

Infobase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: *Films On Demand*

Report Date: June 2024

Product Description: *Films On Demand* offers high-quality streaming videos on academic, vocational, and life-skills topics for schools, colleges, libraries, the medical community, and other institutions.

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Notes: This VPAT 2.5 (International Edition) report supersedes all previously published VPAT versions published for *Films On Demand*.

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

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) Level AA (Yes) Level AAA (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 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Testing occurred on the homepage, several form pages, various search results pages, and video pages. Extensive video player testing also occurred. Some supplemental downloadable documents, such as video transcripts, may or may not meet current PDF accessibility standards. The digital accessibility of PDFs was not considered in the proceeding evaluation.

Additionally, Infobase is committed to expanding audio description (AD) support by prioritizing popular titles and customer requests for videos to receive an audio description. AD tracks can be turned on or off during video playback when available.

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Most images and non-text content have appropriate alternative text, labels, descriptions, or figure captions assigned to them.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> • Some SVG images do not have the <code>role= "img"</code> • Form labels are missing from a third-party Google Translate plugin. <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Supports</p>	<p>Most videos include synchronized closed captioning and interactive text transcripts.</p> <p>Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Synchronized closed captioning and interactive transcripts are available for most video titles.</p> <p>Some exceptions exist. For example, foreign-language (non-English), archival, and historical video media may not have separate captions or transcripts.</p> <p>Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Most videos on <i>Films On Demand</i> have closed captioning and interactive text transcripts. Audio descriptions are generally not included.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> Some separate synchronized audio description (AD) tracks have recently been added to select videos. AD tracks can be turned on or off during video playback when available. <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.1 (Web) 	Partially Supports	<p><i>Films On Demand</i> uses semantically correct HTML. When standard HTML is insufficient, ARIA labels provide programmatic information on specific page elements.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Some current exceptions are: <ul style="list-style-type: none"> • The third-party Google Translate widget has some unlabeled form elements detected by automated accessibility checkers. • Some form labels on the <i>Profile Account Settings</i> and <i>My Content</i> pages may not be correctly associated with all the form control elements. • Some visual information and relationships may lack programmatic information for screen readers. Usually, adjacent text read aloud can inform users of a particular heading or list's meaning or context. Test method: Manual visual evaluation and testing tools.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The reading and navigation order of the content is logical and intuitive.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) 	Supports	<p>Instructions for understanding and operating content do not rely on sensory characteristics. Typically, text instructions and labels are provided.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Test method: Manual visual evaluation and testing tools.
<p>1.4.1 Use of Color (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Color is not used as the only means of conveying information. Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues. Test method: Manual visual evaluation and testing tools.
<p>1.4.2 Audio Control (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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) 	Supports	A user has full media player control over the default settings. Additionally, there are ways to adjust a video's start, stop, and volume via the keyboard. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The keyboard supports fundamental functions, including navigation, search, and video playback.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> • The scrolling of the videos selection mechanism on the Homepage and <i>You may also like...</i> sections have a mouse hover overlay that provides additional information. When using the keyboard, the keyboard focus does not reveal this overlay; a keyboard user must click to the player page to access the additional information. Also, see 1.4.13 Content on Hover or Focus. • Input checkboxes in the <i>Profile Account Settings</i> and <i>My Content</i> pages may not work well with the keyboard. • The <i>Profile Account Settings</i> page has some drag-and-drop features and two font color picker components that are not keyboard accessible. • The <i>Resource Center</i> badge is not keyboard accessible. • Some pages in the <i>Profile</i> and <i>Calendar</i> pages may have empty keyboard tabs between selections. • The <i>Dark Theme</i> toggle on the My Profile menu is inaccessible with the keyboard. <p>Test method: Manual visual evaluation and testing tools.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Keyboard controls can be used to move focus throughout <i>Films On Demand</i> without being trapped on a component.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p><i>Films On Demand</i> does not use or have character key shortcuts.</p>
<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"> • 9.2.2.1 (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) 	Partially Supports	<p>Content within <i>Films On Demand</i> does not have set time limits. There is, however, an auto-scrolling carousel banner on the homepage. Hovering the cursor or keyboard tab focus can pause or control the carousel to some degree.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.2.2 Pause, Stop, Hide (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p><i>Films On Demand</i> has no moving, blinking, scrolling, or auto-updating content. The video and transcript players can be paused or stopped as needed.</p> <p>There is, however, an auto-scrolling carousel banner on the homepage. Hovering the cursor or keyboard tab focus can pause or control the carousel to some degree.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p><i>Films On Demand</i> does not contain anything that flashes more than permitted.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.4.1 Bypass Blocks (Level A)</p>	Supports	Skip to Main Content bypass link is available on all

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <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 		<p>pages.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>All web pages include titles that describe the topic or purpose.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Supports</p>	<p>Content that receives focus is logical and in an intuitive order that preserves meaning.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.4 Link Purpose (In context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The purpose of links can be determined from the link text itself, surrounding text, or related content.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p><i>Films On Demand</i> does not have any multipoint or path-based gesture interaction elements.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p>	Supports	<p><i>Films On Demand</i> does not override the default behavior of controls. Therefore, all functionality used by</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 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		a mouse, for instance, can be canceled using the browser or operating system. Test method: Manual visual evaluation and testing tools.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	User interface components such as links or buttons mostly have the same accessible name as the visible text. Current exceptions may include empty buttons or links. Test method: Manual visual evaluation and testing tools.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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>Films On Demand</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	Supports	The default language of each page in the <i>Films On Demand</i> site can be programmatically determined. Test method: Manual visual evaluation and testing

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		tools.
<p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Components of the <i>Films On Demand</i> site do not initiate a change of context when receiving focus. Test method: Manual visual evaluation and testing tools.
<p>3.2.2 On Input (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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) 	Supports	Adjusting the settings of user interface components never causes a change of context. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<p><i>Films On Demand</i> provides a <i>Help</i> and a <i>Contact Us</i> link at the bottom of every page. Additionally, there is a <i>Resource Center</i> badge overlay and a <i>Feedback</i> button on every page where a user can submit a technical support ticket, access the support center pages, or provide a comment as a feedback report.</p> <p>Testing method: Manual visual checks</p>
<p>3.3.1 Error Identification (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>When input errors are detected, the item causing the error is identified, and the error is described in the text.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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) 	Partially Supports	<p>Instructions and labels are provided when user inputs are required.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> • <i>Profile Account Settings</i> and <i>My Content</i> pages may be missing form labels on some form elements, affecting the accuracy of announcement of some

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>form elements with assistive technology.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p><i>Films On Demand</i> does not have input forms for users to re-enter information or data previously provided or available elsewhere.</p> <p>Please note: The conformance level Supports is in keeping with WCAG 2.0 Understanding Conformance: If there is no content to which a success criterion applies, the success criterion is satisfied.</p>
<p>4.1.1 Parsing (Level A)</p> Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>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.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 	Partially Supports	<p><i>Films On Demand</i> uses semantic HTML, which facilitates accessibility. ARIA is used to enhance accessibility when HTML is not sufficient.</p> <p>Some current exceptions are:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> Form elements, links, and components generated by scripts may have incorrect ARIA roles or values. Many of these issues will not impact the accessibility of <i>Films On Demand</i>. Test method: Manual visual evaluation and testing tools.

Table 2: Success Criteria, Level AA

Notes: *Films on Demand's* initial landing pages, form pages, and various search results pages were tested. Extensive tests of the video player were conducted.

As mentioned above, Infobase is committed to expanding audio description (AD) support by prioritizing popular titles and customer requests for videos to receive an audio description. AD tracks can be turned on or off during video playback when available.

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"> 9.1.2.4 (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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Live content is not offered in <i>Films On Demand</i> . Since there is no content to which this criterion applies, this criterion is satisfied.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to:	Partially Supports	Closed Captioning and interactive transcripts are

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>available for most titles. Audio descriptions (AD) are generally not included. However, some separate synchronized audio description tracks have recently been added to select videos. AD tracks can be turned on or off during video playback when available.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Supports	<p><i>Films On Demand</i> orientation on mobile devices is not restricted to only portrait or landscape.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Some user login form fields currently don't use the "autocomplete" attribute values. This doesn't mean user interface components in browsers or apps won't auto-fill usernames, passwords, or e-mail addresses in form fields. This only means that <i>Films On Demand</i> doesn't collect individual user data for input control purposes, sometimes found in online job application forms or e-commerce platforms.</p> <p>For more detail, see Input Purposes for User Interface Components.</p>

Criteria	Conformance Level	Remarks and Explanations
		Test method: Manual visual evaluation and testing tools.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The visual presentation of most text has a contrast ratio of at least 4.5:1, and for large text, a contrast ratio of 3:1.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text can be resized up to 200 percent without loss of content or functionality.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) 	Supports	<p>No images of text alone are used. For images with text as part of the image, such as logotype or content branding in banners, an appropriate alt attribute is used.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Test method: Manual visual evaluation and testing tools.
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Partially Supports	There is no loss of content, functionality, or horizontal scrolling when content is zoomed in at 400 percent. Some current exceptions are: <ul style="list-style-type: none"> • The sticky filters bar, the <i>Back To Top</i> button, and the <i>Resource Center</i> badge overlay can obscure some content when scrolling search results while zooming in at 400 percent. Test method: Manual visual evaluation and testing tools.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	<i>Films On Demand</i> primarily uses a contrast ratio of at least 3:1 for differentiating graphical objects and interface components. Current exception: <ul style="list-style-type: none"> • The styling and lack of a contrast of the focus indicator ring between a focusable element of the same or similar color sometimes make it difficult to see the focus indicator when keyboard navigating.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Test method: Manual visual evaluation and testing tools.</p> <p>Some minor word clipping occurs when the user adapts text spacing within markup to 400%. There may be some height or spacing restrictions within some video description regions.</p> <p>The platform, however, should support most space widgets, plugins, or third-party browser tools.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>In <i>Films On Demand</i>, additional content appears and disappears with a mouse hover while scrolling through the videos during the selection process on the homepage.</p> <p>This additional content is hoverable and persistent but not dismissable without moving the mouse. This behavior is also replicated throughout <i>Films On Demand</i> in the <i>You may also like...</i> sections at the bottom of most video pages.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	Supports	<p>There are multiple ways to navigate <i>Films On Demand</i> to find any page, such as browsing, searching, or direct links.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised 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 		
<p>2.4.6 Headings and Labels (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.6 (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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Some heading structures and form labels may not be sufficiently clear or descriptive. For instance, in the <i>Profile Account Settings</i> and <i>My Content</i> pages, the form controls may have unclear dropdown menus, search edit boxes, checkbox labels, and even heading text.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.4.7 Focus Visible (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The focus indicator ring is visible throughout most of the site while using the keyboard to navigate.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> In the <i>Profile</i> pages, <i>My Content</i>, <i>Profile</i>, and <i>Account Settings</i> have form control components that receive the keyboard focus, but the focus indicator ring is not visible. The styling and lack of a 3:1 contrast ratio of the focus indicator ring sometimes make it difficult to see even though it is present. <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p>	Supports	Page content does not cover or hide the keyboard focus

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		when navigating <i>Films On Demand</i> with the keyboard. All elements are visible when receiving focus. Test Methods: Manual visual checks.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	The <i>Profile Account Settings</i> page has a mouse click and drag mechanism with no accessibility workaround at this time. This is the only page with a drag-and-drop mechanism and is only available if an optional personal account has been created. Test Methods: Manual visual checks.
<u>2.5.8 Target Size (Minimum)</u> (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 usually sufficient space (24 pixels) from the center of the target to the nearest adjacent target. <ul style="list-style-type: none"> One possible exception is that the optional <i>Browse Standards</i> link is too close to the <i>Advanced Search</i> link on the homepage. Test Methods: Bookmarklet tools and manual visual checks.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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	Supports	The language of all pages is identified using the HTML language attribute (e.g., <html lang= “en”...>). If the page text is translated using the Google Translate plugin, the corresponding HTML language attribute is automatically applied and programmatically determined to the page during the translation. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <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 	Supports	<p>The navigational mechanisms, such as the hamburger menu and search bar, are repeated in the same relative order across the site.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <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 	Supports	<p>Components with the same functionality are identified in the same way.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	When input errors are detected, suggested corrections are provided.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Test method: Manual visual evaluation and testing tools.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<i>Films On Demand</i> does not conduct legal commitments or financial transactions. Since there is no content to which this criterion applies, this criterion is satisfied.
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<p><i>Films On Demand</i> does not require a cognitive function test (such as remembering a password or solving a puzzle) in any user authentication process. <i>Films On Demand</i> supports the use of password managers and doesn't block copy and paste for password entry.</p> <p>Testing method: Manual visual checks</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)</p> Also applies to:	Supports	Components with the same functionality are always identified the same way within the platform.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 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 method: Manual visual evaluation and testing tools.

Table 3: Success Criteria, Level AAA

Notes: *Films On Demand* video streaming website is not being evaluated for Level AAA conformance.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<i>Films On Demand's</i> content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. Exceptions: <ul style="list-style-type: none"> • Missing form labels and non-programmatically determined heading levels and lists may cause some identification challenges with AT.
302.2 With Limited Vision	Supports	<i>Films On Demand</i> supports browser magnification up to 200% and can be accessed with AT.
302.3 Without Perception of Color	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other

Criteria	Conformance Level	Remarks and Explanations
		visual cues.
302.4 Without Hearing	Supports	The video player supports captions and transcripts.
302.5 With Limited Hearing	Supports	The video player supports captions and transcripts.
302.6 Without Speech	Not Applicable	<i>Films On Demand</i> has no spoken mode of operation, e.g., speech input.
302.7 With Limited Manipulation	Supports	<i>Films On Demand</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	<i>Films On Demand</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The <i>Films On Demand</i> video player allows speed adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected. Logical keyboard navigation and tab focus order functionality are also available across the site.

Chapter 4: [Hardware](#)

Notes: *Films On Demand* is a video streaming website and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: *Films On Demand* is a web-only platform and is not subject to non-web software criteria since they have 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	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
	required	
602.2 Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the <i>Films On Demand</i> help center. Compliance statements, including an ADA statement and VPAT, are also available.
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 formats of documentation 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 <i>Films On Demand</i> help center. Support is also provided over e-mail or phone.
603.3 Accommodation of Communication Needs	Supports	The <i>Films On Demand</i> support team can be contacted via e-mail or phone for assistance. A <i>Resource Center</i> badge overlay is available on all pages, allowing users to submit technical support tickets. Finally, a feedback button is provided on all pages, enabling users to submit comments to improve the <i>Films On Demand</i> user experience. Any other methods can be made available upon request.

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Chapter [4: Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p><i>Films On Demand</i> content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> Missing form labels and non-programmatically determined heading levels and lists may cause some identification challenges with AT.
4.2.2 Usage with limited vision	Supports	<i>Films On Demand</i> supports browser magnification up to 200% and can be accessed with AT.
4.2.3 Usage without perception of colour	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
4.2.4 Usage without hearing	Supports	The video player supports captions and transcripts.
4.2.5 Usage with limited hearing	Supports	The video player supports captions and transcripts.
4.2.6 Usage with no or limited vocal capability	Not Applicable	<i>Films On Demand</i> has no spoken mode of operation, e.g., speech input.
4.2.7 Usage with limited manipulation or strength	Supports	<i>Films On Demand</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
4.2.8 Usage with limited reach	Supports	<i>Films On Demand</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
4.2.9 Minimize photosensitive seizure triggers	Supports	The pages of this product do not contain anything that flashes.
4.2.10 Usage with limited cognition, language or learning	Supports	The <i>Films On Demand</i> video player allows for speed

Criteria	Conformance Level	Remarks and Explanations
		adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected. Logical keyboard navigation and tab focus order functionality are also available across the site.
4.2.11 Privacy	Supports	<i>Films On Demand</i> does not stop users from using their own privacy tools when interacting with the content.

Chapter [5: Generic Requirements](#)

Notes: *Films On Demand* supports standard input mechanisms and assistive technology devices and software. Therefore, *Films On Demand* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

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

Notes: *Films On Demand* does not offer two-way voice communication in any way. Therefore, *Films On Demand* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

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

Notes: Infobase is committed to expanding audio description support by prioritizing popular titles and customer requests for videos to receive an audio description. However, recent updates to the platform have resulted in the audio description functionality not working. Current remediation steps are being taken now to fix this issue.

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		<p><i>Films On Demand's</i> video player supports synchronized closed captions and interactive transcripts for videos when available. A user can choose whether or not to display captions or hide transcripts.</p> <p>Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management</p>

Criteria	Conformance Level	Remarks and Explanations
		constraints can be applied to exclude these videos from displaying in search results.
7.1.2 Captioning synchronization	Partially Supports	<p><i>Films On Demand's</i> video player supports synchronized closed captions and interactive transcripts for videos when available.</p> <p>Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.</p>
7.1.3 Preservation of captioning	Partially Supports	For video captions, the default caption display's appearance is not overridden or changed in any way.
7.1.4 Captions characteristics	Supports	<i>Films On Demand's</i> settings page allows for customization of captions such as font size, type, color, and background color.
7.1.5 Spoken subtitles	Does Not Support	Spoken subtitles are not available programmatically for non-English or foreign language videos.
7.2.1 Audio description playback	Partially Supports	<p>Audio descriptions are generally not included with <i>Films On Demand</i> videos.</p> <ul style="list-style-type: none"> Some separate synchronized audio description (AD) tracks have recently been added to select videos. AD tracks can be turned on or off during video playback when available.
7.2.2 Audio description synchronization	Partially Supports	<p>Audio descriptions are generally not included with <i>Films On Demand</i> videos.</p> <ul style="list-style-type: none"> Some separate synchronized audio description (AD) tracks have recently been added to select videos. AD tracks can be turned on or off during video playback when available.
7.2.3 Preservation of audio description	Partially Supports	The default audio description is played in a manner

Criteria	Conformance Level	Remarks and Explanations
		consistent with 7.2.1 and 7.2.2.
7.3 User controls for captions and audio description	Partially Supports	<p>The <i>Films On Demand</i> video player supports synchronized closed captions and interactive transcripts. A user can choose whether or not to display customizable closed captions or hide transcripts.</p> <p>Audio descriptions are generally not included with <i>Films On Demand</i> videos. However, some separate synchronized audio description tracks have recently been added to select videos. AD tracks can be turned on or off during video playback when available.</p>

Chapter [8: Hardware](#)

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

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

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

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

Chapter [11: Software](#)

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

Chapter [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 <i>Films On Demand</i> help center. Compliance statements, including an ADA statement and

Criteria	Conformance Level	Remarks and Explanations
		VPAT, are also available.
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	All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request.
12.2.3 Effective communication	Supports	The <i>Films On Demand</i> support team can be contacted via e-mail or phone for assistance. A <i>Resource Center</i> badge overlay is available on all pages, allowing users to submit technical support tickets. Finally, a feedback button is provided on all pages, enabling users to submit comments to improve the <i>Films On Demand</i> user experience. Any 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

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

Notes: *Films On Demand* does not provide any relay services. There is also no access to Emergency Services from within *Films On Demand*.

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