



Accessibility Statement

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Public

Denis Global is the trading name for Denis Europe OÜ

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Commitment to Accessibility

Denis Global is committed to ensuring that our insurance and claims management platform is accessible to all users. We recognize accessibility as a fundamental right and a cornerstone of operational resilience, inclusivity, and stakeholder trust.

Standards and Compliance

- We align with WCAG 2.1 AA standards to provide accessible digital experiences.
- Our practices reflect Scandinavian and EU regulations, including:
 - EU Web Accessibility Directive (2016/2102)
 - European Accessibility Act (2019/882)
 - National frameworks in areas of operations in the EU ensuring compliance with local accessibility requirements.
- Accessibility is integrated into our broader compliance frameworks, including GDPR, DORA, and ISO 27001.

Features and Practices

- User-Centred Design:
Interfaces are tested for readability, contrast, and screen reader compatibility.
- Multilingual Support:
Swedish, Danish, Norwegian and Estonian are supported, with ongoing translation projects to ensure clarity and inclusivity in all areas of operation.
- Flexible Workflows:
Claims and policy management tools are designed to be navigable by keyboard, assistive technologies, and simplified layouts.
- Continuous Improvement:
Accessibility audits are conducted regularly, with updates integrated into our resilience and compliance roadmap.

Feedback and Contact

We welcome feedback from users and stakeholders to improve accessibility.

- Contact our Accessibility Team via email: accessibility@denisglobal.com
- Feedback will be reviewed promptly, and corrective actions will be integrated into our workflows.

Future Commitments

Denis Global is expanding accessibility initiatives to include:

- Enhanced analytics dashboards for monitoring accessibility KPIs.
- Collaboration with Scandinavian stakeholders to ensure culturally relevant accessibility practices.
- Ongoing training for staff to embed accessibility into every stage of workflow design and claims processing.