

Infobase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Ferguson’s Career Guidance Center*

Report Date: December 2022

Product Description: *Ferguson’s Career Guidance Center* website provides comprehensive, up-to-date information on a wide variety of career fields, as well as guidance on essential career skills and professional resources.

Contact Information: support@infobase.com

Evaluation Methods Used: The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, and Colour Contrast Analyser from the Paciello Group, the JAWS (Job Access With Speech) screen reader from Freedom Scientific, and manual keyboard testing.

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)

Standard/Guideline	Included In Report
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	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 suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	(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 be used only in WCAG 2.0 Level AAA.

WCAG 2.1 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<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, image buttons, linked images, form buttons, and form inputs have appropriate, equivalent descriptive, or alternative text.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> • The <i>Resource Center</i> image badge found on every page is missing alternative text. Infobase uses a third-party product analytics tool that uses non-text content, such as an image badge. This image badge does not have a text alternative applied to it but instead identifies the element with an aria-label attribute. This method helps identify the image's purpose to assistive technologies, but it doesn't prevent some automated accessibility checkers from flagging this image as not accessible. • Images in blog articles do not have alternative text. <p>Test method: WAVE, JAWS, manual visual checks</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>	<p>Supports</p>	<p>There is no video-only or audio-only content. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Test method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (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>Closed captioning and interactive transcripts for videos are available for <i>Ferguson’s</i> career website titles. Third-party video content hosted on third-party sites, however, cannot be guaranteed to have transcripts or captions.</p> <p>Test method: Manual visual checks</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (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><i>Ferguson’s</i> career website has many video offerings. Most videos have closed captioning, synchronized interactive text transcripts, and a downloadable PDF version of the text transcripts.</p> <p>Also, many of <i>Ferguson’s</i> videos could be considered “talking head” videos and therefore do not require audio descriptions per technique G203 for WCAG 2.0. However, several videos do describe specific professions and display scenes and on-screen text in which there are no media alternatives or audio descriptions.</p> <p>Test method: Manual visual checks</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Partially Supports	<p><i>Ferguson’s</i> career website uses mostly semantically correct HTML. ARIA is used extensively when standard HTML does not provide the necessary programmatic</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>information on page elements.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> • The <i>Back To Top</i> button and breadcrumb link list items don't have appropriate ARIA roles. • The homepage's carousel slider navigation has ARIA-hidden values that get flagged as errors in automated checks. While the sliders appear accessible with the keyboard and assistive technology, they may not employ an accessibility-friendly coding format. <p>Finally, while these issues may not cause noticeable accessibility gaps with assistive technology, automated checks may list these issues as errors.</p> <p>Test method: Accessibility Insights for Web, manual visual checks</p>
<p><u>1.3.2 Meaningful Sequence</u> (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 is logical and intuitive.</p> <p>Test method: WAVE, JAWS, manual visual checks</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p>	Supports	Instructions for understanding and operating content do

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 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>not rely on sensory characteristics. Typically, plain text instructions and labels are provided.</p> <p>Test method: WAVE, manual visual checks</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Color is not used as the sole means to convey information or content.</p> <p>Testing method: Manual visual checks</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	Supports	<p>There are no audio-only media on <i>Ferguson's</i> platform that plays automatically. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Testing method: Manual visual checks</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>2.1.1 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><i>Ferguson's</i> career website is designed for keyboard access. Most page functionality is available using the keyboard.</p> <p>Current exceptions are:</p> <ul style="list-style-type: none"> • The Tab or Shift+Tab (backward keyboard navigation) will move the focus away and outside the hamburger menu items and other modal-type menu layers. • After clicking the “Watch Video” expand button on any professions page, the focus skips the player controls and segment and transcript links. • Closing the Hamburger menu without selecting a menu link while using the keyboard results in the page focus skipping four elements: <ul style="list-style-type: none"> ○ The input <i>Search</i> box ○ The submit button ○ The <i>Advanced Search</i> link ○ The <i>Your Profile</i> link. • The modals, <i>Save</i>, <i>Share</i>, and <i>Cite</i>, have some keyboard support. However, when the modal is

Criteria	Conformance Level	Remarks and Explanations
		<p>closed, the keyboard focus reverts to the top of the page.</p> <ul style="list-style-type: none"> The keyboard skips the Google Translate interface dropdown. <p>Testing method: Accessibility Insights for Web, WAVE, ARC Toolkit, and manual visual checks</p>
<p><u>2.1.2 No Keyboard Trap</u> (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 keyboard focus throughout the platform without being trapped on a component.</p> <p>Testing method: Manual visual checks</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</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>Ferguson's</i> career website does not use or have character key shortcuts.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p>	Supports	<p><i>Ferguson's</i> career website does not have any perceptible timed response requirements.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) • 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>Testing method: Manual visual checks</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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><i>Ferguson's</i> career website has no moving, blinking, scrolling, or auto-updating content.</p> <p>Testing method: Manual visual checks</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	<p>Supports</p>	<p><i>Ferguson's</i> career website does not use flashing or blinking elements in the user interface.</p> <p>Testing method: Manual visual checks</p>

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>2.4.1 Bypass Blocks (Level A)</p> Also applies to: EN 301 549 Criteria <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) 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 	Supports	Skip to Main Content bypass link is available on all pages. Testing method: Manual visual checks
<p>2.4.2 Page Titled (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All web pages include titles that describe the topic or purpose. Testing method: WAVE, manual visual and code checks

Criteria	Conformance Level	Remarks and Explanations
<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) • 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 navigation order of links, form elements, and object elements are all in logical and intuitive keyboard focus order.</p> <p>Testing method: WAVE, JAWS, Manual visual and code checks</p>
<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 usually be determined by text alone or by its context to a surrounding paragraph or list. Also, programmatically determined link context has been added throughout the site so that screen reader users will hear more specific link purposes.</p> <p>Testing method: WAVE, JAWS, manual visual checks</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</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) 	Not Applicable	<p><i>Ferguson's</i> career website has no multipoint or path-based gesture interaction elements.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> Also applies to: 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	Supports	<p><i>Ferguson's</i> career website does not override the default behavior of controls. Therefore, functionality used by a mouse, for instance, can be canceled using the browser or operating system.</p> <p>Testing method: Manual visual checks</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p> 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	<p>Most user interface components match the label content names throughout <i>Ferguson's</i> career website.</p> <p>Current exception:</p> <ul style="list-style-type: none"> • The <i>Your Profile</i> button interface is labeled "Open the Login Menu." <p>Testing method: Accessibility Insights for Web, WAVE, and manual visual checks</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> 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) 	Not Applicable	<p><i>Ferguson's</i> career website does not have any functionality that can be operated by device motion or user motion.</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 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <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) 	Supports	The default language of each page in the platform can be programmatically determined. HTML language attributes <code><html ... lang= "en"></code> is present in all pages. Testing method: WAVE, manual visual and code checks
3.2.1 On Focus (Level A) 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	Page elements upon focus do not change substantially on the page. No interference occurs. Testing method: Manual visual checks
3.2.2 On Input (Level A) Also applies to:	Supports	User inputs and controls are predictable. There are no substantial changes to pages during the input of

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <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) • 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>information that could confuse or disorient a user.</p> <p>Testing method: WAVE, Manual visual checks</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <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>Testing method: Manual visual checks</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	Supports	<p>Sufficient labels, cues, and instructions are provided in most interactive areas where user input is required.</p> <p>Testing method: WAVE, JAWS, manual visual checks</p>

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>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p><i>Ferguson's</i> web pages conform to modern HTML/XHTML web standards.</p> <p>Testing method: ARC Toolkit, validator.w3.org/nu/, HTML_CodeSniffer, manual visual checks</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 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><i>Ferguson's</i> career website uses markup designed to facilitate accessibility. Name, role, and value attributes are used extensively throughout the site.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> • The <i>Back To Top</i> button and breadcrumb link list items don't have appropriate ARIA roles. • The homepage's carousel slider navigation has ARIA-hidden values that get called out as errors in automated checks. • Some ARIA attributes on the video pages may have invalid values.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The tooltips on the Advanced Search page do not have discernible text for screen readers to read aloud. • Video segment links adjacent to the video player do not specify “role=” attributes. It is, therefore, difficult for assistive technology to identify the meaning and purpose of the video segment links. <p>Finally, while most issues with invalid or missing ARIA labels or attributes may not cause noticeable accessibility gaps, some automated testing tools may list these issues as errors.</p> <p>Testing method: WAVE, validator.w3.org, HTML_CodeSniffer, Accessibility Insights for Web, and manual visual checks</p>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p>	Supports	<p>Live content is not offered on <i>Ferguson’s</i> career website. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <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) 	Partially Supports	<p><i>Ferguson’s</i> career website has many video offerings. Most videos have closed captioning, synchronized interactive text transcripts, and a downloadable PDF version of the text transcripts. Also, many of <i>Ferguson’s</i> videos could be considered “talking head” videos and therefore do not require audio descriptions per technique G203 for WCAG 2.0. However, several videos do describe specific professions and display scenes and on-screen text in which there are no media alternatives or audio descriptions.</p> <p>Test method: Manual visual checks</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</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>Ferguson’s</i> career website orientation on mobile devices is not restricted to only portrait or landscape.</p> <p>Testing method: Apple iPad, Manual visual checks</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</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) 	Supports	<p><i>Ferguson’s</i> career website allows standard user interface components, such as login forms, to auto-fill in the fields for usernames, passwords, and e-mail addresses.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.4.3 Contrast (Minimum)</u> (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) 	Partially Supports	<p>The visual presentation of text has a contrast ratio of at least 4.5:1.</p> <p>Current exception:</p> <ul style="list-style-type: none"> • The lines and the text, <i>Search</i>, of the input search box have low contrast ratios between the foreground and background. <p>Testing method: WAVE, manual visual checks</p>
<p><u>1.4.4 Resize text</u> (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, including captions, can be resized up to 200 percent without loss of content or functionality.</p> <p>Testing method: Manual visual checks</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p>	Supports	Images of text are not used on <i>Ferguson's</i> career

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>website.</p> <p>Testing method: Manual visual checks</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p><i>Ferguson's</i> career website uses responsive web design. While there is almost no loss of content or horizontal scrolling when content is zoomed-in at 400% and the window size is set at 1280 pixels wide, some keyboard functionality is missing or not working.</p> <p>Current exceptions are:</p> <ul style="list-style-type: none"> • The main navigational search bar hides, and the focus indicator is lost. Though the search components are still active, they are not visible. • The hamburger menu items are not working with the keyboard at 400% zoom. • The Feedback and Resource Center image button overlays can obstruct content on a 400% zoomed-in screen with a 1280 pixels-wide window. <p>Testing method: Manual visual checks</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	Partially Supports	<p>The visual UI components in <i>Ferguson's</i> career website</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>		<p>have a contrast ratio of at least 3:1 against adjacent colors. Some articles or pages may use complex non-text images as supplemental content. These non-text images help illustrate the themes or main points of the articles but are primarily used as decoration. Some of these decorative non-text images may have insufficient contrast.</p> <p>Testing method: Colour Contrast Analyser and manual visual checks</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</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>	Supports	<p>No loss of content or functionality occurs when the user adapts text spacing within markup. There are no height or spacing restrictions within text paragraphs.</p> <p>The platform, therefore, should support the use of space widgets, plugins, or third-party browser spacing tools.</p> <p>Testing method: Manual visual checks</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</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>	Support	<p>There are no known instances where additional content becomes visible on hover or focus in this product.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports	<p>There are multiple ways to reach core content, including search, browsing, and direct links. The main navigation area is always available on every page.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) • 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 		Testing method: Manual visual checks
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Heading structures and form labels are informative and compliant with accessibility standards.</p> <p>Testing method: WAVE, JAWS, manual visual checks</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 	Supports	<p>The keyboard focus indicator is visible on all page elements throughout the platform.</p> <p>Testing method: Manual visual checks</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>3.1.2 Language of Parts (Level AA)</p> 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>There is no non-English content on <i>Ferguson's</i>. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Testing method: Manual visual checks</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> Also applies to: EN 301 549 Criteria <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) 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 	Supports	<p>Navigation components and areas are repeated and consistent throughout <i>Ferguson's</i> career website. The same relative order is present each time.</p> <p>Testing method: Manual visual checks</p>
<p>3.2.4 Consistent Identification (Level AA)</p>	Supports	Elements that have the same functionality across

Criteria	Conformance Level	Remarks and Explanations
<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 		<p>multiple web pages are consistently identified.</p> <p>Testing method: Manual visual checks</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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>When input errors are detected, suggested corrections are provided when possible.</p> <p>Testing method: Manual visual checks</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	<p>Supports</p>	<p><i>Ferguson's</i> career website does not conduct financial transactions.</p> <p>Testing method: Manual visual checks</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) 		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: 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	Supports	Components with the same functionality are always identified the same way within the platform. Testing method: Manual visual checks

Table 3: Success Criteria, Level AAA

Notes: *Ferguson's* career 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	Most images and non-text content have appropriate alternative text. Most of <i>Ferguson's</i> career website content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.
302.2 With Limited Vision	Partially Supports	Some contrast errors occur in the input Search area.

Criteria	Conformance Level	Remarks and Explanations
		<p>Automated checks may flag missing or inappropriate programmatic labeling. However, most of <i>Ferguson's</i> career website is accessible using assistive technology.</p> <p>Additionally, <i>Ferguson's</i> career website supports browser magnification up to 200% and does not interfere with controls provided by the operating system, such as high contrast mode.</p>
302.3 Without Perception of Color	Supports	Color is used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
302.4 Without Hearing	Supports	<i>Ferguson's</i> career website video player supports closed captions and has interactive transcripts.
302.5 With Limited Hearing	Supports	<i>Ferguson's</i> career website video player supports closed captions and has interactive transcripts.
302.6 Without Speech	Not Applicable	Use of speech is not required to access <i>Ferguson's</i> career website content.
302.7 With Limited Manipulation	Partially Supports	<i>Ferguson's</i> career website supports standard input mechanisms such as keyboard navigation. However, problems with keyboard navigation in and out of modals and popup menus have been reported.
302.8 With Limited Reach and Strength	Partially Supports	<i>Ferguson's</i> career website supports standard input mechanisms such as keyboard navigation. However, problems with keyboard navigation in and out of modals and popup menus have been reported.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<i>Ferguson's</i> career website has no timed response limits. In most cases, error indications and suggestions are also provided. Logical keyboard navigation and tab focus order functionality are available across the platform.

Chapter 4: [Hardware](#)

Notes: *Ferguson's* career website is a web-only platform and is not subject to the requirement of this section.

Chapter 5: [Software](#)

Notes: *Ferguson's* career website is a web-only platform and is not subject to non-web software criteria.

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 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 platform help center. Support is also provided over e-mail, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	<i>Ferguson's</i> career website support team can be contacted via e-mail, telephone, or live chat. 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	Most images and non-text content have appropriate alternative text. Most of <i>Ferguson's</i> career website content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially Supports	<p>Some contrast errors occur in the input Search area. Automated checks may flag missing or inappropriate programmatic labeling. However, most of <i>Ferguson's</i> career website is accessible using assistive technology.</p> <p>Additionally, <i>Ferguson's</i> career website supports browser magnification up to 200% and does not interfere with controls provided by the operating system, such as high contrast mode.</p>
4.2.3 Usage without perception of colour	Supports	Color is 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	<i>Ferguson's</i> career website video player supports closed captions and has interactive transcripts.
4.2.5 Usage with limited hearing	Supports	<i>Ferguson's</i> career website video player supports closed captions and has interactive transcripts.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Use of speech is not required to access <i>Ferguson's</i> career website content.
4.2.7 Usage with limited manipulation or strength	Partially Supports	<i>Ferguson's</i> career website supports standard input mechanisms such as keyboard navigation. However, problems with keyboard navigation in and out of modals and popup menus have been reported.
4.2.8 Usage with limited reach	Partially Supports	<i>Ferguson's</i> career website supports standard input mechanisms such as keyboard navigation. However, problems with keyboard navigation in and out of modals and popup menus have been reported.
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	<i>Ferguson's</i> career website has no timed response limits. In most cases, error indications and suggestions are also provided. Logical keyboard navigation and tab focus order functionality are available across the platform.
4.2.11 Privacy	Supports	<i>Ferguson's</i> career website does not stop users from using their preferred privacy tools when interacting with the content.

Chapter 5: [Generic Requirements](#)

Notes: *Ferguson's* career website supports standard input mechanisms, assistive technology devices, and software. Therefore, *Ferguson's* career website 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: *Ferguson's* career website does not offer two-way voice communication. Therefore, *Ferguson's* career website 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](#)

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	Supports	<i>Ferguson's</i> career website video player supports closed captions and interactive transcripts for all videos.
7.1.2 Captioning synchronization	Supports	<i>Ferguson's</i> career website video player supports all videos' synchronized closed captions and interactive transcripts.
7.1.3 Preservation of captioning	Supports	For video captions hosted by Infobase, the default caption display's appearance is not overridden or changed in any way.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not included with <i>Ferguson's</i> career website videos.
7.2.2 Audio description synchronization	Does Not Support	Audio descriptions are not included with <i>Ferguson's</i> career website videos.
7.2.3 Preservation of audio description	Does Not Support	Audio descriptions are not included with <i>Ferguson's</i> career website videos.
7.3 User controls for captions and audio description	Partially Supports	Audio descriptions are not included with <i>Ferguson's</i> career website videos. However, text transcripts of videos are available for download at the same level as

		other playback controls or within the web page's video player region.
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Chapter [8: Hardware](#)

Notes: *Ferguson's* career website is a web application and is not subject to the requirement of this section.

Chapter [9: Web](#) (see [WCAG 2.1 section](#))

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

Notes: *Ferguson's* career website does not include non-web documents. Therefore, *Ferguson's* career website is not subject to the requirements of this section.

Chapter [11: Software](#)

Notes: *Ferguson's* career website 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 platform help center.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over e-mail, telephone, and live chat.
12.2.3 Effective communication	Supports	<i>Ferguson's</i> career website support team can be contacted via e-mail, telephone, or live chat. Other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

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

Notes: *Ferguson's* career website does not provide any relay services. There is also no access to Emergency Services from within *Ferguson's* career website.

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