

## Accessibility Statement

### Our Commitment

TimeTide is committed to making our digital services usable and accessible to everyone, including persons with disabilities, in line with the **Rights of Persons with Disabilities Act, 2016 (RPwD)**, applicable rules, and recognised standards such as **WCAG 2.1 (or later)**, **GIGW guidelines**, and **IS 17802**.

### Scope

This statement applies to the public website at **timetide.in** and any investor- or customer-facing pages hosted under this domain. If we launch additional digital platforms (such as portals or mobile apps), we will publish their accessibility status and update this statement.

### Standards We Aim to Meet

- **Web Content Accessibility Guidelines (WCAG) 2.1** Level AA (or later, as adopted).
- **Guidelines for Indian Government Websites (GIGW)**, latest version, as applicable.
- **IS 17802 – Information and Communication Technology (ICT) accessibility standards**.

We follow an **accessible-by-design** approach in content, design, development, testing, documents (including PDFs), and procurement.

### Current Status

We are actively reviewing our website for conformance with the above standards. We plan to engage an **IAAP-certified accessibility professional** for an independent audit and to validate usability with persons with disabilities. Known issues, if any, and remediation timelines will be listed here as they are confirmed.

### Documents and Alternative Formats

Where PDFs or other files are offered, we aim to provide accessible versions. If you encounter a document you cannot access, you can request an alternative format.

- **Turnaround targets:** acknowledgement within **5 business days**; alternative formats typically within 7–15 business days, depending on complexity.

### Feedback, Assistance, and Grievances

If you experience any difficulty using our website, need an accessible alternative, or wish to provide feedback, please contact our Accessibility & Grievance Officer:

**Nodal Officer:** Shikha Mehta

**Email:** support@timetide.in

**Web form:** [timetide.in/contact-us/](https://timetide.in/contact-us/)

**Office hours:** Monday–Friday, 10:00–18:00 IST (excluding public holidays).

If you prefer, you may authorise another person to correspond on your behalf.

### **How We Handle Accessibility Feedback and Complaints**

- We acknowledge your request or complaint within **5 business days**.
- We triage, investigate and propose a solution or workaround.
- For complex issues (e.g., templates, third-party components), we will share an estimated timeframe and updates until closure.
- If you are unsatisfied with the outcome, you may request an escalation to senior management for review.
- We keep records of all accessibility-related requests and resolutions to improve our services and training.

### **Compatibility and Known Limitations**

Our website is designed to work with modern browsers and assistive technologies. If you experience issues with a particular setup, please include details of your operating system, browser, and assistive tools when contacting us.

### **Continuous Improvement**

We train our teams and work with vendors to include accessibility in our content, design, development, and QA processes. We will update this statement as our audits conclude and improvements are shipped.