

Accessibility statement

This accessibility statement applies to the " Carbon-neutral and resource-wise solutions for industrial areas" website of the cities of Helsinki, Vantaa, Espoo and Turku, the Technology Research Center VTT Oy, the Future Research Center of the University of Turku and Turku Science Park Oy. The website address is <https://hnry.fi/>.

The City's goal

In the accessibility of digital services, Helsinki's goal is to aim for at least the AA or better level according to the WCAG guidelines, if it is reasonably possible.

Compliance status

This website meets the critical accessibility requirements set by law in accordance with WCAG v2.1 level AA.

Access to information in an accessible format

If the content is not available, you can request it from the administrator of this site.

Urban environment division

Climate unit

Switchboard 09 310 2611

Email kaupunkiymparisto@hel.fi

Preparing the accessibility statement

This statement was prepared on 31 March 2022 and updated on 7 December 2023.

Assessment of accessibility

In the assessment of accessibility, the work instructions, and methods of the city of Helsinki have been followed, which aim to ensure the site's accessibility in all work phases.

Accessibility has been checked as an assessment by an external expert and as a self-assessment.

The site's accessibility has been assessed using both manual and programmatic methods. Testing has been performed with Chrome and Firefox browsers using the NVDA screen reader. For mobile testing, the TalkBack screen reader for Android devices and the native VoiceOver screen reader of Apple's iOS operating system were used for iPhone devices. In addition, the site's code base was thoroughly checked manually.

The external expert evaluation was carried out by Mysterio Oy.

Updating the accessibility statement

The website's accessibility is ensured by continuous monitoring when the technology or content changes, as well as by periodic checks. This statement is updated in connection with site changes and accessibility checks.

Feedback and contact information

Responsible for website accessibility
Urban environment division
Climate unit
Switchboard 09 310 2611
Email kaupunkiymparisto@hel.fi

Notification of inaccessible content

If the user feels that the accessibility requirements are not met, they can make a report via email helsinki.palaute@hel.fi or via the feedback form at www.hel.fi/palaute.

Requesting information in an accessible format

If the user does not feel that he can get the content of the site in an accessible format, the user can request this information by emailing helsinki.palaute@hel.fi or using the feedback form at www.hel.fi/palaute. We aim to respond to inquiries within a reasonable time.

Legal protection of accessibility, Enforcement procedure

If a person feels that their report or inquiry has not been answered or the answer is not satisfactory, they can report the matter to the Regional Administrative Office of Southern Finland. The website of the Regional Administrative Agency of Southern Finland explains exactly how the matter is handled.

Regional State Administrative Agency for Southern Finland
Accessibility control unit
www.saavutettavuusvaatimukset.fi
saavutettavuus@avi.fi
Switchboard: 0295 016 000
Open: Mon-Fri from 8:00 a.m. to 4:15 p.m

The city of Helsinki and accessibility

The city promotes the accessibility of digital services by harmonizing publishing work and organizing accessibility-focused training for its staff.

The level of accessibility of the websites is constantly monitored when maintaining the websites. Detected deficiencies are responded to immediately. The aim is to make the necessary changes as quickly as possible.

People with disabilities and users of assistive technologies

The city offers advice and support to people with disabilities and users of assistive technologies. Support is available from the counselling pages announced on the city's website and from telephone counselling.

Approval of the accessibility statement

This statement has been approved by 31 March 2022
Urban environment sector
The City of Helsinki