# Gale Accessibility Conformance Report Based on Voluntary Product Accessibility Template® (VPAT®)1

**VPAT Version 2.0 Beta 2**

## Name of Product: Gale Demographics Now including People and Business Edition

## Date: February 2018

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## Notes: Testing was conducted using Deque System’s automated AXE tool and manually tested using Non-Visual Desktop Access (NVDA) screen reader software.

## Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guideline:

|  |  |
| --- | --- |
| Standard/Guideline | Included In Report |
| Web Content Accessibility Guidelines 2.0, at [*http://www.w3.org/TR/2008/REC-WCAG20-20081211/*](http://www.w3.org/TR/2008/REC-WCAG20-20081211/) | Level A ✓  Level AA ✓  Level AAA❑ |
| Section 508 as published in 2017, at [*http://www.Section508.gov*](http://www.section508.gov/) | ✓ |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at [*http://mandate376.standards.eu/standard*](http://mandate376.standards.eu/standard) | ❑ |

## Table Information

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product with regard to the criteria and the third column contains any additional remarks and explanations regarding the product.

* By default the table information is showing. This information can be hidden by clicking “Click to show or hide table data”. This allows users to hide information so they see only the sections they need.
* When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
* When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

## Terms

The terms used in the Conformance Level information are defined as follows:

* **Supports**: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.
* **Supports with Exceptions**: Some functionality of the product does not meet the criteria.
* **Does Not Support**: Majority of functionality of the product does not meet the criteria.
* **Not Applicable**: The criteria are not relevant to the product.
* **Not Evaluated**: The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

## WCAG 2.0 Report -

Tables 1 and 2 also documents conformance with:

* EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).

Table 4 documents the WCAG conformance statements:

* WCAG
* EN 304 549: Chapter 9 - Web

### Table 1: Conformance Criteria, Level A -

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.1.1 Non-text Content](http://www.w3.org/TR/WCAG20/" \l "text-equiv-all)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.1 (Web) * 10.2.1 (non-web document) * 11.2.1.1 (Software) * 11.2.2.1 (Closed Functionality Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Does not support | | Web: While many UI elements have proper form labels, exceptions include search filter checkboxes  Electronic Docs: Some tables, charts and graphs do not have a text alternative. |
| **[1.2.1 Audio-only and Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-av-only-alt)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.2 (Web) * 10.2.2 (non-web document) * 11.2.1.2 (Software) * 11.2.2.2 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Web components do not include any audio-only or video-only content  Electronic Docs: Does not contain any audio or video only content |
| **[1.2.2 Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-captions)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.3 (Web) * 10.2.3 (non-web document) * 11.2.1.3 (Software) * 11.2.2.3 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: No web components include video  Electronic Docs: Does not contain any audio or video only content |
| **[1.2.3 Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-audio-desc)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.4 (Web) * 10.2.4 (non-web document) * 11.2.1.4 (Software) * 11.2.2.4 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Web components do not include any audio-only or video-only content  Electronic Docs: does not include any audio-only or video-only content |
| **[1.3.1 Info and Relationships](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-programmatic)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.7 (Web) * 10.2.7 (non-web document) * 11.2.1.7 (Software) * 11.2.2.7 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports with exceptions | | Web: Product uses ARIA landmarks to identify regions of the page. Not all forms and controls are properly labeled and structured. Some, but not all, forms use ARIA markup. Header structure doesn’t represent relationships well.  Electronic Docs: Tables and graphs generally have proper row/column associations. Content does not always have semantic header structure within the page structure. |
| **[1.3.2 Meaningful Sequence](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-sequence)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.8 (Web) * 10.2.8 (non-web document) * 11.2.1.8 (Software) * 11.2.2.8 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports | | Web: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence. An exception to this is the search page, where the sequence of encountering elements can present barriers to non-sighted users.  Electronic Docs: Documents are presented in meaningful sequence |
| **[1.3.3 Sensory Characteristics](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-understanding)**  (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.9 (Web) * 10.2.9 (non-web document) * 11.2.1.9 (Software) * 11.2.2.9 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.  Electronic Docs: Documents in the product do not use size or shape to convey meaning. |
| **[1.4.1 Use of Color](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-without-color)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.10 (Web) * 10.2.10 (non-web document) * 11.2.1.10 (Software) * 11.2.2.10 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Does not support | | Web: When product uses color to convey meaning, it also uses labels to describe that element.  Electronic Docs: Tabular content doesn’t use color to convey meaning. The mapping feature relies heavily on overlaying color gradients onto a map. |
| **[1.4.2 Audio Control](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-dis-audio)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.11 (Web) * 10.2.11 (non-web document) * 11.2.1.11 (Software) * 11.2.2.11 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not include any auto-playing audio  Electronic Docs: Product does not include any auto-playing audio |
| **[2.1.1 Keyboard](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-keyboard-operable)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.15 (Web) * 10.2.15 (non-web document) * 11.2.1.15 (Software) * 11.2.2.15 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports with exceptions | | Web: Nearly all elements in the product are usable with a keyboard. The exceptions include some duplicate navigation links on the home page, hover-over help features and “remove search facet” button on the search page.  Electronic Docs: Tabular documents support keyboard commands, but the Google Maps powered feature has limited keyboard navigability |
| **[2.1.2 No Keyboard Trap](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-trapping)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.16 (Web) * 10.2.16 (non-web document) * 11.2.1.16 (Software) * 11.2.2.16 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not include any keyboard traps  Electronic Docs: Documents do not include any keyboard traps |
| **[2.2.1 Timing Adjustable](http://www.w3.org/TR/WCAG20/" \l "time-limits-required-behaviors)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.17 (Web) * 10.2.17 (non-web document) * 11.2.1.17 (Software) * 11.2.2.17 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: No time limits are set for content  Electronic Docs: No time limits are set for content |
| **[2.2.2 Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/" \l "time-limits-pause)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.18 (Web) * 10.2.18 (non-web document) * 11.2.1.18 (Software) * 11.2.2.18 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: supports  Electronic Docs: supports | | Web: Product contains no moving, blinking, scrolling or auto-updating information.  Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information. |
| **[2.3.1 Three Flashes or Below Threshold](http://www.w3.org/TR/WCAG20/" \l "seizure-does-not-violate)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.19 (Web) * 10.2.19 (non-web document) * 11.2.1.19 (Software) * 11.2.2.19 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not contain anything that flashes  Electronic Docs: Documents do not contain anything that flashes |
| **[2.4.1 Bypass Blocks](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-skip)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.20 (Web) * 10.2.20 (non-web document) – Does not apply * 11.2.1.20 (Software) – Does not apply * 11.2.2.20 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | Web: Does not support  Electronic Docs: Supports with exception | | Web: Product contains ARIA regions.. It has poor header structure, and no skip link  Electronic Docs: Tabular content is properly structured to allow for navigation within, but the mapping feature does not have the same sort of block bypassing capability |
| **[2.4.2 Page Titled](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-title)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.21 (Web) * 10.2.21 (non-web document) * 11.2.1.21 (Software) - Does not apply * 11.2.2.21 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Does not support | | Web: All product pages use only a generic “DemographicsNow” title  Electronic Docs: All product pages use only a generic “DemographicsNow” title |
| **[2.4.3 Focus Order](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-focus-order)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.22 (Web) * 10.2.22 (non-web document) * 11.2.1.22 (Software) * 11.2.2.22 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports with exceptions | | Web: Most elements can be navigated sequentially and receive focus properly. exceptions include some duplicate navigation links on the home page, hover-over help features and “remove search facet” button on the search page.  Electronic Docs: Documents can be navigated sequentially and receive properly focus. The exception is the Google powered mapping feature which has limited keyboard navigability |
| **[2.4.4 Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-refs)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.23 (Web) * 10.2.23 (non-web document) * 11.2.1.23 (Software) * 11.2.2.23 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Does not support | | Web: While most links have descriptions of their purpose, except for the link to remove filter from search.  Electronic Docs: There are generally few links within documents and those that exist are to clearly labeled outside sources |
| **[3.1.1 Language of Page](http://www.w3.org/TR/WCAG20/" \l "meaning-doc-lang-id)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.27 (Web) * 10.2.27 (non-web document) * 11.2.1.27 (Software) * 11.2.2.27 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Language of the page is set with the lang attribute in the header of each page.  Electronic Docs: Language Translate feature specifies what language content is switched into |
| **[3.2.1 On Focus](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-receive-focus)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.29 (Web) * 10.2.29 (non-web document) * 11.2.1.29 (Software) * 11.2.2.29 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product uses activate rather than focus to initiate changes of context  Electronic Docs: No items in documents initiate a change of context on focus |
| **[3.2.2 On Input](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-unpredictable-change)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.30 (Web) * 10.2.30 (non-web document) * 11.2.1.30 (Software) * 11.2.2.30 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports | | Web: Due to the structure of this product, many inputs/actions lead to an uninformed context change on the page.  Electronic Docs: Tabular data |
| **[3.3.1 Error Identification](http://www.w3.org/TR/WCAG20/" \l "minimize-error-identified)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.33 (Web) * 10.2.33 (non-web document) * 11.2.1.33 (Software) * 11.2.2.33 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports | | Web: Product has few fields that are mandatory, but those few only have visual error messages.  Electronic Docs: Adequate error messages are given when content is unable to be retrieved. |
| **[3.3.2 Labels or Instructions](http://www.w3.org/TR/WCAG20/" \l "minimize-error-cues)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.34 (Web) * 10.2.34 (non-web document) * 11.2.1.34 (Software) * 11.2.2.34 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Does not support | | Web: While a few form elements are labeled, there is inconsistency in grouping controls with labels throughout the product.  Electronic Docs: While a few form elements are labeled, there is inconsistency in grouping controls with labels throughout the product. This makes search facet checkbox controls difficult to use |
| **[4.1.1 Parsing](http://www.w3.org/TR/WCAG20/" \l "ensure-compat-parses)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.37 (Web) * 10.2.37 (non-web document) * 11.2.1.37 (Software) * 11.2.2.37 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: supports with exception  Electronic Docs: Supports | | Web: some form elements contain duplicate ID’s but otherwise product has complete element tagging, nesting and unique IDs.  Electronic Docs: Documents have complete element tagging, nesting and unique IDs. |
| **[4.1.2 Name, Role, Value](http://www.w3.org/TR/WCAG20/" \l "ensure-compat-rsv)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.38 (Web) * 10.2.38 (non-web document) * 11.2.1.38 (Software) * 11.2.2.38 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supported | | Web: Form elements and controls don’t properly inform the user about their name, role and value.  Electronic Docs: Components with documents can be programmatically determined |

### Table 2: Conformance Criteria, Level AA *-*

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.2.4 Captions (Live)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-real-time-captions)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.5 (Web) * 10.2.5 (non-web document) * 11.2.1.5 (Software) * 11.2.2.5 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not contain live audio content  Electronic Docs: Documents do not contain live audio content |
| **[1.2.5 Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-audio-desc-only)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.6 (Web) * 10.2.6 (non-web document) * 11.2.1.6 (Software) * 11.2.2.6 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not contain audio content  Electronic Docs: Documents do not contain audio content |
| **[1.4.3 Contrast (Minimum)](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-contrast)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.12 (Web) * 10.2.12 (non-web document) * 11.2.1.12 (Software) * 11.2.2.12 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports | | Web: Color contrast on most elements is 4.5:1 or greater. Exceptions exist in the header and footer of each page.  Electronic Docs: Color contrast on all elements is 4.5:1 or greater |
| **[1.4.4 Resize text](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-scale)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.13 (Web) * 10.2.13 (non-web document) * 11.2.1.13 (Software) * 11.2.2.13 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product uses CSS in a way that allows for text to easily be resized  Electronic Docs: Documents use CSS in a way that allows for text to easily be resized. PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version |
| **[1.4.5 Images of Text](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-text-presentation)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.14 (Web) * 10.2.14 (non-web document) * 11.2.1.14 (Software) * 11.2.2.14 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports with exceptions | | Web: Does not include any images of text  Electronic Docs: image scans of document do not offer the OCR text. |
| **[2.4.5 Multiple Ways](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-mult-loc)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.24 (Web) * 10.2.24 (non-web document) – Does not apply * 11.2.1.24 (Software) – Does not apply * 11.2.2.24 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | Web: Supports  Electronic Docs: Supports | | Web: Product includes multiple navigational workflows, including a search function capable of returning all content.  Electronic Docs: Documents are the result of the process of searching. |
| **[2.4.6 Headings and Labels](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-descriptive)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.25 (Web) * 10.2.25 (non-web document) * 11.2.1.25 (Software) * 11.2.2.25 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: does not support | | Web: Forms and controls are often improperly labeled and associated. The header structure is not always useful for navigation.  Electronic Docs: Documents have headings within the text, which are not labeled as such in the HTML for 3rd party documents. |
| **[2.4.7 Focus Visible](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-focus-visible)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.26 (Web) * 10.2.26 (non-web document) * 11.2.1.26 (Software) * 11.2.2.26 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports with exceptions | | Web: exceptions include some duplicate navigation links on the home page, hover-over help features and “remove search facet” button on the search page.  Electronic Docs: Elements within some types of tabular and map based documents may not give proper focus. |
| **[3.1.2 Language of Parts](http://www.w3.org/TR/WCAG20/" \l "meaning-other-lang-id)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.28 (Web) * 10.2.28 (non-web document) * 11.2.1.28 (Software) – Does not apply * 11.2.2.28 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product is only available in English, which is set in HTML header  Electronic Docs: Documents are only available in English, which is set in HTML header |
| **[3.2.3 Consistent Navigation](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-consistent-locations)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.31 (Web) * 10.2.31 (non-web document) – Does not apply * 11.2.1.31 (Software) – Does not apply * 11.2.2.31 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | Web: Supports  Electronic Docs: Supports | | Web: Main navigational header is consistent across the product, as are the search filters and document tools  Electronic Docs: There are consistent navigational controls within different document types. Maps has a “palette” style panel, while people and company data is structured in a sortable HTML table. |
| **[3.2.4 Consistent Identification](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-consistent-functionality)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.32 (Web) * 10.2.32 (non-web document) – Does not apply * 11.2.1.32 (Software) – Does not apply * 11.2.2.32 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | Web: Supports  Electronic Docs: Supports | | Web: All components that share functionality within the product are consistently identified  Electronic Docs: Documents are identified consistently |
| **[3.3.3 Error Suggestion](http://www.w3.org/TR/WCAG20/" \l "minimize-error-suggestions)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.35 (Web) * 10.2.35 (non-web document) * 11.2.1.35 (Software) * 11.2.2.35 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports | | Web: Error messages do not suggest proper response in an accessible manner or identify fields with aria-required property  Electronic Docs: No error messages exist in documents |
| **[3.3.4 Error Prevention (Legal, Financial, Data)](http://www.w3.org/TR/WCAG20/" \l "minimize-error-reversible)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.36 (Web) * 10.2.36 (non-web document) * 11.2.1.36 (Software) * 11.2.2.36 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not contain any of the applicable conditions  Electronic Docs: documents do not contain any of the applicable conditions |

### Table 3: Conformance Criteria, Level AAA -

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.2.6 Sign Language (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-sign)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.2.7 Extended Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-extended-ad)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.2.8 Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-text-doc)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.2.9 Audio-only (Live)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-live-audio-only)** (Level AAA)  Also applies to:  EN 301 549 Criteria– Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.6 Contrast Enhanced](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast7)**  (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.7 Low or No Background Audio](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-noaudio)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.8 Visual Presentation](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-visual-presentation)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.9 Images of Text (No Exception) Control](http://www.w3.org/TR/WCAG20/" \l "http://www.w3.org/TR/WCAG20/)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.1.3 Keyboard (No Exception)](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-all-funcs)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.2.3 No Timing](http://www.w3.org/TR/WCAG20/" \l "time-limits-no-exceptions)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.2.4 Interruptions](http://www.w3.org/TR/WCAG20/" \l "time-limits-postponed)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.2.5 Re-authenticating](http://www.w3.org/TR/WCAG20/" \l "time-limits-server-timeout)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.3.2 Three Flashes](http://www.w3.org/TR/WCAG20/" \l "seizure-three-times)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.4.8 Location](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-location)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.4.9 Link Purpose (Link Only)](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-link)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.4.10 Section Headings](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-headings)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.3 Unusual Words](http://www.w3.org/TR/WCAG20/" \l "meaning-idioms)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.4 Abbreviations](http://www.w3.org/TR/WCAG20/" \l "meaning-located)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.5 Reading Level](http://www.w3.org/TR/WCAG20/" \l "meaning-supplements)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.6 Pronunciation](http://www.w3.org/TR/WCAG20/" \l "meaning-pronunciation)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.2.5 Change on Request](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-no-extreme-changes-context)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.3.5 Help](http://www.w3.org/TR/WCAG20/" \l "minimize-error-context-help)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.3.6 Error Prevention (All)](http://www.w3.org/TR/WCAG20/" \l "minimize-error-reversible-all)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |

### Table 4: WCAG Conformance Requirements -

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| [**1. Conformance Level**](http://www.w3.org/TR/WCAG20/#cc1)  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web:  Level A: Does not support  Level AA: Does not support  Level AAA: Not Reporting  Electronic Docs:  Level A: Supports with exceptions  Level AA: supports with exceptions  Level AAA: Not Reporting | Web: This family of products does not conform to A or AA standards in several ways. Core problems involve confusing architecture and interactions, lack of communication around change of context and missing form labels.  Electronic Docs: Documents within these products don’t always conform to A or AA standards. Google maps based data isn’t fully accessible, nor are some of the 3rd party consumer data reports. |
| **[2. Full pages](http://www.w3.org/TR/WCAG20/" \l "cc2)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Does not support | Web: No pages are fully compliant  Electronic Docs: No documents are fully compliant |
| **[3. Complete processes](http://www.w3.org/TR/WCAG20/" \l "cc3)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * E207.3 (Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports | Web: No complete processes are fully compliant  Electronic Docs: No documents are part of a process |
| **[4. Only Accessibility-Supported Ways of Using Technologies](http://www.w3.org/TR/WCAG20/" \l "cc4)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports | Web: Some accessibility related messaging is not presented in a way that AT can interact with  Electronic Docs: All documents are presented in ways that assistive technology can access. |
| **[5. Non-Interference](http://www.w3.org/TR/WCAG20/" \l "cc5)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | Web: No technologies are used in a way that block users from accessing the page with AT.  Electronic Docs: No technologies are used in a way that block users from accessing the documents with AT. |

## 2017 Section 508 Report -

Notes:

### Chapter 3: Functional Performance Criteria *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Does not support | Users without vision will encounter severe barriers in the core workflows of this product. |
| 302.2 With Limited Vision | Supports | The product does not interfere with the user’s ability to resize text, zoom, disable css, insert fonts or change contrast |
| 302.3Without Perception of Color | Supports with exception | The product does not convey information or meaning using color only. The exception is the Google maps gradient overlays, which turns static data into an interactive visualization |
| 302.4Without Hearing | Supports | Product contains nothing that requires hearing |
| 302.5With Limited Hearing | Supports | Product contains nothing that requires hearing |
| 302.6Without Speech | Supports | Product does not require speech to operate |
| 302.7With Limited Manipulation | Supports with exceptions | While users with limited manipulation will be unable to use certain features, the Google-based map feature will have some small barriers to use. |
| 302.8With Limited Reach and Strength | Supports with exceptions | While users with limited manipulation will be unable to use certain features, the Google-based map feature will have some small barriers to use. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Does not support | Some forms have incomplete contextual information and lack helpful error messages. The confusing architecture of the product will present significant barriers to users with limited language, cognitive and learning abilities. |

### Chapter 4: Hardware *-*

Notes: Deleted, Gale provides only web/software products

### Chapter 5: Software *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **501 Scope – Incorporation of WCAG 2.0 AA** | See [WCAG 2.0](#WCAG) section |  |
| **502 Interoperability with Assistive Technology** |  |  |
| 502.2.1 User Control of Accessibility Features |  |  |
| 502.2.2 No Disruption of Accessibility Features |  |  |
| 502.3 Accessibility Services |  |  |
| 502.3.1 Object Information |  |  |
| 502.3.2 Modification of Object Information |  |  |
| 502.3.3 Row, Column, and Headers |  |  |
| 502.3.4 Values |  |  |
| 502.3.5 Modification of Values |  |  |
| 502.3.6 Label Relationships |  |  |
| 502.3.7 Hierarchical Relationships |  |  |
| 502.3.8 Text |  |  |
| 502.3.9 Modification of Text |  |  |
| 502.3.10 List of Actions |  |  |
| 502.3.11 Actions on Objects |  |  |
| 502.3.12 Focus Cursor |  |  |
| 502.3.13 Modification of Focus Cursor |  |  |
| 502.3.14 Event Notification |  |  |
| 502.4 Platform Accessibility Features |  |  |
| **503 Applications** |  |  |
| 503.2 User Preferences |  |  |
| 503.3 Alternative User Interfaces |  |  |
| 503.4 User Controls for Captions and Audio Description. |  |  |
| 503.4.1 Caption Controls |  |  |
| 503.4.2 Audio Description Controls |  |  |
| **504 Authoring Tools** |  |  |
| 504.2 Content Creation or Editing | See [WCAG 2.0](#WCAG) section |  |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion |  |  |
| 504.2.2 PDF Export |  |  |
| 504.3 Prompts |  |  |
| 504.4 Templates |  |  |

### Chapter 6: Support Documentation and Services *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 601.1 Scope |  |  |
| **602 Support Documentation** |  |  |
| 602.2 Accessibility and Compatibility Features | Does not support | Product does not include any unique accessibility commands outside of the standard cursor keys, tab+shift-tab, enter and spacebar.  Other accessibility features include ReadSpeaker and alternative document formats, are not explicitly listed anywhere. |
| 602.3 Electronic Support Documentation | Level A: Does not support  Level AA: Does not support | The electronic support documentation available on support.gale.com does not comply with WCAG standards. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports with exception | On request, Gale will attempt to provide support materials in alternative formats. |
| **603 Support Services** |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Does not support | Accessibility features are not explicitly listed in any Gale support documentation |
| 603.3 Accommodation of Communication Needs | Supports | Gale commonly uses a single direct point of contact for its technical and customer care support services. |

## EN 301 549 Report -

Notes:

### Chapter 4: [4.2 Functional Performance Statements](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=22) *-*

Notes:

| **Criteria** | | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- | --- |
| **4.2.1 Usage without vision** |  | |  | |
| **4.2.2 Usage with limited vision** |  | |  | |
| **4.2.3 Usage without perception of colour** |  | |  | |
| **4.2.4 Usage without hearing** |  | |  | |
| **4.2.5 Usage with limited hearing** |  | |  | |
| **4.2.6 Usage without vocal capability** |  | |  | |
| **4.2.7 Usage with limited manipulation or strength** |  | |  | |
| **4.2.8 Usage with limited reach** |  | |  | |
| **4.2.9 Minimize photosensitive seizure triggers** |  | |  | |
| **4.2.10 Usage with limited cognition** |  | |  | |
| **4.2.11 Privacy** |  | |  | |

### Chapter [5: Generic Requirements](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=23) *-*

Notes:

| **Criteria** | | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- | --- |
| 5.1 Closed functionality |  | |  | |
| 5.1.2 General |  | |  | |
| 5.1.2.2 Assistive technology |  | |  | |
| 5.1.3 Non-visual access |  | |  | |
| 5.1.3.1 General |  | |  | |
| 5.1.3.2 Auditory output delivery including speech |  | |  | |
| 5.1.3.3 Auditory output correlation (informative) |  | |  | |
| 5.1.3.4 Speech output user control |  | |  | |
| 5.1.3.5 Speech output automatic interruption |  | |  | |
| 5.1.3.6 Speech output for non-text content |  | |  | |
| 5.1.3.7 Speech output for video information |  | |  | |
| 5.1.3.8 Masked entry |  | |  | |
| 5.1.3.9 Private access to personal data |  | |  | |
| 5.1.3.10 Non-interfering audio output |  | |  | |
| 5.1.3.11 Private listening |  | |  | |
| 5.1.3.12 Speaker volume |  | |  | |
| 5.1.3.13 Volume reset |  | |  | |
| 5.1.3.14 Spoken languages |  | |  | |
| 5.1.3.15 Non-visual error identification |  | |  | |
| 5.1.3.16 Receipts, tickets, and transactional outputs |  | |  | |
| 5.1.4 Functionality closed to text enlargement |  | |  | |
| 5.1.5 Visual output for auditory information |  | |  | |
| 5.1.6 Operation without keyboard interface |  | |  | |
| 5.1.6.1 Closed functionality |  | |  | |
| 5.1.6.2 Input focus |  | |  | |
| 5.2 Activation of accessibility features |  | |  | |
| 5.3 Biometrics |  | |  | |
| 5.4 Preservation of accessibility information during conversion |  | |  | |
| 5.5 Operable parts |  | |  | |
| 5.5.1 Means of operation |  | |  | |
| 5.5.2 Operable parts discernibility |  | |  | |
| 5.6 Locking or toggle controls |  | |  | |
| 5.6.1 Tactile or auditory status |  | |  | |
| 5.6.2 Visual status |  | |  | |
| 5.7 Key repeat |  | |  | |
| 5.8 Double-strike key acceptance |  | |  | |
| 5.9 Simultaneous user actions |  | |  | |

### Chapter [6: ICT with Two-Way Voice Communication](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=28) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| 6.1 Audio bandwidth for speech (informative) |  |  |
| 6.2 Real-time text (RTT) functionality |  |  |
| 6.2.1.1 RTT communication |  |  |
| 6.2.1.2 Concurrent voice and text |  |  |
| 6.2.2.1 Visually distinguishable display |  |  |
| 6.2.2.2 Programmatically determinable send and receive direction |  |  |
| 6.2.3 Interoperability |  |  |
| 6.2.4 Real-time text responsiveness |  |  |
| 6.3 Caller ID |  |  |
| 6.4 Alternatives to voice-based services |  |  |
| 6.5 Video communication |  |  |
| 6.5.1 General (informative) |  |  |
| 6.5.2 Resolution |  |  |
| 6.5.3 Frame rate |  |  |
| 6.5.4 Synchronization between audio and video |  |  |
| 6.6 Alternatives to video-based services (informative) |  |  |

### Chapter [7: ICT with Video Capabilities](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=31) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| 7.1 Caption processing technology |  |  |
| 7.1.1 Captioning playback |  |  |
| 7.1.2 Captioning synchronization |  |  |
| 7.1.3 Preservation of captioning |  |  |
| 7.2.1 Audio description playback |  |  |
| 7.2.2 Audio description synchronization |  |  |
| 7.2.3 Preservation of audio description |  |  |
| 7.3 User controls for captions and audio description |  |  |

### Chapter [8: Hardware](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=32) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| 8.1.1 Generic requirements |  |  |
| 8.1.2 Standard connections |  |  |
| 8.1.3 Colour |  |  |
| 8.2 Hardware products with speech output |  |  |
| 8.2.1.1 Speech volume range |  |  |
| 8.2.1.2 Incremental volume control |  |  |
| 8.2.2.1 Fixed-line devices |  |  |
| 8.2.2.2 Wireless communication devices |  |  |
| 8.3 Physical access to ICT |  |  |
| 8.3.2.1 Change in level |  |  |
| 8.3.2.2 Clear floor or ground space |  |  |
| 8.3.2.3.1 General |  |  |
| 8.3.2.3.2 Forward approach |  |  |
| 8.3.2.3.3 Parallel approach |  |  |
| 8.3.2.4 Knee and toe clearance width |  |  |
| 8.3.2.5 Toe clearance |  |  |
| 8.3.2.6 Knee clearance |  |  |
| 8.3.3.1.1 Unobstructed high forward reach |  |  |
| 8.3.3.1.2 Unobstructed low forward reach |  |  |
| 8.3.3.1.3.1 Clear floor space |  |  |
| 8.3.3.1.3.2 Obstructed (< 510 mm) forward reach |  |  |
| 8.3.3.1.3.3 Obstructed (< 635 mm) forward reach |  |  |
| 8.3.3.2.1 Unobstructed high side reach |  |  |
| 8.3.3.2.2 Unobstructed low side reach |  |  |
| 8.3.3.2.3.1 Obstructed (≤255 mm) side reach |  |  |
| 8.3.3.2.3.2 Obstructed (≤610 mm) side reach |  |  |
| 8.3.4 Visibility |  |  |
| 8.3.5 Installation instructions |  |  |
| 8.4 Mechanically Operable parts |  |  |
| 8.4.1 Numeric keys |  |  |
| 8.4.2.1 Means of Operation of mechanical parts |  |  |
| 8.4.2.2 Force of operation of mechanical parts |  |  |
| 8.4.3 Keys, tickets and fare cards |  |  |
| 8.5 Tactile indication of speech mode |  |  |

### Chapter [9: Web](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=39) *(see WCAG 2.0 section below)*

Notes:

### Chapter [10: Non-web Documents](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=43) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| 10.1 General |  |  |
| 10.2 Document success criteria |  |  |
| 10.2.1 through 10.2.38 | See [WCAG 2.0](#WCAG) section |  |
| 10.2.39 Caption positioning |  |  |
| 10.2.40 Audio description timing |  |  |

### Chapter [11: Software](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=53) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 11.2.1 Software success criteria (excluding closed functionality) | See [WCAG 2.0](#WCAG) section |  |
| 11.2.2 Software success criteria (closed functionality) | See [WCAG 2.0](#WCAG) section |  |
| 11.3 Interoperability with assistive technology |  |  |
| 11.3.1 Closed functionality (informative) |  |  |
| 11.3.2 Accessibility services |  |  |
| 11.3.2.1 Platform accessibility service support for software that provides a user interface |  |  |
| 11.3.2.2 Platform accessibility service support for assistive technologies |  |  |
| 11.3.2.3 Use of accessibility services |  |  |
| 11.3.2.4 Assistive technology |  |  |
| 11.3.2.5 Object information |  |  |
| 11.3.2.6 Row, column, and headers |  |  |
| 11.3.2.7 Values |  |  |
| 11.3.2.8 Label relationships |  |  |
| 11.3.2.9 Parent-child relationships |  |  |
| 11.3.2.10 Text |  |  |
| 11.3.2.11 List of available actions |  |  |
| 11.3.2.12 Execution of available actions |  |  |
| 11.3.2.13 Tracking of focus and selection attributes |  |  |
| 11.3.2.14 Modification of focus and selection attributes |  |  |
| 11.3.2.15 Change notification |  |  |
| 11.3.2.16 Modifications of states and properties |  |  |
| 11.3.2.17 Modifications of values and text |  |  |
| 11.4 Documented accessibility usage |  |  |
| 11.4.1 User control of accessibility features |  |  |
| 11.4.2 No disruption of accessibility features |  |  |
| 11.5 User preferences |  |  |
| 11.6 Authoring tools |  |  |
| 11.6.2 Accessible content creation |  |  |
| 11.6.3 Preservation of accessibility information in transformations |  |  |
| 11.6.4 Repair assistance |  |  |
| 11.6.5 Templates |  |  |

### Chapter [12: Documentation and Support Services](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=73) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 12.1 Product documentation |  |  |
| 12.1.1 Accessibility and compatibility features |  |  |
| 12.1.2 Accessible documentation |  |  |
| 12.2 Support Services |  |  |
| 12.2.2 Information on accessibility and compatibility features |  |  |
| 12.2.3 Effective communication |  |  |
| 12.2.4 Accessible documentation |  |  |

### Chapter [13: ICT Providing Relay or Emergency Service Access](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=74) *-*

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| 13.1 Relay services requirements |  | |  |
| 13.1.2 Text relay services |  | |  |
| 13.1.3 Sign relay services |  | |  |
| 13.1.4 Lip-reading relay services |  | |  |
| 13.1.5 Captioned telephony services |  | |  |
| 13.1.6 Speech to speech relay services |  | |  |
| 13.2 Access to relay services |  | |  |
| 13.3 Access to emergency services |  | |  |

## Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed*