

# Gale Accessibility Conformance Report

## Based on Voluntary Product Accessibility Template® (VPAT®)<sup>1</sup>

VPAT Version 2.0 Beta 2

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

**Date:** February 2018

**Contact information:** Accessibility.Gale@cengage.com

**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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ✓ Level AA ✓ Level AAA <input type="checkbox"/>
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	✓
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	<input type="checkbox"/>

## 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 -

*Click to show or hide WCAG table data (section headings will remain)*

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 - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: Does not support</p>	<p>Web: While many UI elements have proper form labels, exceptions include search filter checkboxes</p> <p>Electronic Docs: Some tables, charts and graphs do not have a text alternative.</p>
<p><a href="#">1.1.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Web components do not include any audio-only or video-only content</p> <p>Electronic Docs: Does not contain any audio or video only content</p>
<p><a href="#">1.1.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: No web components include video</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Supports	Electronic Docs: Does not contain any audio or video only content
<u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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
<u><a href="#">1.3.1 Info and Relationships</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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.
<u><a href="#">1.3.2 Meaningful Sequence</a></u> (Level A)	Web: Supports with	Web: Product uses tab order and page structure to

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>exceptions</p> <p>Electronic Docs: Supports</p>	<p>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.</p> <p>Electronic Docs: Documents are presented in meaningful sequence</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> <li>• 11.2.2.9 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use size or shape to convey meaning.</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.10 (Web)</li> <li>• 10.2.10 (non-web document)</li> <li>• 11.2.1.10 (Software)</li> <li>• 11.2.2.10 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p>	<p>Web: When product uses color to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Tabular content doesn't use color to convey meaning. The mapping feature relies heavily on overlaying color gradients onto a map.</p>
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Product does not include any auto-playing audio</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.11 (Web)</li> <li>• 10.2.11 (non-web document)</li> <li>• 11.2.1.11 (Software)</li> <li>• 11.2.2.11 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Supports	Electronic Docs: Product does not include any auto-playing audio
<u><a href="#">2.1.1 Keyboard</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.15 (Web)</li> <li>• 10.2.15 (non-web document)</li> <li>• 11.2.1.15 (Software)</li> <li>• 11.2.2.15 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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
<u><a href="#">2.1.2 No Keyboard Trap</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.16 (Web)</li> <li>• 10.2.16 (non-web document)</li> <li>• 11.2.1.16 (Software)</li> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports	Web: Product does not include any keyboard traps Electronic Docs: Documents do not include any keyboard traps
<u><a href="#">2.2.1 Timing Adjustable</a></u> (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	Web: No time limits are set for content Electronic Docs: No time limits are set for content

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.18 (Web)</li> <li>• 10.2.18 (non-web document)</li> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product does not contain anything that flashes  Electronic Docs: Documents do not contain anything that flashes
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria	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

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.2.20 (Web)</li> <li>10.2.20 (non-web document) – Does not apply</li> <li>11.2.1.20 (Software) – Does not apply</li> <li>11.2.2.20 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		to allow for navigation within, but the mapping feature does not have the same sort of block bypassing capability
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.21 (Web)</li> <li>10.2.21 (non-web document)</li> <li>11.2.1.21 (Software) - Does not apply</li> <li>11.2.2.21 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.22 (Web)</li> <li>10.2.22 (non-web document)</li> <li>11.2.1.22 (Software)</li> <li>11.2.2.22 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.23 (Web)</li> </ul>	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



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		outside sources
<b>3.1.1 Language of Page</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.27 (Web)</li> <li>• 10.2.27 (non-web document)</li> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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
<b>3.2.1 On Focus</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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
<b>3.2.2 On Input</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> </ul>	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

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.33 (Web)</li> <li>• 10.2.33 (non-web document)</li> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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.
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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
<b>4.1.1 Parsing</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> <li>• 10.2.37 (non-web document)</li> <li>• 11.2.1.37 (Software)</li> </ul>	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.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.2.37 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.38 (Web)</li> <li>10.2.38 (non-web document)</li> <li>11.2.1.38 (Software)</li> <li>11.2.2.38 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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 - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5 (Web)</li> <li>10.2.5 (non-web document)</li> <li>11.2.1.5 (Software)</li> <li>11.2.2.5 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product does not contain live audio content  Electronic Docs: Documents do not contain live audio content
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Web: Supports	Web: Product does not contain audio content

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.6 (Web)</li> <li>• 10.2.6 (non-web document)</li> <li>• 11.2.1.6 (Software)</li> <li>• 11.2.2.6 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Electronic Docs: Supports</p>	<p>Electronic Docs: Documents do not contain audio content</p>
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.12 (Web)</li> <li>• 10.2.12 (non-web document)</li> <li>• 11.2.1.12 (Software)</li> <li>• 11.2.2.12 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports with exceptions</p> <p>Electronic Docs: Supports</p>	<p>Web: Color contrast on most elements is 4.5:1 or greater. Exceptions exist in the header and footer of each page.</p> <p>Electronic Docs: Color contrast on all elements is 4.5:1 or greater</p>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.13 (Web)</li> <li>• 10.2.13 (non-web document)</li> <li>• 11.2.1.13 (Software)</li> <li>• 11.2.2.13 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product uses CSS in a way that allows for text to easily be resized</p> <p>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</p>
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports with exceptions</p>	<p>Web: Does not include any images of text</p> <p>Electronic Docs: image scans of document do not offer the OCR text.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.14 (Web)</li> <li>• 10.2.14 (non-web document)</li> <li>• 11.2.1.14 (Software)</li> <li>• 11.2.2.14 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.24 (Web)</li> <li>• 10.2.24 (non-web document) – Does not apply</li> <li>• 11.2.1.24 (Software) – Does not apply</li> <li>• 11.2.2.24 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product includes multiple navigational workflows, including a search function capable of returning all content.</p> <p>Electronic Docs: Documents are the result of the process of searching.</p>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.25 (Web)</li> <li>• 10.2.25 (non-web document)</li> <li>• 11.2.1.25 (Software)</li> <li>• 11.2.2.25 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: does not support</p>	<p>Web: Forms and controls are often improperly labeled and associated. The header structure is not always useful for navigation.</p> <p>Electronic Docs: Documents have headings within the text, which are not labeled as such in the HTML for 3<sup>rd</sup> party documents.</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.26 (Web)</li> </ul>	<p>Web: Supports with exceptions</p> <p>Electronic Docs: Supports with exceptions</p>	<p>Web: exceptions include some duplicate navigation links on the home page, hover-over help features and “remove search facet” button on the search page.</p> <p>Electronic Docs: Elements within some types of tabular</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.26 (non-web document)</li> <li>• 11.2.1.26 (Software)</li> <li>• 11.2.2.26 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		and map based documents may not give proper focus.
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.28 (Web)</li> <li>• 10.2.28 (non-web document)</li> <li>• 11.2.1.28 (Software) – Does not apply</li> <li>• 11.2.2.28 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.31 (Web)</li> <li>• 10.2.31 (non-web document) – Does not apply</li> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	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.
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.32 (Web)</li> <li>• 10.2.32 (non-web document) – Does not apply</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: All components that share functionality within the product are consistently identified  Electronic Docs: Documents are identified consistently

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.32 (Software) – Does not apply</li> <li>• 11.2.2.32 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.35 (Web)</li> <li>• 10.2.35 (non-web document)</li> <li>• 11.2.1.35 (Software)</li> <li>• 11.2.2.35 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.36 (Web)</li> <li>• 10.2.36 (non-web document)</li> <li>• 11.2.1.36 (Software)</li> <li>• 11.2.2.36 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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 - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.6 Contrast Enhanced</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply</p>	Web:	Web:



Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<b><u>2.2.3 No Timing</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.2.4 Interruptions</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.2.5 Re-authenticating</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.3.2 Three Flashes</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.4.8 Location</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.4.9 Link Purpose (Link Only)</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.4.10 Section Headings</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>3.1.3 Unusual Words</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>3.1.4 Abbreviations</u></b> (Level AAA) Also applies to:	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<b><a href="#">3.1.5 Reading Level</a></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><a href="#">3.1.6 Pronunciation</a></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><a href="#">3.2.5 Change on Request</a></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><a href="#">3.3.5 Help</a></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><a href="#">3.3.6 Error Prevention (All)</a></b> (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 - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">1. Conformance Level</a></b> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Level A: Does not support Level AA: Does not support Level AAA: Not Reporting  Electronic Docs:	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.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Level A: Supports with exceptions Level AA: supports with exceptions Level AAA: Not Reporting	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 3 <sup>rd</sup> party consumer data reports.
<p><b><u>2. Full pages</u></b></p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does not support Electronic Docs: Does not support	Web: No pages are fully compliant Electronic Docs: No documents are fully compliant
<p><b><u>3. Complete processes</u></b></p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>E207.3 (Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does not support Electronic Docs: Supports	Web: No complete processes are fully compliant Electronic Docs: No documents are part of a process
<p><b><u>4. Only Accessibility-Supported Ways of Using Technologies</u></b></p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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.
<p><b><u>5. Non-Interference</u></b></p> <p>Also applies to:</p>	Web: Supports Electronic Docs: Supports	Web: No technologies are used in a way that block users from accessing the page with AT.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		Electronic Docs: No technologies are used in a way that block users from accessing the documents with AT.

## 2017 Section 508 Report - *Click to show or hide 2017 Section 508 tables (section headings will remain)*

Notes:

### Chapter 3: Functional Performance Criteria - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without 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
302.3 Without 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
302.4 Without Hearing	Supports	Product contains nothing that requires hearing
302.5 With Limited Hearing	Supports	Product contains nothing that requires hearing
302.6 Without Speech	Supports	Product does not require speech to operate

Criteria	Conformance Level	Remarks and Explanations
302.7 With 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.
302.8 With 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.
302.9 With 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 - *Click to show or hide table data*

Notes: Deleted, Gale provides only web/software products

## Chapter 5: Software - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
501 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> 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		

Criteria	Conformance Level	Remarks and Explanations
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 <a href="#">WCAG 2.0</a> 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 - *Click to show or hide table data*

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

Criteria	Conformance Level	Remarks and Explanations
		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 - Click to show or hide EN 301 549 tables (chapter headings will remain)

Notes:

### Chapter 4: [4.2 Functional Performance Statements](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		

Criteria	Conformance Level	Remarks and Explanations
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](#) - *Click to show or hide table data*

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		



Criteria	Conformance Level	Remarks and Explanations
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](#)** - *Click to show or hide table data*

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		

Criteria	Conformance Level	Remarks and Explanations
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](#) - *Click to show or hide table data*

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](#) - *Click to show or hide table data*

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 ( $\leq 255$ mm) side reach		
8.3.3.2.3.2 Obstructed ( $\leq 610$ mm) side reach		
8.3.4 Visibility		
8.3.5 Installation instructions		
8.4 Mechanically Operable parts		

Criteria	Conformance Level	Remarks and Explanations
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](#) *(see WCAG 2.0 section below)*

Notes:

## Chapter [10: Non-web Documents](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General		
10.2 Document success criteria		
10.2.1 through 10.2.38	See <a href="#">WCAG 2.0</a> section	
10.2.39 Caption positioning		
10.2.40 Audio description timing		

## Chapter [11: Software](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <a href="#">WCAG 2.0</a> section	
11.2.2 Software success criteria (closed functionality)	See <a href="#">WCAG 2.0</a> 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		

Criteria	Conformance Level	Remarks and Explanations
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](#)** - *Click to show or hide table data*

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](#)** - *Click to show or hide table data*

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*