

## **Accessibility Document for Medsan Consultancy Limited**

This document outlines the accessibility guidelines adopted by Medsan Consultancy Limited (hereinafter referred to as "the Agency") to ensure that our services are accessible to all clients, including those with disabilities. It also encompasses the terms and conditions agreed upon by clients and the service provider to ensure a clear, accessible, and mutual understanding of the expectations from both parties.

### **Agency Information**

**Name:** Medsan Consultancy Limited

### **Terms and Conditions for Clients**

#### **General Conditions**

1. **UK Holiday Calendar:** The UK Holiday Calendar will be applicable for all services and operations.
2. **Work Hours and Days:**
  - The minimum hours of work per week shall be 35 hours. Any engagement below this threshold will need to be prorated.
  - A minimum of 20 working days is required. Any days worked beyond this will be calculated separately.
3. **Resource Availability:**
  - Our resource will be available daily for work. It is the client's responsibility to allocate work. In the absence of allocated work, resources can log 8 hours a day for billing purposes.
4. **Time Off:** Time off will be discussed and agreed upon as part of the contract.
5. **Working Hours:** Normal working hours are from 9 a.m. to 5:00 p.m.
6. **Invoicing:** Invoices will be generated at the end of each month/week and sent to the client.
7. **Payment Cycle:** The payment cycle is 15 days. Clients are required to settle invoices within 15 days from the invoice date.
8. **VAT:** VAT is applicable to all services provided.
9. **Notice Period:** Clients are required to provide a 1-month notice period before releasing any resources.

#### **Accessibility Commitments**

- **Communication:** All communication materials, including invoices and contracts, will be provided in accessible formats upon request.
- **Support:** Assistance will be available to clients who require support in understanding or agreeing to the terms and conditions.

- **Feedback:** Clients are encouraged to provide feedback on how accessibility can be improved.

## **Terms and Conditions for Service Provider**

### **General Conditions**

1. **Technical Approach:** Analyze functional requirements and provide a technical approach to implement the functionalities.
2. **Quality Assurance:** Ensure quality deliverables as per project needs.
3. **Participation:** Participate in team meetings.
4. **Collaboration:** Collaborate with other team members.
5. **Communication:** Timely intimate the project manager (PM) and other team members about any challenges/issues during the development or any other project phase.
6. **Task Completion:** Complete tasks as per task estimations.

### **Accessibility Commitments**

- **Inclusive Practices:** Adopt inclusive practices to ensure that all deliverables are accessible to people with disabilities.
- **Continuous Learning:** Engage in continuous learning about accessibility standards and guidelines to improve the accessibility of deliverables.

### **Conclusion**

Medsan Consultancy Limited is committed to providing accessible services to all clients, including those with disabilities. We believe in creating an inclusive environment where everyone's needs are acknowledged and met. We encourage feedback and suggestions from our clients and service providers to continually improve our accessibility practices.