



وزارة الموارد البشرية  
والتوظيف  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

## Digital Accessibility Policy

Ministry of Human Resources and  
Emiratization (MoHRE)



## **Preamble**

The Ministry of Human Resources and Emiratization (MoHRE) is committed to providing an inclusive and accessible digital experience to all users, including People of Determination and senior citizens. The policy aims to ensure digital accessibility across the Ministry's website, applications, and digital services, in line with the UAE's National Policy for Digital Accessibility and the Web Content Accessibility Guidelines (WCAG 2.1) requirements with a conformance level of at least AA.



## 1. MoHRE's commitments regarding digital accessibility

The Ministry is determined to ensure all digital content and services are accessible to all user groups, in accordance with the following principles:

### A. Accessibility of digital services

- Ensure text-to-speech function to enable visually impaired users to listen to textual content.
- Provide font size enlargement and reduction options that do not impact the overall design.
- Use high-contrast colours and fonts to enable content readability for all users, in line with WCAG 2.1 guidelines.
- Support colour-blind users by providing multiple colour alternatives.
- Offer alternative text (Alt-Text) options for any images and non-text content to enable screen-reading technology to recognise it.
- Ensure all uploaded documents and digital files (e.g., PDFs, Word documents) are compliant with accessibility standards.

### B. Enhancing user experience

- Provide full navigation using only the keyboard for individuals unable to use a mouse.
- Ensure that all electronic services comply with digital accessibility standards and are regularly tested for effectiveness.
- Provide a flexible user interface that is responsive and compatible with all devices (smartphones, tablets, computers).

### C. Supporting assistive technologies

- Support face recognition technologies to facilitate access to services without needing to manually enter login credentials.
- Use voice recognition technologies to allow users to browse the website and application through voice commands.

## 2. Commitments regarding the MoHRE website and smart application

### A. Digital Accessibility Statement

This Digital Accessibility Policy is published on the MoHRE's website and smart application, making clear the Ministry's commitment to ensuring content is accessible to all.

### B. Periodic updates to ensure compliance

The Ministry conducts regular reviews of digital accessibility features, in an effort to:

- Upgrade the website and application to align with the latest digital accessibility standards.
- Test the experience designed for People of Determination and upgrade it based on their recommendations.
- Conduct regular technical compliance tests to ensure all accessibility requirements are met.

### C. Support and communication channels

Users who encounter any difficulties while using the digital services of the Ministry of Human Resources and Emiratisation can contact us via email on: [ask@mohre.gov.ae](mailto:ask@mohre.gov.ae)

## 3. Commitments regarding the MoHRE website and smart application

- Organise training sessions for Ministry staff on the importance of digital accessibility and ways to implement it.
- Provide a user manual on how to use digital accessibility features on the website and application.
- Launch awareness campaigns to inform the public about their rights to access digital services with ease.

## 4. Compliance and continuous development

The MoHRE continuously works to:

- Track progress in implementing digital accessibility standards and submitting periodic reports in that regard.
- Adopt international best practices in the field of developing digital services inclusive to all.
- Develop innovative digital solutions to facilitate easy access to digital services for People of Determination and senior citizens.



## **5. Compliance and continuous development**

The Ministry of Human Resources and Emiratisation strives to achieve a comprehensive digital transformation that guarantees nobody is left behind, enhancing accessibility to digital information and services to all segments of the community, in line with the highest international accessibility standards.

