Accessibility Policy
POL-MTP-000
Approved by: David Rutland
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Supersedes Policy Dated: N/A

PURPOSE:

The purpose of this document is to describe policies that McLane Technology Partners ("the Company") uses to ensure proper implementation of WCAG 2.1 AA standards throughout development of all Web based content, and to make those involved aware of what the Company deems acceptable in development of these applications.

SCOPE:

This policy applies to all employees and other users of the Company's development/use of Web interfaces/applications, regardless where the user is located.

POLICY:

The Company will adhere to the following development guidelines when creating any and all Web applications, sites, or any other content used by our clients or the public. The guidelines are broken down into many sections and categories that pertain to different types of media/content and should be considered the bare minimum standards for all online interactive content.

CHANGE HISTORY LOG:

Revision	Effective Date	Modified By	Description of Changes
	5/9/2019	Shea Sitz	Initial draft created
A	6/6/2019	Shea Sitz Arif Marur	Revisions to WCAG Standards
B	6/10/2019	Shea Sitz	Final Revision

STANDARDS:

Perceivable – 1

1.1 Text Alternatives – Should be used for non-text content such as Images, Applets, etc.

- In order to comply with this standard, we will ensure that all <IMG> tags contain a proper description that can be read by a screen reader in order for users with Visual disabilities to be able to understand and utilize the content in the same manner as other users.

1.2 Time Based Media – Audio & Video (Prerecorded)

- In order to comply with this standard, we will ensure that all Video content has an alternative way to absorb the content, such as a text transcript of the video, closed captioning, etc. We will do this in order to make it easier to understand this content at the users' own pace and the accommodate anyone that may have an issue with receiving the info at the pre-recorded rate. We will abide by the following design recommendations:
  - Audio & Video provide a script and descriptive information that falls in line with the recorded content. Video can utilize HTML5 Embedded Media player to play in a media element.
  - Captions can be used for Audio content but is unnecessary if Audio is substituted for text (but it must be labeled as such.)
  - Sign language sometimes must be used for people who cannot keep up with the options for synced media

1.3 Adaptable – Create content that can be presented in different ways

- In order to comply with this standard, we will make sure the content can be viewed on any device irrespective of screen capabilities, aspect ratio, resolution etc. We will make sure the main content will be the focus of design for screen occupancy. We will do this in order to make the content usable regardless of the device limitations and to maintain usability and responsiveness for all users. We will abide by the following design recommendations:
  - Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

- When the sequence the content on a page is important to its meaning, make sure a correct reading sequence can be determined programmatically.
- Instructions for understanding and operating the page do not rely only on characteristics of components such as shape, size, visual location, sound, etc.
- Unless otherwise essential, content is not restricted to a specific display size or orientation.
- The purpose of each input field that collects information can be programmatically determined.

1.4 Distinguishable – Make it easier for users to see and hear content

- In order to comply with this standard, we will utilize tools to ensure contrast ratios are at an equivalent accessibility ratio, and not rely on colors to signify important information regarding the content. We will ensure that all text is distinguishable and adaptable to changes in magnification while maintaining readability. We do this so that the content can be read and understood by all users without limitation. We will abide by the following design recommendations:
  - Utilize text as well as color to signify special requirements. E.g. red for required fields also has "*Required" on the fields where necessary. Use descriptive text in the text that doesn't rely on color.
  - Make sure all audio content on a page, that lasts more than 3 seconds, has a volume control option so as not to interfere with the use of the entire page.
  - Maintain a contrast ratio of 4:5:1 for text:image:background for non-bold text at 18 point and bold text at 14 point to maintain readability for users.
  - Make sure the page responds well and maintains functionality when zoomed/resized by up to 200%
  - Utilize text instead of pictures of text to maintain readability except where essential.
  - You should not have to scroll up for 320 vertical CSS pixels or sideways for 256 horizontal CSS pixels unless it would disrupt the content presented.
  - Maintain a contrast ratio of at least 3:1 against adjacent colors.
  - No loss of content with the following:
    - Line Height/Spacing to 1.5 times the font size
    - Spacing after paragraph at least 2 times the font size
    - Letter spacing to at least 0.12 times the font size

- Word spacing to at least 0.16 times the font size
  - Make sure tool tip text can be dismissed, that it stays in place if hovered over, and maintains visibility unless focus is lost, or the tooltip dismissed (unless for a required field.)

Operable – 2

2.1 Keyboard Accessible – Make all functionality available from the keyboard

- In order to comply with this standard, we will ensure that the functionality of the content will be completely navigable by the keyboard without restrictions. We do this to maintain ease of use for all users. We will abide by the following design recommendations:
  - Do not require specific timings for keyboard input unless underlying functionality requires it.
  - Do not lock keyboard focus to a specific element that cannot be moved on from without an unmodified tab or arrow key unless you specifically tell the user and give instructions on how to proceed.
  - If you use a printable character (E.g. letter, period, etc.) as a shortcut key, include the ability to remap the input or remove it entirely.

2.2 Enough Time – provide users with enough time to read and use content

- In order to comply with this standard, we will ensure that controls are always available for all time sensitive content. We do this so that content can be perceived at the users' own pace. We will abide by the following design recommendations:
  - If content is time limited, and the limit is not deemed essential to the content, allow the user to turn off, adjust, or extend the time limit.
  - Allow users to pause, stop, or hide any moving, blinking, scrolling, or auto-updating content, or to adjust the rate at which it does so unless functionally essential.

2.3 Seizures and Physical Reactions – Do not design content in a way that is known to cause seizures or physical reactions

- In order to comply with this standard, we will not produce any content that flashes. We do this in order to prevent seizures or other adverse physical reactions. We will abide by the following design recommendations:

o For content that flashes, either ensure that it is below the general flash or red flash threshold or ensure it doesn't flash more than 3 times in any one second period.

2.4 Navigable – Provide ways to help navigate, find content, and determine where users are on a specific page.

- In order to comply with this standard, we will provide a navigation menu that persists in order to navigate content without hindrance. We will not use obscure link naming conventions so that the user will know the exact purpose of links and where they lead. We do this to maintain ease a navigability for all users. We will abide by the following design recommendations:

    o Make available a way to bypass content repeated on multiple pages.
    o Title webpages so they describe the topic or purpose clearly.
    o Make sure focus order for components maintain the navigation sequence of your page so that meaning and operability persist.
    o Make links make sense in context either by surrounding content or through the link text itself.
    o Make sure there are multiple ways to reach every page on a site except if the page is a result or a step in a process.
    o Make sure headings and labels describe the topic or purpose.
    o Make UI's that have a visible keyboard focus indicator mode

2.5 Input Modalities – Easier operation of functionality through various inputs beyond the keyboard

- In order to comply with this standard, we will consider all forms of input and ensure usability across all interfaces. We do this in order to maintain ease of use for various input types. We will abide by the following design recommendations:

    o Unless otherwise essential, anything that uses multipoint or path-based gestures can also be operated with a single pointer.
    o For single pointers, don't use the down event, use the up event instead to execute actions, especially for abort or undo actions.
    o For UI components, make sure the name of the component contains the text or image of text used on the component.
    o Make sure UI is available as an alternative to motion actuation and have an option to turn motion actuation off.

Understandable – 3

3.1 Readable – Make content readable and understandable

- In order to comply with this standard, we will ensure that content is grammatically correct and uses proper sentence structure so that it will be easily translatable and that the default language can be determined by the created content. We do this so we can maximize perceivability for all users. We will abide by the following design recommendations:

    o Make sure the default language (human) can be determined programmatically.
    o Make sure each passage or phrase (except for proper names, technical terms, etc.), can be determined programmatically.

3.2 Predictable – Make pages appear and operate in a predictable way

- In order to comply with this standard, we will ensure that UI and navigation elements are developed in a common way that works as the user would expect. We will ensure that content does change based upon user action on the page without prior notification. We do this for the content to work as users would expect and maintain ease of use. We will abide by the following design recommendations:

    o Components receiving focus does not initiate a change of context.
    o Changing the setting of UI or any component does not automatically change content unless the user is notified.
    o Navigation elements maintain consistency across pages each time they appear.
    o Identify consistently components that have the same functions.

3.3 Input Assistance – Help users avoid mistakes and correct them

- In order to comply with this standard, we provide visual cues and correction suggestions for any incorrect input by the user. We do this to help the user better understand how fix the input so that it complies with the requirements of the content. We will abide by the following design recommendations:

    o If an input error is auto detected, the error is identified and described to the user in text.
    o Labels/instructions are provided when content requires user input.

- o If an input error is detected and a suggested correction is known, provide those to the user unless it would jeopardize the security or purpose of the content.
- o Make sure you can reverse submissions for pages that cause legal commitments, financial transactions, to modify or delete user data on a server, or make sure it is checked for errors and has a review process in place before it is submitted.

Robust – 4

4.1 Compatible – Maximize compatibility with current and future user agents, including assistive technologies

- In order to comply with this standard, we will follow correct coding/development procedures & guidelines. We do this in order to maintain usability for all assistive technologies and to make our content robust, upgradeable, and backward compatible. We will abide by the following design recommendations:
  - o Content needs to be implemented using current markup language standards (E.g. complete start and end tags, correct element nesting structure, unique ID's, etc.)
  - o For all UI components, the name and role can be programmatically determined. States, properties, and values that can be set by the user can be set programmatically. Notification of changes are sent to the user. (Typically, and issue only when creating custom UI.)
  - o Status messages can be presented to the user by assistive technologies without receiving focus.

RISK ASSESSMENT:

The Company's policy of developing applications complies with Perceivable, Operable, Understandable and Robust aspects of WCAG. To standardize the web application across various operational platforms, there is a need for assessment of the web content to avoid possible risks. While the risk assessment can be conducted at any stage of project development, it provides enough time for development team to sort the functionality of any web application if the risk assessment is performed during the initial planning and design stages.

Risk assessment involves:

- Determining next steps required for compliance.
- A high-level overview of current accessibility.
- List of critical accessibility issues and risks.
- The size and scope of implementing compliance.
- Roadmap on how to achieve accessibility compliance.
- Estimated costs for a full accessibility audit or remediation.
- Ways to build a business case for accessibility.
- Evaluating a sample of pages from your product.
- Analyzing the results to gain an overview of the state of product accessibility.
- Developing an overall plan, which might include a detailed accessibility audit, phased development, training, follow-up reviews, and an estimate of the approximate level of effort required.

TESTING TOOLS:

The Company will utilize several tools for testing Web applications/sites so that they remain compliant through all stages of development and require the least overhauling in the testing phase. Below are some of the tools that we can utilize:

- https://usablenet.com/automated-accessibility-testing-tool - ADA and WCAG 2.1 Checker
- http://www.508checker.com/ - Section 508 Compliance Checker
- https://color.a11y.com/ - Color and Contrast Checker
- https://www.boia.org/w3c-tools-services-a11y - WCAG 2.1 A/AA Checker
- https://www.webaccessibility.com/test - Accessibility Checker
- http://www.hearcolors.com.mx:8080/HerramientaHC/ - Accessibility Checker
- https://gmazzocato.altervista.org/colorwheel/wheel.php - Accessibility Contrast Ratio Color Wheel
- https://developer.paciellogroup.com/resources/aviewer/ - Accessibility Viewer
- https://www.w3.org/WAI/ER/tools/ - More Tools and Checkers

While tools can be useful in accessing the accessibility of Web applications/sites, the Company recognizes that tools alone are insufficient and will not find all non-conformities. The Company will rely upon human assessment in addition to tools and apply a "peer review" process outside of the development team. We will utilize certified test/QA engineers to ensure rigorous compliance to these standards and this policy.

TICKETING SYSTEM:

The Company utilizes a ticketing system to track all internal and external issues with Web sites/applications that we have developed for clients or public use. All tickets will be prioritized based on a severity level and will be taken care of in order from a most severe to least severe.

We use "Redmine" as a team management software or a ticketing system to implement tracking of the Company's accessibility issues:

- Using this system provides an integrated corrective action process for handling accessibility technical issues and defects.
- Our Help Desk is open to our clients so they can easily submit tickets and track their requests.
- When a client contacts Help Desk with an issue, a ticket will be submitted. Once submitted, the tickets are prioritized from most to least important, and handled in order based on their severity.
- Each ticket goes through a resolution process. Beginning with the development team, they will verify the issue described and implement a resolution. Once the issue is solved, it will be submitted to the "peer review" process. Following the "peer review" process, the testing/QA team will determine compliance to this Policy.
- During the ticket review process, the Web site/application will be reverted to a previous instance of compliance, unless one is unavailable, in which case an alternate means of access will be provided.
- Once a resolution for an issue has been approved, the Development team will then publish the fix and set the appropriate ticket to resolved.

GOVERNANCE AND AUDIT:

The Section 508, WCAG 2.1 AA audit testing helps enhance customer satisfaction, minimize business risk and leverages the latest technology that best addresses business needs.

- The Web Author is responsible for making sure the content that needs to be implemented into each page of the Web application/site has unique page titles, so that users have a clear understanding of their access to the page and the information in the page is relevant.
- Web Author and Product Owner should determine the headings that requires a derivative sub section and are responsible for communicating their purpose across the technical teams.
- It's a requirement from the Product Owner to convey information about the links that prompt for opening links (can be external or internal) to web pages and their association to the web application.
- Web Design Team and Product Owner are required to understand that images and logos are to be considered as text alternatives during all stages of project development, specifically when used in header and footer section of the web page throughout the application.
- Development Team is responsible for providing clear instructions of the web site regarding the flow of the web application and have a distinctive indication specifically to make the application clear and easy to understand for access. They also need to provide assistive features accessible to users who needs assistance such as having a screen reader to read any descriptive content and read functionality using screen magnifier making the application accessible with keyboard navigation keys.
- Content should be put together with simple language and clear formatting that is appropriate for the context at hand. Some ways to do this are to make sure that sentences and paragraphs are short and clear. Unnecessary complex language should be avoided, and you might consider providing a glossary for the technical terms that cannot be omitted. Also, acronyms should be expanded upon first use while illustrations, images, audio, videos, and symbols can be used to aid in clarifying meaning. This helps those who have a hard time decoding words, have a limited memory, use screen magnifiers, or those who have a hard time using context to help their understanding of content. Abbreviations may lead to confusion for some, as they do not look like normal words, and will mean different things depending on their context. Some abbreviations will also spell commonly used words but are used in a different way.

- It is very important that content be accessible to users that may have a hard time understanding complex language. Accommodations include making the text more readable.
- Team Lead for the application development team should be scrutineer for application to meet the standards mentioned above.
- The Company will rely upon human assessment in addition to tools and apply a "peer review" process outside of the development team. We will utilize certified test/QA engineers to ensure rigorous compliance to these standards and this policy.

Acknowledgment of Accessibility Policy

This form is used to acknowledge receipt of, and compliance with, the McLane Technology Partners Accessibility policy.

Procedure - *Complete the following steps:*
1. Read the Accessibility policy.
2. Sign and date this statement in the spaces provided below.
3. Return this page to the Human Resources organization. (A copy will be maintained in the employee's personnel file.)

Signature

By signing below, I agree to the following terms:

i. I have received and read a copy of the "Accessibility" policy and understand it;
ii. I understand I should follow these guidelines when developing all Web sites/applications.
iii. I understand I should adhere to the governance hierarchy outlined before me in this policy.
iv. I understand that this policy can be amended at any time.

By checking the box on Paycom, confirming you agree with the terms in this document and are electronically signing, acknowledges that you have read McLane Technology Partners' Accessibility Policy, understand it, and agree to abide by it.