ZINFI WCAG 2.0 Support Statement

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UPM 25.x

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Contents

VPAT 2.1

Name of Product/Version: Unified Partner Management ver. 25.x

Platform: Web

Date: April 2025

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Notes: This report covers accessibility conformance for the ZINFI product available to end users. This report does not discuss the design environment which is only used by designers of application processes and forms.

Evaluation Methods Used: ZINFI has evaluated conformance to the listed accessibility standards using a combination of static analysis tools, manual testing, and assistive technologies.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A
Section 508 as published in 2017, at http://www.Section508.gov	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	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.
- **Supports with Exceptions:** 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.

WCAG 2.0 Report Conformance

The WCAG 2.0 Report conformances with:

- EN 301 549: Chapter 9 – Web, Chapter 10 – Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 – Non-Web Software (closed functionality).
- 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 2.0 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.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
Principle 1: Perceivable Information and user interface components must be presentable to users in ways they can perceive.		
Guideline 1.1 Text Alternatives Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.		
1.1.1 Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in WCAG 2.0 1.1.1 Also applies to:	Supports	All UPM platform images that convey meaningful content are provided with suitable alternative text. Complex images or charts have an accessible alternative provided, either on the same page or linked to, through the usage of a regular link. UPM Platform multimedia content (e.g. audio or video) have a descriptive identification available (e.g. a caption or similar). UPM UI Controls such as form elements and buttons have respective text labels that describe their purpose. Decorative

11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
[1.2.2 Captions (Prerecorded)](#) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. Also applies to: EN 301 549 Criteria 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports with Exceptions	Captions are not provided for the current videos presented through the platform. However, users may choose to include video content in user interfaces that they manage through UPM. In that case, UPM can provide capabilities for captioning or defining audio descriptions of user-specified video content.
[1.2.3 Audio Description or Media Alternative (Prerecorded)](#) (Level A) An alternative for time-based media or audio description of the prerecorded	Supports	UPM provides text transcripts for video presented through the platform.

video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Guideline 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	ZINFI's UPM uses semantically correct markup so that information, structure, and relationships can be understood independent of presentation. Any content structure or visual relationship made between content can also be determined programmatically or be inferred from text description. The main situations in which this is relevant are: • Text labels and the form elements they describe are associated unambiguously using the <label> element, which can be picked up by screen-readers, etc.

• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• Image alt text — content images have text available that clearly describes the image's contents, which can be programmatically associated with it (e.g. alt text), and easily associative (e.g. describes it and is sat right next to it). This means that the full meaning can still be inferred even if the image can't be seen. • Lists —order of list items throughout UPM is important, and ordered list are used ( ).
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. Also applies to: EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	UPM generates semantically correct markup to allow assistive technologies to interpret the meaning of content and controls. A sensible, logical reading order can be determined for any content and the order is made obvious by use of correct semantic elements (e.g. headings, paragraphs), with CSS being used to create any unusual layout styles, irrespective of the markup.
1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of	Supports	UPM does not depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand content.

components such as shape, size, visual location, orientation, or sound. Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		For example, while labels and instructions display in close proximity to corresponding input elements, UPM ensures that relationships are available to Assistive Technologies.

Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information. Users may choose how to use color in user interfaces that they operate on at UPM.

2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Accessible controls are provided to play and pause the audio/video, and mute/adjust volume.

Principle 2: Operable

User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

2.1.1 Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	UPM being a web-based application supports standard keyboard navigation and input functions (such as pressing [Tab] to move between input fields, pressing the arrow keys to move between list items. Exceptions: Pressing [Space] or [Enter] to make selections) is not possible.
2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document)	Supports with Exceptions	Throughout the platform, when entering a section of functionality using the keyboard, the UPM platform does not readily supports to get out of that section again using *only* the keyboard, for the time being. Our engineering team is integrating the feature across the platform and can be integrated on demand or as per the business requirement.

- 11.2.1.16 (Software) - 11.2.2.16 (Closed Software) – Does not apply - 11.6.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) 2017 Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)		

Guideline 2.2 Enough Time

Provide users enough time to read and use content.

2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: • Turn off: User is allowed to turn off time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or	Supports	UPM has a session timeout alert to notify users when a session is about to end and the Admin User is allowed to turn off, adjust the time limit.

• <u>20 Hour Exception:</u> The time limit is longer than 20 hours. Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
[2.2.2 Pause, Stop, Hide](#) (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: • <u>Moving, blinking, scrolling:</u> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • <u>Auto-updating:</u> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update	Not Applicable	UPM does not include moving, blinking, scrolling, or auto-updating information.

unless the auto-updating is part of an activity where it is essential. Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Guideline 2.3 Seizures

Do not design content in a way that is known to cause seizures.

2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	UPM does not use flashing interface elements.

Guideline 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

| 2.4.1 Bypass Blocks (Level A)

A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.

Also applies to:

EN 301 549 Criteria
• 9.2.20 (Web)
• 10.2.20 (non-web document) – Does not apply
• 11.2.1.20 (Software) – Does not apply
• 11.2.2.20 (Closed Software) – Does not apply
• 11.6.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)

2017 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 | A hidden link (available to screen readers) allows users to jump to the main content of each page.

Mechanisms are provided that allows the user to skip straight to the main content or functionality available on the page, past the repeated features (such as the company logo or navigation). This is often achieved using "shortcut links" — links put at the top of the page source that link to the main content.

Proper structure of headings and semantic containers is provided to navigate with (for example <section>, <aside>, etc.). |
| 2.4.2 Page Titled (Level A)

Web pages have titles that describe topic or purpose.

Also applies to:

EN 301 549 Criteria
• 9.2.21 (Web)
• 10.2.21 (non-web document)
• 11.2.1.21 (Software) – Does not apply | Supports | UPM Platform web pages have descriptive titles that indicate the topic or purpose of each page. Each web page includes an informative <title>, the content of which describes the page's content/purpose. |

• 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	UPM uses a logical tab order through interactive elements such as links and form controls. UPM also uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.
2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or	Supports	The purpose/destination of a link at the UPM platform can be easily determined from the link text, or from its surroundings (e.g. the surrounding text).

from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
Principle 3: Understandable Information and the operation of user interface must be understandable.		
Guideline 3.1 Readable Make text content readable and understandable.		
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined. Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software)	Supports with Exceptions	UPM does uses the language attribute on the HTML element to specify the default language of a page but is not consistent throughout the platform owing to the multilingual functionality feature, which is controlled by code so that the User can set his desired language (viz. dynamic language) for the platform.

• 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
Guideline 3.2 Predictable Make Web pages appear and operate in predictable ways.		
3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a change of context. Also applies to: • EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When a component in the UPM user interface receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context	Supports	Changing the setting of a component in the UPM platform user interface does not initiate a change of context. At UPM, when data is inputted into a control, or a setting is changed, context is never changed unexpectedly and the user is warned/advised of

unless the user has been advised of the behavior before using the component. Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		the impending change before it occurs, through the usage of alerts.

Guideline 3.3 Input Assistance

Help users avoid and correct mistakes.

3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. Also applies to: • EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508	Supports	UPM implements client-side error detection and handling, via HTML5 form validation features, and/or JavaScript. When an error is detected, an intuitive error message is clearly displayed to define the fault and to help the user correct their inputs.

• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input. Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	UPM provides capabilities for specifying labels and instructions for user input components. UPM uses standard HTML attributes to associate labels and instructions to user interface elements. Clear instructions are provided whenever data input is required.

Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate	Supports	UPM uses semantically correct markup for all interface elements. The markup is programmatically generated to prevent parsing errors.

attributes, and any IDs are unique, except where the specifications allow these features. Also applies to: • EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Supports with Exceptions	UPM uses standard HTML attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies, but the implementation is not consistent throughout the platform.

• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
 	
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)		