document and the assistance you need.

Reference framework

WCAG 2.2 is used as the principal technical reference. The European Accessibility Act may apply to particular consumer-facing digital services depending on the service and applicable exemptions. Legal applicability should be confirmed for the operator's circumstances.