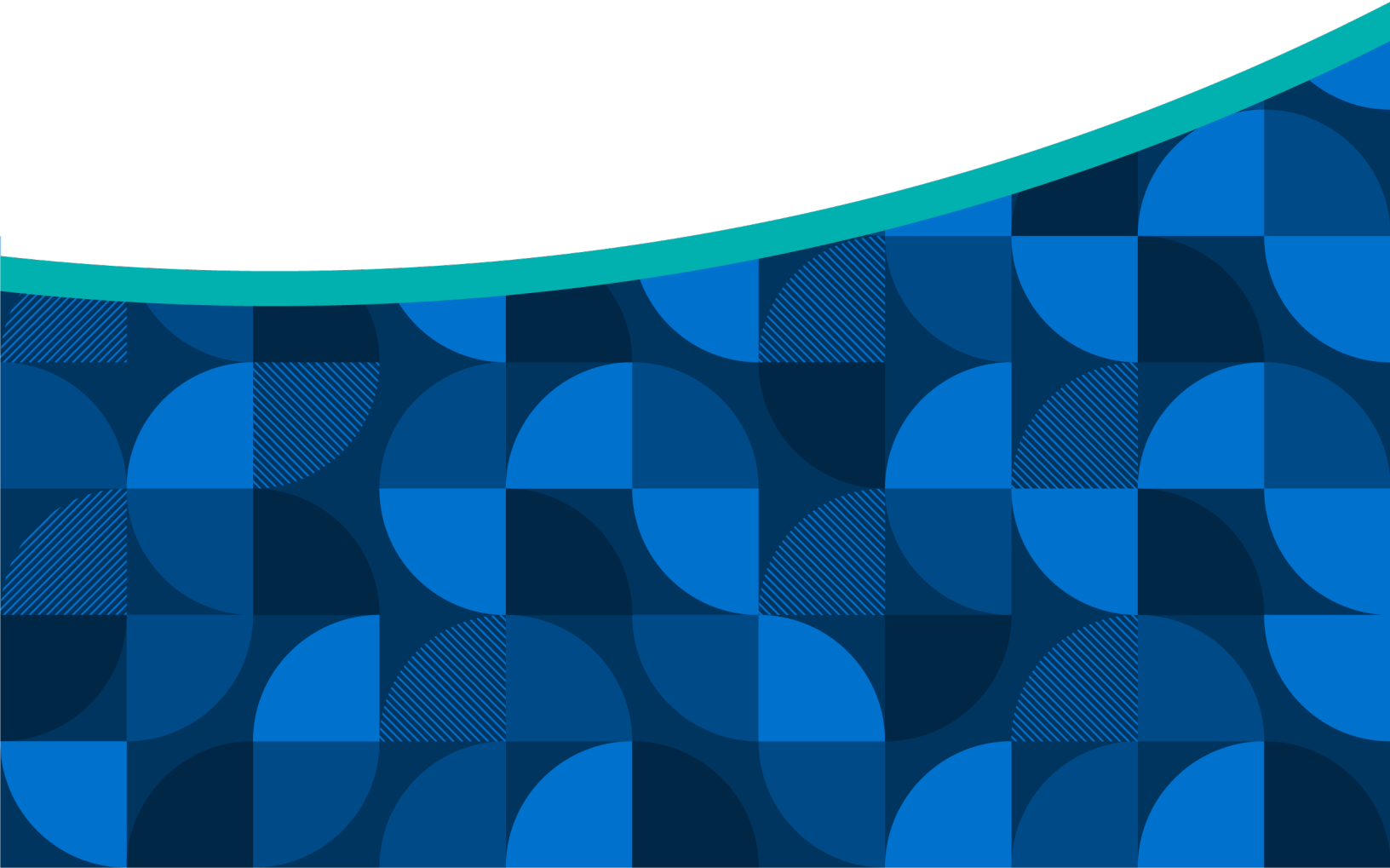# EAB

ENGINEERING

Accessibility Practice

2022

Accessibility Directorship

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Accessibility Statement

EAB Global Inc. (EAB) is committed to ensuring digital Accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant Accessibility standards.

Conformance Status

EAB is committed to providing a software product suite that is accessible to the widest possible audience, regardless of technology or ability. We are continually working to increase the Accessibility and Usability of all software solutions.

EAB endeavors to conform to level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0, which is our focus area to meet our regulatory compliance. These guidelines explain how to make web content more accessible for people with disabilities. Conformance with these guidelines will help make the web more user friendly for all people.

While we are legally committed to adhere to WCAG 2.0 AA, we are always supportive of addressing specific issues for Partners, which may be listed under higher levels of Accessibility compliance but never exceed 2.1 AA (not 2.2 or AAA).

EAB recognizes the subjective nature of compliance. We adhere to WCAG 2.0 AA guidelines for our product suite but reserve the right to catalogue issues according to the analysis of our Accessibility Team.

Measures to Support Accessibility

EAB takes the following measures to ensure Accessibility of all software solutions across its product suite:

- Include Accessibility as part of our mission statement.
- Include Accessibility throughout our internal policies.
- Integrate Accessibility into our procurement practices.
- Appoint an Accessibility officer and/or ombudsperson.

- Provide continual Accessibility training for our staff.
- Assign clear Accessibility targets and responsibilities.
- Employ formal Accessibility quality assurance methods.
- Include people with disabilities in our design personas.

Browser and Assistive Technology Compatibility

EAB software solutions are designed to be compatible with the following assistive technologies:

- The two most recent versions of Firefox with NVDA on Windows
- The two most recent versions of Edge with JAWS on Windows
- The two most recent versions of Safari with VoiceOver on Mac
- Chrome with TalkBack on Android 9 and 10
- Safari Mobile with VoiceOver on iOS 14 and 13

Technical Specifications

Accessibility relies on the following technologies to work with the combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- CSS
- JavaScript
- WAI-ARIA

These technologies are relied upon for conformance with the Accessibility standards used.

Feedback

We welcome your feedback concerning Accessibility of the EAB Application Suite. Please let us know if you encounter Accessibility barriers by:

- E-mail: accessibility@eab.com
- Address: 2445 M St. NW Washington, DC 20037

Accessibility Audit

Audit Process

Each product undergoes a formal, annual Audit which generates a new VPAT.

The annual Audit for a product follows these steps:

1. A product is released at a locked version, for testing
2. An Accessibility Assessment is performed against that locked version
   a. Automated tools are used
   b. Manual processes and tools are used
3. An Accessibility Audit document is produced listing specific issues and an explanation for how to solve each
4. The development team for the product remediates the issues
5. A second Accessibility Assessment against the issues found is conducted
6. A VPAT is written for Partners

Accessibility Audit Documentation

An annual Audit by our Accessibility Team produces two documents:

- Accessibility Audit, a list of Accessibility issues and remediation guidance for each.
- VPAT (Voluntary Product Accessibility Template), a high-level overview of the Accessibility criteria (WCAG 2.0 A/AA) and the conformance to each criterion.

Partner Reported Issues

EAB will act on Accessibility feedback promptly and prioritize remediation in a time window not exceeding twelve (12) months. The timeline is generally driven by development velocity of the related modules. The one exception is when Partner feedback is identified as an impediment with no other recourse, in that case we would act on it as soon as possible, even preempting other roadmap items.

EAB strives to guarantee all products in its suite function in accordance with the WCAG 2.0 AA Accessibility standard. If an Accessibility issue is discovered in our product(s) we provide a questionnaire to understand the problem and begin remediation. See Addendum A. for the questionnaire.

Remediation requests must be for resources in our product suite. We cannot remediate sites or resources external to our product, but which are linked from our product(s).

Accessibility Quality Assurance Practice

Levels of Accessibility Monitoring

EAB developed a Continuous Accessibility Management Program (CAMP) to monitor and address Accessibility in our products.

There are three (3) levels of monitoring:

- Continuous: Automated tools are used by QA and Software Engineers. Automation runs in CI/CD environments to detect issues which are applicable to automated detection.
- Monthly: Formal reports for all products are generated and presented in a KPI review meeting.
- Annually: A formal Accessibility Audit is conducted for each product once per year. The details are above.

Testing Tools

EAB utilizes the following tools to test products for WCAG 2.0 AA compliance:

- Axe/Core: Automated test tool which identifies common Accessibility issues.
- Manual Testing: Test each page with browser tools and code examination in compliance with the WCAG standards.
- Windows High Contrast Mode: Test to ensure all color combinations are appropriately contrasted for the user and are visible in high contrast mode.
- Browser Text Resize: Test for 200% text-only zoom to make sure there are no issues like text wrapping, overlapping, clipping, overflowing etc. that impact the readability and usability of the page.

- Screen Reader: Test using the screen reader (JAWS, NVDA and Voiceover) to ensure all the content is accessible and communicated properly to the users in an audio format.

Addendum A

Accessibility Remediation Request Form

Remediation requests must be for resources in the EAB product suite. We cannot remediate sites or resources external to our product, but which are linked from our product(s).

Please submit this document for each Accessibility issue found.

Remediation Request

The disabled person experiencing the issue should answer the questions below.

Please submit this document for each Accessibility issue found.

(1) What is the date the observation was made?

(2) What are the parameters of the computing system used?

(2a) What Operating System did you use, please include version?

(2b) What Browser did you use, please include version?

(2c) What Assistive Software Technologies did you use, please include versions? (e.g., Jaws, ZoomText)

(2d) What Assistive Hardware Technologies did you use? (e.g., Braille keyboard)

(2e) What is the make and model of the device you are using?

(3) What is the complete URL (Uniform Resource Locator) associated with your observation?

(4) What relevant standard is not met from WCAG 2.0 A/AA guideline?

(5) Please describe your observation.

(5a) What task were you trying to accomplish when you made your observation?

(5b) What did you expect to happen, which did not? Or what did you except to be able to interact with or read, which you could not?

(5c) When you attempted to read or interact with the application, what specifically happened?

(6) Please include supporting information to help us resolve your observation.

(6a) Please provide at least one screen capture of your observation or a short (under 30 mb) video.

Remediation Outcome

A resolution will be assigned to each completed observation. The possible resolutions for an observation are described in the table below.

- <u>Fixed</u>, the observation is in accordance with EAB's Accessibility Statement and has been corrected. The observed behavior will not occur in future versions of the product.

- <u>Deferred</u>, the observation is not in accordance with EAB's Accessibility Statement. Typically, this is because the observation is beyond the WCAG 2.0 AA scope.

Addendum B

Application Interaction Support

Keyboard Basics

A keyboard user typically uses the Tab key to navigate through interactive elements on a web page—links, buttons, fields for inputting text, etc. When an item is tabbed to, it has keyboard "focus" and can be activated or manipulated with the keyboard.

The following table includes keystrokes and notes to help use standard components on the web.

Widget	Keystrokes
Link	Enter to activate link
Button	Enter or Spacebar to activate the button
Checkbox	Spacebar to check or uncheck a checkbox
Radio Buttons	$\uparrow/\downarrow$ or $\leftarrow/\rightarrow$ to select an option Tab to move to the next element
Select Dropdown	$\uparrow/\downarrow$ to navigate between menu options Spacebar to expand
Autocomplete or Combobox	Type to begin filtering $\uparrow/\downarrow$ to navigate to an option Enter to select an option
Dialog	Escape to close
Slider	$\uparrow/\downarrow$ or $\leftarrow/\rightarrow$ to increase or decrease the slider value Home/End to jump to the beginning or end
Menu	$\uparrow/\downarrow$ to move to the previous or next menu option Enter to expand the menu and select an option $\leftarrow/\rightarrow$ to expand or collapse a sub-menu
Tab Panel	$\uparrow/\downarrow$ or $\leftarrow/\rightarrow$ to shift focus to a previous/next tab Enter to choose and activate a tab

Table is derived from https://webaim.org/techniques/keyboard/