

Gale Accessibility Conformance Report

Based on Voluntary Product Accessibility Template® (VPAT®)¹

VPAT Version 2.0 Beta 2

Name of Product: Gale Primary Sources

Date: Jan 2020

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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.

Third-party testing with a non-sighted user was conducted using the following OS/Browser/Screen Reader combinations:

Win 10/FF/ NVDA

Win 10/ Chrome 74/ JAWS 2018

Mac OS/Safari/VoiceOver

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/	Level A ✓ Level AA ✓ Level AAA <input type="checkbox"/>
Section 508 as published in 2017, at 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	<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.
- **Partially Supports:** 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><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: Form controls without visible labels use aria-labels to communicate purpose and those with visible labels use aria to associate label and input. All non-text UI elements use either title, alt or aria to communicate purpose/describe.</p> <p>Docs: The scans of documents have a plain-text version in HTML which are independently navigable. The images, charts and graphs within the documents are not available in the plain-text version.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not include any audio or video content</p> <p>Electronic Docs: Product does not include any audio or video content</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not include any audio or video content</p> <p>Electronic Docs: Product does not include any audio or video content</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not include any audio or video content</p> <p>Electronic Docs: Product does not include any audio or video content</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.4 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p>	<p>Web: Product features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated.</p> <p>Electronic Docs: The plain text view is available for each document. This view does not include images, tables, charts or graphs. The structure is not represented in the plain text view.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web Supports: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence.</p> <p>Electronic Docs Partially Supports: The plain-text view does not always convey meaningful sequence of images, tables, charts and graphs.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Does not support</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 are primary sources from the past few hundred years, and many use shape or size to convey meaning in a way that doesn't comply to modern accessibility standards.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<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: Documents in the product are primary sources from the past few hundred years, and many use color in a way that doesn't comply to modern accessibility standards.</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not include any auto-playing audio</p> <p>Electronic Docs: Product does not include any auto-playing audio</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web Supports: This product can be navigated using only keyboard commands, except for the Topic Finder.</p> <p>Electronic Docs supports: Documents support keyboard commands</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not include any keyboard traps</p> <p>Electronic Docs: Documents do not include any keyboard traps</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.17 (Web) 10.2.17 (non-web document) 11.2.1.17 (Software) 11.2.2.17 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No time limits are set for content</p> <p>Electronic Docs: No time limits are set for content</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.18 (Web) 10.2.18 (non-web document) 11.2.1.18 (Software) 11.2.2.18 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: supports</p>	<p>Web: Product contains no moving, blinking, scrolling or auto-updating information.</p> <p>Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not contain anything that flashes</p> <p>Electronic Docs: Documents do not contain anything that flashes</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.20 (Web) 10.2.20 (non-web document) – Does not apply 11.2.1.20 (Software) – Does not apply 	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: Product features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page and allow the user to bypass blocks. Product also features multiple skip content links.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.2.20 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 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 		Electronic Docs: Tables of contents are available for many types of documents, and assistive technology users can use this as a method of moving within a document.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product uses page titles following the schema of <Product Name> - <Page type> - <detail> Electronic Docs: Document titles are reflected in the page HTML and on various parts of the document details page.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Support	Web: Elements can be navigated sequentially and receive visual focus except for Topic Finder. Electronic Docs: Documents can be navigated sequentially and receive properly focus.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Links describe their purpose or context Electronic Docs: TOC of contents links describe section headings
<u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web supports: The language is set in the header of each page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Electronic Docs: Supports	Electronic Docs: Language Translate feature specifies what language is switched into
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Changing settings does not automatically cause a change of context without informing the user Electronic Docs: Documents do not allow for any changing of settings on focus
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: When the product generates an error message, it uses aria-live to make sure the message is communicated to assistive technology Electronic Docs: Adequate error messages are given when content is unable to be retrieved.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: Forms and controls have proper labeling, fieldsets and grouping. Some

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Supports	date range filters do not include sample data (ie. mm/dd/yy) Electronic Docs: Document form fields has labels
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.37 (Web) 10.2.37 (non-web document) 11.2.1.37 (Software) 11.2.2.37 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Most elements have tagging, nesting and unique IDs. Electronic Docs: Documents have complete element tagging, nesting and unique IDs.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.38 (Web) 10.2.38 (non-web document) 11.2.1.38 (Software) 11.2.2.38 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web supports: Forms and controls are labeled using a combination of HTML and ARIA attributes. <role> is used to identify various components Electronic Docs supports: Components within document viewer can be programmatically determined

Table 2: Conformance Criteria, Level AA - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 	Web: Supports Electronic Docs: Supports	Web: Product does not contain live audio content Electronic Docs: Documents do not contain live audio content

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.5 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product does not include any audio or video content Electronic Docs: Product does not include any audio or video content
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Color contrast on all elements is 4.5:1 or greater Electronic Docs: Color contrast on all elements is 4.5:1 or greater
<p><u>1.4.4 Resize text</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 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 UI text to easily be resized Electronic Docs: The document viewer allows for zooming in and out
<p><u>1.4.5 Images of Text</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) 	Web: Supports Electronic Docs: Partially Supports	Web: Each search result has a thumbnail image of the front page of the document, and that does not have any alt text. The clickable title is featured next to the image.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Electronic Docs: Image scans of document have a plain-text version in HTML and are independently navigable. A few images, charts and graphs are not available in the plain-text version.
<p>2.4.5 Multiple Ways (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 or browsing collections.
<p>2.4.6 Headings and Labels (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Partially Supports	Web: Product features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated. Electronic Docs: Image scans often feature a table of contents, which can be used to navigate the document. Primary Source document scans feature a plain text version, but it does not include headings or labels.
<p>2.4.7 Focus Visible (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply 	Web: Supports Electronic Docs: Supports	Web: Product shows visual focus on elements. The exception is Topic Finder, which doesn't show visual focus properly. Electronic Docs: Documents show focus on all element

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Does not support	Web: Product updates <lang> tags to reflect the translation of UI. Electronic Docs: A field in the full citation indicates the primary language of the document, but no intra-document language tagging exists.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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: Many documents contain a table of contents which is structured the same way across various documents
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Error messages use aria-live to alert the user when there is an error, and what needs to be done to correct it.</p> <p>Electronic Docs: No error messages exist in documents</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not contain any of the applicable conditions</p> <p>Electronic Docs: documents do not contain any of the applicable conditions</p>

Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	<p>Web:</p>	<p>Web:</p>
<p><u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	<p>Web:</p>	<p>Web:</p>
<p><u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	<p>Web:</p>	<p>Web:</p>
<p><u>1.2.9 Audio-only (Live)</u> (Level AAA)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply		
<u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>1.4.8 Visual Presentation</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.2.3 No Timing</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.2.4 Interruptions</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.3.2 Three Flashes</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.4.8 Location</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
2.4.10 Section 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 (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (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 (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.6 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 (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.3.5 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) (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 -

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Notes:

Criteria	Conformance Level	Remarks and Explanations
1. Conformance Level Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3 (Web) 	Web: Level A: Supports Level AA: Supports	Web: This family of products broadly conforms to A and AA standards with a few exceptions. The main exception is

Criteria	Conformance Level	Remarks and Explanations
<p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Level AAA: Not Reporting</p> <p>Electronic Docs: Level A: Partially Supports Level AA: Partially Supports Level AAA: Not Reporting</p>	<p>the Topic Finder feature, which is not keyboard accessible.</p> <p>Electronic Docs: The scans of documents have a plain-text version in HTML which are independently navigable. The images, charts and graphs within the documents are not available in the plain-text version. Simple plain text versions of image scans are available for download and within the product experience.</p>
<p>2. Full pages</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3 (Web) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Partially Supports</p>	<p>Web: All pages are fully compliant</p> <p>Electronic Docs: The scans of documents have a plain-text version in HTML which are independently navigable. The images, charts and graphs within the documents are not available in the plain-text version. Simple plain text versions of image scans are available for download and within the product experience.</p>
<p>3. Complete processes</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3 (Web) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • E207.3 (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Partially Supports</p>	<p>Web: Each process, except topic finder, is compliant end-to-end</p> <p>Electronic Docs: Documents are generally the end result of a process, and the scans of documents have a plain-text version in HTML which are independently navigable. The images, charts and graphs within the documents are not available in the plain-text version. Simple plain text versions of image scans are available for download and within the product experience.</p>
<p>4. Only Accessibility-Supported Ways of Using Technologies</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3 (Web) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports Electronic Docs: Partially Supports</p>	<p>Web: All accessibility related messaging is presented in a way that AT can interact with</p> <p>Electronic Docs: The scans of documents have a plain-text version in HTML which are independently navigable. The images, charts and graphs within the</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		documents are not available in the plain-text version. Simple plain text versions of image scans are available for download and within the product experience.
<p><u>5. Non-Interference</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3 (Web) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No technologies are used in a way that block users from accessing the page with AT.</p> <p>Electronic Docs: No technologies are used in a way that block users from accessing the documents with AT.</p>

2017 Section 508 Report - DisplayText cannot span more than one line!

Notes:

Chapter 3: Functional Performance Criteria -

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Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Users without vision will be unable to view image scans, and the OCR text is not a fully sufficient alternative to viewing the document.
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. The document viewer features zooming, resizing and contrast adjustment tools.
302.3 Without Perception of Color	Partially Supports	The product UI does not convey information or meaning using color only. Whenever color is used to convey information, it is paired with an alternative method of conveyance.

Criteria	Conformance Level	Remarks and Explanations
		Documents in the product are primary sources from the past few hundred years, and many use shape or size to convey meaning in a way that doesn't comply to modern accessibility standards.
302.4 Without Hearing	Supports	Product contains nothing that requires user hearing
302.5 With Limited Hearing	Supports	Product contains nothing that requires user hearing
302.6 Without Speech	Supports	Product does not require speech to operate
302.7 With Limited Manipulation	Supports	users with limited manipulation will be able to use nearly all features, including the core workflows of searching, viewing documents and saving/downloading
302.8 With Limited Reach and Strength	Partially Supports	users with limited reach and strength will be able to use nearly all features, including the core workflows of searching, viewing documents and saving/downloading
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	No barriers are presented 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 WCAG 2.0 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		

Criteria	Conformance Level	Remarks and Explanations
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 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 -

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Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Accessibility page is provided in footer of all products on main Gale platform. This links to Gale accessibility statement and contact information.

602.3 Electronic Support Documentation	Partially Supports	The website support.gale.com interface is available in HTML can and can be accessed with assistive technology. Resource guides are rendered for digital consumption can be accessed with assistive technology. Resource guide images, including images of facsimiles have alt-text. Tutorials have captions and transcriptions. Recorded training webinars do not have captions.
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Supports	On request, Gale will attempt to provide support materials in alternative formats
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Accessibility page is provided in footer of all products on main Gale platform. This links to Gale accessibility statement and contact information.
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 - DisplayText cannot span more than one line!

Notes:

Chapter 4: [4.2 Functional Performance Statements](#) -

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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		

Criteria	Conformance Level	Remarks and Explanations
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		
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		

Criteria	Conformance Level	Remarks and Explanations
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](#) -

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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](#) - *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 (≤255 mm) side reach		

Criteria	Conformance Level	Remarks and Explanations
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](#) (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 WCAG 2.0 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 WCAG 2.0 section	
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 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		

Criteria	Conformance Level	Remarks and Explanations
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](#) -

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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](#) -

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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