



Accessibility Conformance Report

WCAG 2.1 and 2.2 Checklist

Name of Product: *Quest On Demand*

Report Date: *March 2025*

Evaluation Methods Used: *Color Contrast Analyser, Angular-ESLint, Accessibility Insights for Web*

Contact: Legal@Quest.com

Terms

The terms used in the Conformance Level information are defined as follows:

Term	Explanation
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.
ADTC	Anticipated calendar quarter (and year) when this accessibility feature is expected to be corrected.

WCAG Conformance Levels

Three levels of WCAG conformance exist: A, AA, and AAA. Each level builds on the prior level. To meet level AA, a product must meet all of level A; to meet AAA, a product must meet all of level AA.

		Conformance Criteria			
Level		WCAG 2.0	WCAG 2.1	WCAG 2.2	Total (all versions)
A	Minimum accessibility	25	5	2	32
AA	More accessible	13	7	4	24
AAA	Even more accessible <i>(not applicable to all experiences)</i>	23	5	3	31
Total		61	17	9	86*

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.1.1 – Non-text Content</u>	Text alternatives are provided for non-text content.	Partially Supports	Q3/25	We don't have the aria name/title attribute correctly setup across all labels
<u>1.2.1 – Audio-only and Video-only (Pre-recorded)</u>	A transcript is provided for audio-only content and a transcript or audio description is provided for video-only content.	Not Applicable		No Audio/Video included in the application
<u>1.2.2 – Captions (Pre-recorded)</u>	Captions are provided for video with audio.	Not Applicable		No Audio/Video included in the application
<u>1.2.3 – Audio Description or Media Alternative (Pre-recorded)</u>	A transcript and / or audio descriptions are provided for video with audio.	Not Applicable		No Audio/Video included in the application
<u>1.3.1 – Info and Relationships</u>	Information and content relationships implied by formatting are communicated in text or in a way that works with assistive technology.	Supports		Uses semantically correct markup so that information, structure, and relationships can be understood independent of presentation.
<u>1.3.2 – Meaningful Sequence</u>	The reading order of content is meaningful, no matter how a user accesses or consumes it.	Supports		Most of the verbiage is just information text, there is no blog or big text postings in the application.
<u>1.3.3 – Sensory Characteristics</u>	Instructions rely on more than one sense.	Supports		We have Icons, labels, colors and different formatting to convey the message needed.

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.1 – Use of Color</u>	Color is not the only way used to distinguish an element, convey meaning, indicate an action, or prompt a response.	Supports		We have Icons, labels, colors and different formatting to convey the message needed.
<u>1.4.2 – Audio Control</u>	A mechanism is provided to control audio that plays on page automatically for more than three seconds.	Not Applicable		No Audio/Video included in the application

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.1 – Keyboard</u>	All functionality is operable using a keyboard (with exceptions).	Supports		
<u>2.1.2 – No Keyboard Trap</u>	The focus does not get trapped on any element in keyboard-only navigation.	Supports		
<u>2.1.4 – Character Key Shortcuts</u>	No single-key shortcuts are used, or a way to turn them off or change them is provided.	Not Applicable		No keyboard shortcuts are provided via the application
<u>2.2.1 – Timing Adjustable</u>	If a page has a time limit, users can turn the time limit off, adjust it, or extend it.	Not Applicable		No timing functionality is provided in the application.
<u>2.2.2 – Pause, Stop, Hide</u>	User controls are provided for moving or dynamically changing content.	Not Applicable		No Audio/Video included in the application
<u>2.3.1 – Three Flashes or Below</u>	No content flashes more than three times per second, or the flash is below flash thresholds.	Not Applicable		No Audio/Video included in the application
<u>2.4.1 – Bypass Blocks</u>	When blocks of content are repeated on multiple pages, a mechanism is provided to bypass / skip them.	Partially Supports	Q3/25	Some of the controls we have on the UI have means to expand/collapse or to dig into a specific item. Not all controls are covered the same way yet.
<u>2.4.2 – Page Titled</u>	Page titles clearly describe the page topic or page purpose.	Supports		

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.4.3 – Focus Order</u>	The tabbing order of the content is meaningful and supports operation.	Partially Supports	Q4/25	Need to fix tabular events into the grid's row and into any overlay item (fly out, popup, etc)
<u>2.4.4 – Link Purpose (In Context)</u>	The purpose of each link can be determined from the link text alone or from the link text and its related context.	Supports		
<u>2.5.1 – Pointer Gestures</u>	A single pointer alternative to complex pointer or touch gestures is provided.	Not Applicable		Touch Screens are out of scope for On Demand
<u>2.5.2 - Pointer Cancellation</u>	For functionality that is operated by a single pointer, a way to cancel the pointer input is provided.	Not Applicable		Touch Screens are out of scope for On Demand
<u>2.5.3 – Label in Name</u>	The programmatic name contains the text that is presented visually.	Partially Supports		Not all elements have the label correctly setup, ARIA labeling techniques are not applied correctly
<u>2.5.4 – Motion Actuation</u>	For functions that are triggered by moving a device or by gesturing toward a device, an alternative way of triggering the response is provided.	Not Applicable		

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>3.1.1 – Language of Page</u>	Each page has a human language assigned.	Supports		We only support English as a language and On Demand is a single page application.
<u>3.2.1 – On Focus</u>	Interactive elements receiving focus do not trigger any functionality.	Supports		
<u>3.2.2 – On Input</u>	Interactive elements receiving input do not trigger any functionality.	Supports		
<u>3.2.6 – Consistent Help</u>	Help options provided are consistently available and in the same relative place throughout.	Supports		All help and support links are available from the same place on the side nav or from specific places next to the titles of either the pages or the sections in the page.
<u>3.3.1 – Error Identification</u>	When input error is detected, the user is notified and the error is described.	Supports		We have form validation during the input phase, on focus exit and during the form submission. All errors will be clearly exposed and as closed as possible to the input field so the user can address it easily.
<u>3.3.2 – Labels or Instructions</u>	A persistent visible label and / or instructions are provided for elements that require user input.	Supports		All forms and input have a clear label exposed.
<u>4.1.1 – Parsing</u>	HTML code is clean and well formed in a way that it can be interpreted by browsers and assistive technology. *Note: Criterion 4.1.1 – Parsing, has been removed in version 2.2 and is considered automatically met for versions 2.1 and 2.0.	Supports		
<u>4.1.2 – Name, Role, Value</u>	All user interface components communicate their accessibility properties and actions to assistive technology.	Partially Supported	Q1/26	We have not tested this; most controls should be supporting this mode, but we can't claim fully supports until we test it. Not Evaluated Correctly.

WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.4 – Captions (Live)</u>	Synchronized captions are provided for live videos containing audio.	Not Applicable		No Audio/Video included in the application
<u>1.2.5 – Audio Description (Pre-recorded)</u>	If there is important visual content in a video that is not presented in the accompanying audio, an audio description is provided.	Not Applicable		No Audio/Video included in the application
<u>1.3.4 – Orientation</u>	Screen orientation is not restricted unless the orientation is considered essential.	Not Applicable		Only Major latest web browsers (Chrome, Edge, Firefox) are supported, no mobile or smaller resolution is supported.
<u>1.3.5 – Identify Input Purpose</u>	For each form field collecting user information, the purpose of the field is programmatically declared.	Partially Supports	Q4/25	All form fields have a clear type defined, mainly when its email, password, tel etc.... however the type text is used widely and the autocomplete attribute is not much used
<u>1.4.3 – Contrast (Minimum)</u>	The contrast ratio between regular-sized, nondecorative text and its background is at least 4.5:1.	Partially Supports	Q2/25	We have one outstanding contrast issue to fix on the audit side
<u>1.4.4 – Resize Text</u>	Text can be resized up to 200% without loss of content or function.	Supports		
<u>1.4.5 – Images of Text</u>	Aside from a few specific exceptions, there are no images of text.	Supports		

WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.10 – Reflow</u>	Content presentation is responsive and doesn't require scrolling in two dimensions.	Supports		Some grids however when a lot of columns are exposed will require to scroll horizontally and vertically to see all the data but that this a customer preference and settings where they can edit the visible columns accordingly.
<u>1.4.11 – Non-Text Contrast</u>	The contrast ratio between non-text elements (including any states) and their background is at least 3:1.	Supports		
<u>1.4.12 – Text Spacing</u>	Text spacing can be overridden to improve the reading experience.	Not Applicable		
<u>1.4.13 – Content on Hover Focus</u>	When additional content is presented on hover or on focus, the new content is persistent and dismissable.	Supports		
<u>2.4.5 – Multiple Ways</u>	There is more than one way to reach each page.	Supports		
<u>2.4.6 – Headings and Labels</u>	Headings and labels are clear and descriptive.	Supports		
<u>2.4.7 – Focus Visible</u>	Keyboard focus is clear and visible.	Partially Supports	Q3/25	

WCAG Level AA Checklist

<u>2.4.11 – Focus Not Obscured (Minimum)</u>	When an actionable element receives focus, at least a portion of it remains visible.	Supports		
<u>2.5.7 – Dragging Movements</u>	If any part of a website requires a dragging movement, an alternative means of dragging, such as tapping or clicking, is provided.	Not Applicable		

WCAG Level AA checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.5.8 – Target Size (Minimum)</u>	The size of a target is at least 24 by 24 CSS pixels (with exceptions).	Supports		
<u>3.1.2 – Language of Parts</u>	Assistive technology can distinguish and reflect when the human language on a page changes.	Not Applicable		We only support English as the only language
<u>3.2.3 – Consistent Navigation</u>	Navigational elements are consistently displayed, including their location and the order of their content.	Supports		
<u>3.2.4 – Consistent Identification</u>	Components with the same functionality are consistently identified.	Supports		
<u>3.3.3 – Error Suggestion</u>	Users receive helpful / specific suggestions when they make errors.	Supports		
<u>3.3.4 – Error Prevention (Legal, Financial, Data)</u>	When users enter financial or legal data, submissions are reversible, and data is checked and confirmed before submission is finalized.	Supports		No Financial or Legal Data is required in On Demand. For Regular Data forms, there are input validation before the form submission and there data validation after the fact and before we save the data.
<u>3.3.8 – Accessible Authentication (Minimum)</u>	When a cognitive function test is used to authenticate a user, an alternative way to authenticate, or a help mechanism to complete the authentication is provided..	Supports		We completely rely on Entra ID for authentication which already provides several user accessible means to authenticate
<u>4.1.3 – Status Messages</u>	Status messages can be presented to the user by assistive technology without receiving focus.	Do Not Support	Q1/26	We are missing the roles attribute of most forms and pages to correctly link it to the assistive technology.
<u>2.5.8 – Target Size (Minimum)</u>	The size of a target is at least 24 by 24 CSS pixels (with exceptions).	Supports		



WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.6 – Sign Language (Pre-recorded)</u>	Sign-language interpretation of audio is provided for pre-recorded videos.	Not Applicable		No Audio/Video included in the application
<u>1.2.7 – Extended Audio Description (Pre-recorded)</u>	Videos without sufficient pauses for audio description are extended so that audio descriptions can be added.	Not Applicable		No Audio/Video included in the application
<u>1.2.8 – Media Alternative (Pre-recorded)</u>	A text alternative, like a descriptive transcript, is provided for all pre-recorded video with audio.	Not Applicable		No Audio/Video included in the application
<u>1.2.9 – Audio-only (Live)</u>	Live text captioning or a transcript is provided for live audio.	Not Applicable		No Audio/Video included in the application
<u>1.3.6 – Identify Purpose</u>	The purpose of elements is programmatically declared by adding semantics or metadata.	Do Not Support	Q2/26	We are not using ARIA landmarks yet.
<u>1.4.6 – Contrast (Enhanced)</u>	The contrast ratio between regular-sized, non-decorative text and its background is at least 7:1.	Partially Supports	Q3/25	
<u>1.4.7 – Low or No Background Audio</u>	Audio contains little to no background noise, or background noise can be turned off.	Not Applicable		No Audio/Video included in the application
<u>1.4.8 – Visual Presentation</u>	Users can adjust a range of presentation options.	Not Applicable		
<u>1.4.9 – Images of Text (No Exception)</u>	There are no images of text.	Supports		

WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.3 – Keyboard (No Exception)</u>	All page functionality is operable using a keyboard (with no exceptions).	Partially Supports	Q1/26	
<u>2.2.3 – No Timing</u>	With the exception of real-time events, no content requires timed interaction.	Supports		
<u>2.2.4 – Interruptions</u>	Interruptions can be postponed, suppressed, or configured.	Supports		
<u>2.2.5 – Re-authenticating</u>	User data is saved when re-authenticating.	Supports		<p>We only logout the user after 2 hours of inactivity too so there will be minimal interruptions to their flow.</p> <p>We do store some meta data in local storage, like filter settings, page sizes etc... that helps the user continue with the same setup when they are back</p>
<u>2.2.6 – Timeouts</u>	Users are warned when extended inactivity could cause data loss.	Do Not Support	Q2/26	We do not tell the user that they will be logged in x amount of time, we just log them out after some inactivity time.
<u>2.3.2 – Three Flashes</u>	No content flashes more than three times per second.	Not Applicable		
<u>2.3.3 – Animation from Interactions</u>	If an animation is triggered by a user interaction, users can stop the animation.	Not Applicable		
<u>2.4.8 – Location</u>	Users can orient themselves within a set of pages.	Supports		

WCAG Level AAA Checklist

<u>2.4.9 – Link Purpose (Link Only)</u>	Every link's purpose is clear from its text.	Supports		
<u>2.4.10 – Section Headings</u>	Content is broken up by section headings.	Supports		
<u>2.4.12 – Focus Not Obscured</u> (Enhanced) 	When an actionable element receives focus, the entire component is visible.	Partially Supports	Q2/26	
Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.4.13 – Focus Appearance</u> 	Focus indicators have sufficient color contrast and are sized to be clearly visible.	Partially Supports	Q2/26	
<u>2.5.5 – Target Size</u>	The size of the target for pointer inputs is at least 44 x 44 CSS pixels.	Partially Supports	Q2/26	
<u>2.5.6 – Concurrent Input Mechanism</u>	Input is not restricted to a specific modality (like keyboard only or touch only).	Supports		

WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>3.1.3 – Unusual Words</u>	Words or phrases that are ambiguous or unfamiliar are defined.	Supports		Everything is clearly defined either by a tooltip, information text or regular user guides and documentation provided by our tech writers.
<u>3.1.4 – Abbreviations</u>	Abbreviations are explained or offered in expanded form close by.	Not Applicable		We tend to avoid using abbreviations
<u>3.1.5 – Reading Level</u>	Content is provided at an eighth grade reading level, or an alternative version at or below an eighth grade reading level is provided.	Supports		Documentation and all text inside the app is always reviewed and approved by tech writers to be as simple and straightforward as possible.
3.1.6 – Pronunciation	Words that are hard to pronounce are clarified nearby.	Not Applicable		
<u>3.2.5 – Change on Request</u>	Content on the page doesn't change unless users initiate it.	Partially Supports		We have some page where we do poll for data to get the latest events, that will refresh the page. I don't think we will change this behavior!
<u>3.3.5 – Help</u>	Contextual instructions or cues are provided to help users complete and submit forms.	Supports		
<u>3.3.6 – Error Prevention (All)</u>	For any form where a user submits information, the user can reverse, verify, or confirm changes or deletions.	Supports		
<u>3.3.9 – Accessible Authentication (Enhanced)</u>	When a cognitive function test is used to authenticate a user, at least one other authentication method is available which is not a cognitive function test.	Supports		We completely rely on Entra ID for authentication which already provides several user accessible means to authenticate