



WEBSITE ACCESSIBILITY STATEMENT

Ebor International Limited trading as Ebor Energy

Battery Energy Storage | Solar | EV Charging | Energy Management

Inclusive access to energy information, services and digital content

PUBLIC WEBSITE POLICY

This statement explains Ebor Energy's commitment to an accessible public website and the steps used to improve access for disabled users and people using assistive technology.

About this document

This public statement applies to the Ebor Energy website and core documents produced for publication. It uses WCAG 2.2 Level AA as the principal design and testing benchmark and has regard to the Equality Act 2010 and recognised accessibility good practice.

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1. Our commitment

Ebor Energy is committed to providing a website that is usable by the widest practical range of people, including disabled users and people using assistive technology. Accessibility forms part of our wider approach to equality, responsible digital design and professional customer service.

2. Standards and legal context

We aim for the public website and newly produced core digital content to conform, so far as reasonably practicable, with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA as our principal technical benchmark. Separately, where the Equality Act 2010 applies to services we provide to the public, we comply with the applicable duty to make reasonable adjustments for disabled people. That duty is anticipatory and requires positive, proportionate steps to address barriers; WCAG conformance is an important benchmark but does not replace the legal duty.

Ebor Energy is a private commercial website and does not claim that the public-sector website accessibility regulations necessarily apply to every part of the service. WCAG 2.2 AA is used as our principal design and testing benchmark.

3. Accessibility features

- clear page titles, headings and logical content structure;
- keyboard-operable navigation and controls for core journeys, with barriers treated as accessibility defects requiring remediation or a reasonable accessible alternative;
- readable text sizing, spacing and contrast;
- responsive layouts designed for common desktop, tablet and mobile devices;
- meaningful alternative text for informative images and appropriate treatment of decorative imagery;
- form labels, instructions and error messages designed to be understandable;
- avoidance of unnecessary motion, flashing content or interaction that depends only on colour;
- links and controls that are intended to have clear purpose and visible focus states.

4. Documents and downloads

We aim to publish important documents in accessible formats. PDF documents can present accessibility challenges depending on how they were created. Where a document is not sufficiently accessible, a user may request an alternative Word, HTML, plain-text or other reasonable format.

Technical drawings, supplier data sheets, complex diagrams and manufacturer documents may originate from third parties and may not fully meet our preferred accessibility standard. We will provide a reasonable alternative explanation or format where practicable and appropriate.

5. Images, diagrams and technical content

Energy content often includes diagrams, product images, performance charts and technical tables. We seek to provide text alternatives or explanatory context where the image conveys information needed to understand the page. Purely decorative images do not need descriptive alternative text.

6. Video, maps and embedded services

Where video, maps, chat, scheduling or other third-party services are embedded, accessibility may depend partly on the third-party provider. We review material services before deployment and seek accessible alternatives or supporting text where reasonably practicable.

7. Forms and error handling

Website forms should identify required fields, use clear labels and provide understandable validation or error messages. Users should not be required to provide unnecessary information. Where a form cannot be completed because of an accessibility barrier, users may contact us through an alternative channel.

8. Browser and assistive technology compatibility

The site is designed for current mainstream browsers and common assistive technologies. Older browsers, highly customised environments or unsupported devices may not provide the same experience. We do not intentionally block standard zoom, text resizing or browser accessibility settings.

9. Alternative formats and reasonable adjustments

Where a disability creates a barrier, we will consider and make reasonable adjustments required by applicable law and provide an effective alternative method where appropriate. This may include an accessible electronic document, plain-text explanation, larger text or direct assistance by email or call arrangement. We do not charge a disabled person for the cost of a reasonable adjustment that we are legally required to make.

10. Known limitations and third-party content

Some limitations may arise from legacy content, supplier documents, external websites, complex technical diagrams or third-party embeds outside our direct control. We prioritise issues that prevent access to essential information or core website functions and work to improve them as resources and technology permit.

The published statement must describe any known material accessibility limitation that affects a core journey or important content, together with any available workaround and planned remedial action. It must not state or imply full WCAG conformance unless that claim is supported by appropriate testing of the production site.

11. Testing and continuous improvement

Accessibility should be considered during design, content creation, development and release. We use a combination of automated checks, keyboard testing, responsive review and manual inspection. Material redesigns or new core features should be re-tested before publication.

Automated testing alone is not sufficient. Human review is used where needed to assess headings, focus order, labels, alternative text, colour use and practical usability.

12. Reporting an accessibility problem

Accessibility concerns should be sent to governance@ebor.group. Please identify the page or document, the barrier encountered, the browser/device being used and, where relevant, the assistive technology involved. This helps us investigate efficiently.

We aim to acknowledge accessibility reports within five working days and to provide either a resolution, an alternative format or an update on the proposed action within a reasonable period depending on complexity.

13. Changes and review

This statement is reviewed at least annually and after material redesigns, platform changes or significant accessibility issues. The publication version should reflect the actual website configuration and known material limitations at the time of review.

Policy information and document control

The following information forms the formal document-control record for this website document.

Control	Information
Document title	Website Accessibility Statement
Legal entity	Ebor International Limited
Trading name	Ebor Energy
Website	The Ebor Energy public website on which this document is published, and any clearly linked Ebor Energy microsite that expressly adopts this document
Business Registration Number	64960969
Registered office	Room 912, 9/F, Lippo Sun Plaza, No. 28 Canton Road, Tsim Sha Tsui, Hong Kong
Document reference	EEN-WEB-ACC-051
Version	51.0
Status	Publication edition
Classification	Public
Policy owner	Board of Directors, Ebor International Limited
Operational responsibility	Website and Governance Lead
Issue / effective date	22 July 2026
Review date	22 July 2027, or earlier following a material legal, regulatory, technological, product, supplier or operational change
Contact	governance@ebor.group
Approval authority	Board of Directors, Ebor International Limited
Document administration	R. Lui, Group Company Secretary
Related documents	Website Privacy Policy; Website Cookie and Storage/Access Technologies Policy; Website Terms and Conditions; Website Complaints and Concerns Procedure

Revision record

Version	Date	Status	Summary
50.0	22 July 2026	Superseded	Initial Version 50.0 publication edition superseded following a second legal, regulatory and operational compliance review.
51.0	22 July 2026	Current	Second-review publication edition strengthening Equality Act anticipatory reasonable-adjustment duties, keyboard access, alternative formats, no-charge adjustments and honest disclosure of known limitations.

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