

## Accessibility Statement

Aura Renewing Israel places paramount importance on equal service to all citizens and on enhancing services for persons with disabilities. In accordance with the Equal Rights for Persons with Disabilities Law, 5758–1998, and the regulations promulgated thereunder, the Company invests efforts and resources in implementing the required accessibility adjustments, so as to enable persons with disabilities to receive the services provided to all customers, independently and on an equal basis.

These adjustments have been implemented while maintaining compliance with accessibility laws and in cooperation with accessibility consultants who work with the Company.

### **Accessible Customer Service**

- Accessible telephone call center – the Company’s interactive voice response system has been made accessible so that information is conveyed in clear language.
- Employee training for accessible service – the management team and employees have been instructed by a certified accessibility officer on how to deliver an equal and inclusive service and purchasing experience to all populations, including customers who are persons with disabilities.
- Procedures for providing accessible service – the Company has implemented procedures defining the provision of accessible service to customers who are persons with disabilities, including, *inter alia*, entry with a service animal, exemption from waiting in line, and the like.
- Additional means of contact: Contact Us page [<https://auraisrael.co.il/contact/>], and via email at: [auraisrael824@gmail.com](mailto:auraisrael824@gmail.com)

Address for the delivery of documents: 132 Menachem Begin Road, Azrieli Center 3 (Triangle Tower), Tel Aviv 6701101

### **Accessibility Arrangements at the Company’s Sales Offices**

Aura Renewing Israel promotes accessibility of its sales offices in order to enable access to and receipt of services by all customers, including customers with disabilities. Meetings at the sales offices are held by prior appointment.

**Pivko Bat Yam Sales Office**, at 62 Balfour Street, Bat Yam

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible restrooms, accessible elevator, accessible service counter.

**New Ramat Chen Sales Office**, at 54 Ben Gurion Street, Ramat Gan

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible restrooms, accessible elevator, accessible service counter.

**Aura Ben Shemen Sales Office**, at 43 HaGolan Street, Airport City

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible service counter.

**Only Givatayim Sales Office**, at 74 Kaf Gimel Street, Givatayim

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible service counter.

**Hanging Gardens Yehud Sales Office**, at 13 Herzl Street, Yehud

The sales office includes the following accessibility arrangements: accessible entrance, accessible service counter.

**HaOren Kiryat Ono Sales Office**, at 2 HaOren Street, Kiryat Ono

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible restrooms, accessible service counter.

**Hadera City Sales Office**, at 10 Sheshet HaYamim Street, Hadera

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible restrooms, accessible service counter.

**Empire Sales Office**, at 54 Ben Gurion Street, Ramat Gan

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible restrooms, accessible elevator, accessible service counter.

**Aura Ramat HaSharon Sales Office**, at 106 Shivei Israel Street, Ramat HaSharon

The sales office includes the following accessibility arrangements: accessible entrance, designated accessible parking, accessible restrooms, accessible service counter.

### **Website Accessibility**

#### **Information Regarding Website Accessibility**

The Company's website complies with the requirements of the Equal Rights for Persons with Disabilities Regulations (Service Accessibility Adjustments), 5773–2013.

The website was developed in accordance with the accessibility provisions set forth in section 35 of the Service Accessibility Regulations.

Accessibility adjustments were implemented in accordance with the recommendations of the Israeli Standard (SI 5568) for web content accessibility at Level AA and the international W3C WCAG 2.1 standard.

The website includes an accessibility menu through which visual accessibility adjustments may be made.

Users browsing with screen readers may access content and receive services without the need to activate accessibility features. Screen reader accessibility is an integral part of the website and is always available.

### **User Interface Adjustments**

- **Font adjustments:** Users may increase and decrease font size, adjust spacing, alignment, line height, and more.
- **Color adjustments:** Users may select different color contrast profiles, such as light and dark. In addition, users may change color schemes for headings, texts, and backgrounds.
- **Animations:** Users with epilepsy may disable all running animations. Interface-controlled animations include videos, GIF files, and flashing CSS transitions.
- **Content highlighting:** Users may choose to highlight essential elements such as links and headings, and to highlight only focused or hovered components.
- **Additional functions:** It is possible to change the cursor color and size, use print mode, and activate a virtual keyboard.
- **Assistive technology and browser compatibility:** The website supports all major browsers and systems, including Google Chrome, Mozilla Firefox, Safari, Opera, and Edge, as well as JAWS and NVDA screen readers.

### **Contact Channels and Suggestions for Accessibility Improvements**

We continue to improve the accessibility of the Company as part of our commitment to enabling the general public, including persons with disabilities, to receive the most accessible service possible.

If you encounter any accessibility-related issue, we would appreciate it if you would notify us, and we will make every effort to address the matter and find an appropriate solution as promptly as possible.

### **Accessibility Coordinator Details**

The Company's Accessibility Coordinator is available to provide assistance regarding accessibility matters.

Coordinator details:

Assaf Shmulevitz

052-8787873

[assaf@auraisrael.co.il](mailto:assaf@auraisrael.co.il)

The Accessibility Statement was last updated in June 2023

