

Accessibility Statement

The National Social Security Office (NSSO) is doing its utmost to make the information available on its websites accessible to all.

This Accessibility Statement has been established with the directives of the [law of 19 July 2018 on the accessibility of websites and mobile apps of public sector organisms \(in French\)](#). It is valid for the following websites and online services:

- [75 ans de la sécurité sociale](#) (available in Dutch, French and German)
- [Activités complémentaires](#) (available in Dutch, French and German) and its online service
- [e-Box Enterprise \(website\)](#) and [e-Box Enterprise \(online service\)](#), both available in Dutch, French and German
- [jeuxengager.be](#) (available in Dutch, French and German)
- [Sécurité Sociale d'Outremer](#) (available in Dutch and French)
- [RAONSS Rapport annuel 2018](#) (available in Dutch and French)
- [Tous au numérique](#) (available in Dutch and French)
- [Social Security for Seafarers](#)
- [Statwork.be](#) (available in Dutch and French)
- [Student@work \(website\)](#) and its online service
- [Working in Belgium](#)

Compliance Status

Most of these websites are fully compliant with Web Content Accessibility Guidelines (WCAG) 2.1 level AA standards.

A number of sites and online services is only partially compliant with this norm.

Non-accessible Content

The online service has the following accessibility issues:

- [Activités complémentaires](#) (online service)
 - The iframe of the live chat function is missing a title attribute.
 - The contrast between the text and parts of the background is not strong enough.
 - Some pages do not have a title.
 - The language of the document is not mentioned in the 'lang' or 'xml: lang' attributes.
- [Sécurité Sociale d'Outremer](#)
 - Some fields of the simulator tool are not accompanied by the necessary labels.
 - Some PDFs have titles and tables that are not formatted correctly.
- [Social Security for Seafarers](#)
 - The iframe of the live chat function is missing a title attribute.

- [Statwork.be](#)
 - Some titles are not accessible.
 - The colour contrast is not strong enough.
 - The site structure can bear some improvement.
- [Student@work](#) (online service)
 - Some pages have no title or subtitle.
 - The contrast isn't strong enough.
 - On some machines, you may not see the entire content of some pages.
 - There are functions you cannot use while navigation by keyboard. Most notably, you cannot tick the box you need to check in order to generate a certificate.
 - The HTML structure needs correcting: some elements are displayed twice in a row.
- [Working in Belgium](#)
 - The iframe of the live chat function is missing a title attribute.

We are currently working hard to present you with a new version accessible to all users.

Preparation of this Accessibility Statement

This Accessibility Statement was prepared on 04/03/2020 after using the following methods:

- Audit carried out with BOSA Accessibility Check tools and Wave Evaluation Tool
- Critical analysis based on [W3C criteria](#)

This Accessibility Statement was updated for the last time on 13/03/2020.

Feedback and Contact Details

Do you have a question or a comment about the accessibility of this website? If so, please send us an email to the following address: contact@rsz.fgov.be.

Procedure for ensuring compliance with the provisions

You sent us a question or a comment, but you have not received a reply or you are not satisfied with it? Contact the Federal Ombudsman at the following address:

contact@federaalombudsman.be.