

Vault Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Vault.com

Report Date: February 2026

Product Description: *Vault* is the leader in career research, exploration, and discovery for professionals and students. Our exclusive company rankings, in-depth employer profiles, and valuable employee and intern reviews encompass many industries, including Law, Banking, Accounting, Consulting, STEM, and the top Internship programs.

Contact Information: support@infobase.com

Evaluation Methods Used: The main testing tools were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, JAWS (Job Access With Speech) screen reader from Freedom Scientific, NVDA screen reader, Colour Contrast Analyser (CCA), and manual keyboard testing. The browsers used were Google Chrome, Microsoft Edge, and Firefox.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

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 criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Most images and non-text content within Vault provide equivalent text alternatives. However, specific exceptions include: ● Although significant remediation has occurred, isolated instances remain in which images may contain generic or non-descriptive alternative text (e.g., placeholder text or filenames) that do not adequately describe the image or non-text content. ● Various SVG images used as icons may lack accessible names. Consequently, Assistive Technologies (such as JAWS or NVDA) may announce these as "unlabeled graphics" or ignore them entirely, preventing their meaning from being conveyed to the user. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	Supports	There are no video-only videos (i.e., silent movies) on the <i>Vault</i> platform. Audio-only podcasts are playable and usually available via an integrated media player. Text transcripts are usually provided below the player. Most media on <i>Vault</i> comes from third-party sources and consists of promotional career advice podcasts or interviews on company profile pages. Test Methods: Manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Many non-live videos in <i>Vault</i> are hosted on third-party video-sharing platforms (e.g., YouTube, Vimeo), which usually have an auto-captioning mechanism for videos. However, the quality of auto-captioning from video-sharing platforms is not guaranteed to be complete or accurate. Overall, most videos on <i>Vault</i> are accessed via the integrated media player, and most of those videos include closed captions where appropriate. Test Methods: Manual visual checks.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Does Not Support	<i>Vault</i> does not label videos as a media alternative for text content, though it could be implied. Finally, audio descriptions are not currently available in <i>Vault</i> videos. Videos on <i>Vault</i> are often available through third-party video-sharing platforms (e.g., YouTube, Vimeo) and provided by companies or firms using the <i>Vault</i> platform as a promotional or recruiting resource. Test Methods: Manual visual checks.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to:	Partially Supports	<i>Vault's</i> lists, links, and heading structures may not always follow semantic front-end design patterns. However, the

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		structure and meaning of <i>Vault's</i> web pages can usually be programmatically determined and navigated with assistive technology. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The reading and navigation order of the content is logical and intuitive. The page content is linear and can be read sequentially with a screen reader, whether style sheets are altered or disabled. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool)	Supports	Instructions for understanding and operating content do not rely solely on sensory characteristics such as shape, size, or visual location. Typically, text labels or alternative text are used to identify controls. Finally, instructions do not rely on sound. Test Methods: Manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Color is generally not used as the sole method of conveying content or distinguishing visual elements. Current exceptions: In the company profile sections, certain links rely solely on color to distinguish them from surrounding text. These links do not display a visual indicator (such as an underline) on mouse hover. This makes it difficult for users with low vision or color blindness to identify the interactive elements, even if the layout context suggests their presence. Testing method: Manual visual checks
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	<i>Vault</i> does not contain any content, including video or audio, that plays audio automatically for more than 3 seconds. Therefore, the requirement is satisfied. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Most page functionality within the <i>Vault</i> platform is available using the keyboard. Current exceptions (non-exhaustive): ● Tooltips in many company profile pages get skipped by the keyboard. ● Additionally, tooltips do not allow the keyboard to access the information within the tooltips. Screen readers, therefore, do not read the tooltip content. ● In the scrollable tab bar navigation on the Company Rankings pages, the keyboard focus ignores the anchor bar links, preventing a keyboard user from accessing the anchor links presented in the tab bar navigation. ● Visually similar tab-style navigation menus that employ conflicting keyboard interaction models exist across <i>Vault</i>. One style of tab navigation adheres to the WAI-ARIA "Tablist" pattern, requiring arrow keys to navigate between tabs once focus is established. These tab navigation styles are usually found on company profile pages. Similar-looking but distinct tab-style navigation menus that require the <i>Tab</i> key to move between items are usually found at the top of secondary main content pages, such as Vault Rankings, Companies, Professions, etc., as well as in other areas of <i>Vault</i>. Currently, there is no visual or programmatic distinction between the two navigational styles, which prevents users from predicting the required input method and may

Criteria	Conformance Level	Remarks and Explanations
		confuse or block those users who expect standard <i>Tab</i> or arrow key navigation. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Usually, keyboard controls can move the keyboard focus throughout the platform without being trapped on a particular component. Current exceptions: ● The Guides bookshelf page has an infinite scroll mechanism that makes escaping the bookshelf catalog challenging to a user unless they keyboard navigate through the entire catalog. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The <i>Vault</i> platform does not use or have character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria	Supports	<i>Vault</i> does not have any perceptible timed response requirements.

Criteria	Conformance Level	Remarks and Explanations
9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Testing method: Manual visual checks
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	<i>Vault</i> content does not include moving, blinking, scrolling, or auto-updating information that starts automatically, lasts more than five seconds, and is presented alongside other content. Image carousels present in company profiles should not advance automatically; they require user activation to navigate. Testing method: Manual visual checks
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Supports	<i>Vault</i> does not use flashing or blinking elements in the user interface. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Skip to Main Content links are available on every page throughout <i>Vault</i>. Testing method: Manual visual checks
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Partially Supports	Most of <i>Vault's</i> web pages have descriptive and informative page titles, but not all of them. Current example; there may be others: The Careers link in the left-hand navigation links to a page titled: <i>Best Companies to Work For: Vault Rankings – Vault</i>. Since the link name and the page title differ, it could disorient a low-vision user who relies on word association to navigate the site.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The navigation order of links, form controls, and object elements are mostly logical and intuitive. The right and left arrow buttons fall out of the focus order for homepage swipe carousels. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The purpose of most links can be determined by text alone or from the link text and its context in a surrounding paragraph or list item. Current exceptions: - Some link purposes, especially empty links or buttons, may be ambiguous to screen readers. "View more" and "View less" are used throughout the company profiles as expand and collapse links without additional descriptive text or labeling. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to:	Supports	<i>Vault</i> has several multipoint, path-based gesture elements on the home page and on some secondary navigational pages

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		that use content carousels. However, the carousels can be operated via an alternative single-pointer method, including visible, clickable "Next" and "Previous" buttons that allow users to navigate with a single tap or click. Test Methods: Manual visual checks.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<i>Vault</i> does not override the default behavior of controls. Therefore, functionality used by a mouse, for instance, can be canceled using the browser or operating system. Test Methods: Manual visual checks.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Generally, the interface components, such as links or buttons, have the same accessible name as the visible text. Current exceptions: The programmatic accessible names for content card carousels (e.g., in the Careers or Rankings sections) are overridden by a generic aria-label="Image Card". This value does not match the visible text on the card (the card title), preventing users of speech recognition software from activating the control using the visible label.

Criteria	Conformance Level	Remarks and Explanations
		Test Methods: Manual visual checks and the ARC Toolkit.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	<i>Vault</i> has no functionality that can be operated by device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	All pages contain the HTML language attribute <html lang="en">. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software)	Partially Supports	Page elements upon focus do not change substantially on the page. Current exceptions:

Criteria	Conformance Level	Remarks and Explanations
11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		In some company profiles, there are “tabpanel” navigation links that automatically activate a new page load upon keyboard focus. This page load changes the page context by moving the keyboard focus away from the “tabpanel” links and to the top of the reloaded page. Additionally, the “tabpanel” link choices change. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Changing the settings of user interface components does not automatically change the page's context without warning. For instance, selecting an option in a dropdown menu does not trigger a new page or state that isn't announced or understood. Pressing "Enter" or selecting an option with a mouse is required to initiate a change in context. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<i>Vault's</i> current design provides a help center link in the profile button dropdown menu when logged in via a school or organization. Access to <i>Vault's</i> help center is at the bottom of every page when not logged in via a school or organization. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	When input errors are detected, the item causing the error is identified, and the error is described in the text. Testing method: Manual visual checks
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	When user input is required, sufficient labels and instructions are generally provided. However, some form controls rely only on a placeholder attribute to identify the input's purpose. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	When logged in via a school or organization, Vault's current design does not have input forms for users to re-enter information or data previously provided or available elsewhere. Test Methods: WAVE, ARC Toolkit, and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<u>4.1.1 Parsing</u> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	<i>Vault</i> uses markup designed to facilitate accessibility, ensuring that user interface components have the correct Name, Role, and Value, i.e., are programmatically determined. However, there are exceptions in which custom controls do not programmatically expose their states, properties, or values to assistive technology. Some current exceptions (non-exhaustive): ● In some carousels, invalid nesting of interactive controls, such as buttons within a link, can cause screen readers to announce conflicting roles, such as "Link, Button," or to fail to identify the element correctly. ● Some SVG directional arrow or icon image buttons may lack an aria-label or text alternative. Consequently, these controls are announced only as

Criteria	Conformance Level	Remarks and Explanations
		"button" or "graphic," without describing their function. • Navigational links may lack specific state attributes, making it unclear to a screen reader what the interactive element does, such as expand or collapse. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Live video with audio is not offered on <i>Vault</i>. Since there is no content to which this criterion applies, this criterion is satisfied. Testing method: Manual visual checks
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software)	Does Not Support	<i>Vault</i> does not provide an audio description for prerecorded videos. However, many <i>Vault</i> videos are “talking head” videos and do not require audio descriptions per technique G203 for WCAG 2.0. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<i>Vault</i> orientation on mobile devices is not restricted to only portrait or landscape. Testing method: Apple iPad, Manual visual checks
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	<i>Vault</i> generally allows standard user interface components to auto-fill fields. However, specific input fields (such as the Login email and password fields) do not utilize the HTML <code>autocomplete</code> attribute to programmatically identify their purpose.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web) 10.1.4.3 (Non-web document)	Partially Supports	Depending on the version of <i>Vault</i> a user is using, the visual presentation may have significant low-contrast issues within the platform's color schemes.

Criteria	Conformance Level	Remarks and Explanations
11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Test Methods: WAVE, Colour Contrast Analyser (CCA), and manual visual checks.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	When text is resized up to 200 percent, there is no noticeable loss of content and functionality. Test method: Manual visual evaluation and testing tools.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Supports	<i>Vault</i> primarily uses text rather than images of text to convey information, allowing users to customize display settings (e.g., resizing or contrast adjustments) without compromising quality or meaning. Exceptions are limited to essential content, such as eBook covers or brand logo images, where the specific visual presentation is critical to the content's identity. Test Methods: Manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<i>Vault</i> uses a responsive web design. Content can be presented without loss of information, functionality, or scrolling. Please note that the sticky hamburger menu and the search function are moved to the bottom of the page when content is zoomed in at 400% or when the screen is resized to 320px by 256px. See also criteria 1.4.4 Resize text. Test Methods: ARC Toolkit and manual visual checks.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Visual presentations of user interface components and graphical objects generally maintain a contrast ratio of at least 3:1 against adjacent colors. Current exceptions: The search box at the top of every page does not meet the minimum contrast requirement. The border color of the search input box falls below the 3:1 contrast ratio against the page background, making it difficult for some users to identify the active input area. Test Methods: Colour Contrast Analyser (CCA)
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software)	Supports	No loss of content or functionality occurs when the user adapts text spacing within the page markup. The platform, therefore, should also support the use of space widgets, plugins, or third-party browser spacing tools. Test Methods: ARC Toolkit and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	In most places on <i>Vault</i>, the keyboard focus and mouse hover are presented with the same additional content. However, not all the “popover” alert windows or tooltips in the <i>Company Profiles</i> are activated with the keyboard focus nor dismissible with the escape key. Testing method: Manual visual checks
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	There are multiple ways to reach core content, including search, browse, and direct links. The main navigation area is always available on every page. Testing method: Manual visual checks
2.4.6 Headings and Labels (Level AA) Also applies to:	Partially Supports	Generally, headings and labels describe the topic and purpose of the content.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Current exceptions: ● Throughout <i>Vault</i>, links with repeated text like "View More" or "View All" are used to expand content sections. Although they are visually connected to their headers, these labels alone do not give clear descriptions of where the links lead, which can be confusing for users scanning the list out of context. Test Methods: WAVE, manual visual checks.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Most page elements receive a visible keyboard focus indicator when keyboard tabbing. Test Methods: Manual visual checks.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Page content does not cover or hide the keyboard focus when navigating <i>Vault</i> with the keyboard. All elements are visible when receiving focus. Test Methods: Manual visual checks.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply	Not Applicable	<i>Vault</i> does not have any mouse click and drag movements.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Most pointer input target sizes meet the minimum 24 by 24 pixels requirement. If pointer input targets are less than the minimum, there is always sufficient space (24 pixels) from the center of the target to the nearest adjacent target. Test Methods: Bookmarklet tools and manual visual checks.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	There is no non-English content on <i>Vault</i> . Testing method: Manual visual checks.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool)	Supports	Navigation components and areas are repeated and consistent throughout the <i>Vault</i> platform. The same relative order is present each time. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Elements that have the same functionality across multiple web pages are consistently identified. Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	Supports	When input errors are detected, suggested corrections are provided when possible. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Some versions of the <i>Vault</i> web platform can conduct financial transactions such as e-book purchases from the Guide pages. Submissions are reversible after the purchase is made by contacting customer service. Data entered by the user is checked for input errors, and the user can correct them before completing any purchases. Mechanisms are in place to review, confirm, and correct information before finalizing a purchase. Testing method: Manual visual checks
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<i>Vault</i> does not require a cognitive function test (such as remembering a password or solving a puzzle) in any user authentication process. The <i>Vault</i> site supports the use of password managers and doesn't block copy and paste for password entry. However, <i>Vault</i> is usually accessed via a school or organization when logged in as a premium user. The school or organization may have a different authentication process than <i>Vault</i>. Testing method: Manual visual checks
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Supports	Components with the same functionality are always identified the same way within the platform.

Criteria	Conformance Level	Remarks and Explanations
9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Test Methods: WAVE, ARC Toolkit, JAWS, and manual visual checks.

Table 3: Success Criteria, Level AAA

Notes: *Vault* is not being evaluated for Level AAA conformance.

Revised Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<i>Vault</i> is mostly accessible via screen readers (e.g., JAWS, NVDA). However, users without vision may encounter challenges due to missing form labels, invalid nesting of interactive controls, and some images or buttons lacking accessible names.
302.2 With Limited Vision	Partially Supports	<i>Vault</i> supports standard browser magnification up to 400% and uses a responsive design. However, some user interface components (such as search input borders) do not meet minimum contrast requirements, and some links rely on color alone to distinguish them from text.
302.3 Without Perception of Color	Partially Supports	Most content does not rely on color alone. However, certain links in company profile sections rely on color alone for identification and do not provide an additional visual cue (such

Criteria	Conformance Level	Remarks and Explanations
		as an underline) on hover, which affects users who cannot perceive color differences.
302.4 Without Hearing	Partially Supports	Most videos accessed via <i>Vault</i> 's integrated media player include closed captioning. However, third-party videos (e.g., YouTube embeds or customer-provided content) may lack accurate captions or rely on auto-generated captions, which do not guarantee compliance.
302.5 With Limited Hearing	Partially Supports	Most videos accessed via <i>Vault</i> 's integrated media player include closed captioning. However, third-party videos (e.g., YouTube embeds or customer-provided content) may lack accurate captions or rely on auto-generated captions, which do not guarantee compliance.
302.6 Without Speech	Supports	User interaction does not require speech input or voice control.
302.7 With Limited Manipulation	Partially Supports	<i>Vault</i> supports keyboard navigation for most functions. However, users with limited manual dexterity may be affected by unclear link purposes and interactive elements, such as tab-style navigation menus, that employ conflicting keyboard interaction models. However, using <i>Vault</i> does not require fine motor controls or simultaneous actions.
302.8 With Limited Reach and Strength	Partially Supports	<i>Vault</i> supports keyboard navigation for most functions. However, users with limited manual dexterity may be affected by unclear link purposes and interactive elements, such as tab-style navigation menus, that employ conflicting keyboard interaction models. However, using <i>Vault</i> does not require fine motor controls or simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<i>Vault</i> provides consistent navigation and error identification. However, some forms lack persistent labels (relying on disappearing placeholders), and some login input fields do not support autocomplete attributes, which may impact users with cognitive limitations.

Chapter 4: [Hardware](#)

Notes: *Vault* is a website and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: *Vault* is a web-only platform not subject to non-web software criteria since it has been addressed in the above WCAG 2.1 and Revised Section 508 conformance tables.

Chapter 6: [Support Documentation and Services](#)

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	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate documentation formats are required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over e-mail and telephone.
603.3 Accommodation of Communication Needs	Supports	The <i>Vault</i> support team can be contacted for assistance via e-mail and telephone. In addition, other methods can be made available upon request.

EN 301 549 Report

Clause [4: Functional Performance Statements](#) (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<i>Vault</i> is mostly accessible via screen readers (e.g., JAWS, NVDA). However, users without vision may encounter challenges due to missing form labels, invalid nesting of interactive controls, and some images or buttons lacking accessible names.
4.2.2 Usage with limited vision	Partially Supports	<i>Vault</i> supports standard browser magnification up to 400% and uses a responsive design. However, some user interface components (such as search input borders) do not meet minimum contrast requirements, and some links rely on color alone to distinguish them from text.
4.2.3 Usage without perception of colour	Partially Supports	Most content does not rely on color alone. However, certain links in company profile sections rely on color alone for identification and do not provide an additional visual cue (such as an underline) on hover, which affects users who cannot perceive color differences.
4.2.4 Usage without hearing	Partially Supports	Most videos accessed via <i>Vault</i> 's integrated media player include closed captioning. However, third-party videos (e.g., YouTube embeds or customer-provided content) may lack accurate captions or rely on auto-generated captions, which do not guarantee compliance.
4.2.5 Usage with limited hearing	Partially Supports	Most videos accessed via <i>Vault</i> 's integrated media player include closed captioning. However, third-party videos (e.g., YouTube embeds or customer-provided content) may lack accurate captions or rely on auto-generated captions, which do not guarantee compliance.
4.2.6 Usage with no or limited vocal capability	Supports	User interaction does not require speech input or voice control.
4.2.7 Usage with limited manipulation or strength	Partially Supports	<i>Vault</i> supports keyboard navigation for most functions. However, users with limited manual dexterity may be affected

		by unclear link purposes and interactive elements, such as tab-style navigation menus, that employ conflicting keyboard interaction models. However, using <i>Vault</i> does not require fine motor controls or simultaneous actions.
4.2.8 Usage with limited reach	Partially Supports	<i>Vault</i> supports keyboard navigation for most functions. However, users with limited manual dexterity may be affected by unclear link purposes and interactive elements, such as tab-style navigation menus, that employ conflicting keyboard interaction models. However, using <i>Vault</i> does not require fine motor controls or simultaneous actions.
4.2.9 Minimize photosensitive seizure triggers	Supports	<i>Vault</i> does not contain flashing or strobing content that violates the general flash or red flash thresholds.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	<i>Vault</i> provides consistent navigation and error identification. However, some forms lack persistent labels (relying on disappearing placeholders), and some input fields do not support autocomplete attributes, which may impact users with cognitive limitations.
4.2.11 Privacy	Supports	<i>Vault</i> maintains privacy when using assistive technology, for example, by using standard password masking and secure connections.

Clause [5: Generic Requirements](#)

Notes: *Vault* supports standard input mechanisms and assistive technology devices and software. Therefore, *Vault* is not subject to the *Closed functionality* chapter criteria published in the ETSI EN 301 549 report.

Clause [6: ICT with Two-Way Voice Communication](#)

Notes: *Vault* supports standard input mechanisms and assistive technology devices and software. Therefore, *Vault* is not subject to the *Closed functionality* chapter criteria published in the ETSI EN 301 549 report.

Clause [7: ICT with Video Capabilities](#)

Notes: Overall, most of the videos on *Vault* are accessed via *Vault*'s integrated media player, and the majority of those videos include closed captioning where appropriate.

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	<i>Vault</i> can't guarantee the accuracy or quality of the auto-captioning of videos from video-sharing platforms (e.g., YouTube, Vimeo) or the presence of captions in videos provided by third-party companies. Overall, most of the videos on <i>Vault</i> play in a media player that has captioning playback functionality.
7.1.2 Captioning synchronization	Partially Supports	<i>Vault</i> can't guarantee the accuracy or quality of the auto-captioning of videos from video-sharing platforms (e.g., YouTube, Vimeo) or the presence of captions in videos provided by third-party companies. Overall, most of the videos on <i>Vault</i> play in a media player that has synchronized captioning functionality.
7.1.3 Preservation of captioning	Partially Supports	<i>Vault</i> can't guarantee the accuracy or quality of the auto-captioning of videos from video-sharing platforms (e.g., YouTube, Vimeo) or the presence of captions in videos provided by third-party companies. However, most of the videos on <i>Vault</i> have access to a process to preserve captioning data in a format to display synchronized captions consistently during playback in a media player.
7.1.4 Captions characteristics	Does Not Support	There is currently no way to modify the characteristics of captions for <i>Vault</i> -hosted videos or third-party company videos. Modification of caption characteristics from videos hosted by YouTube and Vimeo would have to be through those platforms.
7.1.5 Spoken subtitles	Does Not Support	All spoken subtitle functionality, if available, would have to be through video-sharing platforms. There is no current spoken subtitle functionality in <i>Vault</i> -hosted or third-party company videos.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not included with <i>Vault</i> videos at this time. Please note that many videos are “talking head” videos

Criteria	Conformance Level	Remarks and Explanations
		and, therefore, do not require audio descriptions according to technique G203 for WCAG 2.0
7.2.2 Audio description synchronization	Does Not Support	Audio descriptions are not included with <i>Vault</i> videos at this time. Please note that many videos are “talking head” videos and, therefore, do not require audio descriptions according to technique G203 for WCAG 2.0
7.2.3 Preservation of audio description	Does Not Support	Audio descriptions are not included with <i>Vault</i> videos at this time. Please note that many videos are “talking head” videos and, therefore, do not require audio descriptions according to technique G203 for WCAG 2.0
7.3 User controls for captions and audio description	Does Not Support	Audio descriptions are not included with <i>Vault</i> videos at this time. Please note that many videos are “talking head” videos and, therefore, do not require audio descriptions according to technique G203 for WCAG 2.0

Clause [8: Hardware](#)

Notes: *Vault* is a website and is not subject to the requirements of this section.

Clause [9: Web](#) (see [WCAG 2.x section](#))

Clause [10: Non-Web Documents](#)

Notes: *Vault* does not include non-web documents. Therefore, *Vault* is not subject to the requirements of this section.

Clause [11: Software](#)

Notes: *Vault* is a web-only platform not subject to non-web software criteria since they have been addressed in the above WCAG 2.1 and Revised Section 508 conformance tables.

Clause [12: Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over e-mail and telephone.
12.2.3 Effective communication	Supports	The <i>Vault</i> support team can be contacted for assistance via e-mail and telephone. In addition, other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes: *Vault* does not provide any relay services. There is also no access to Emergency Services from within the *Vault* platform or site.

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