

Thomson Reuters Accessibility Conformance Report

International Edition, modified to include only

Section 508 and WCAG 2.1

(Based on VPAT® Version 2.4)

Name of Product/Version: **Thomson Reuters Westlaw Precision, hereinafter “Product”**

1.4.Report Date: January 2023

Product Description: Westlaw Precision is Thomson Reuters’ full suite of artificial intelligence-powered research tools available on the Westlaw legal research platform. Building upon the premium content and performance the legal industry has come to expect from Thomson Reuters, powered by state-of-the-art artificial intelligence, and built upon more than 100 years of attorney-created annotations, only Westlaw Precision subscribers gain access to an enhanced experience, including the next generation of legal search, integrated litigation analytics, the most powerful citator, and more.

Westlaw Precision allows legal professionals to practice with an unprecedented degree of certainty and confidence, providing next generation AI-driven legal search, first of its kind warnings for laws that are no longer valid, unrivaled litigation analytics, and sophisticated new research tools that help legal professionals deliver results to clients faster and more accurately.

Contact Information: accessibility@thomsonreuters.com

Notes: This Accessibility Conformance Report (ACR) replaces all previous reports, including the ACR issued in September 2022.

Westlaw Precision does not have product versions.

The product was tested as new features were released and more thoroughly in August through October 2022.

- ARIA support may be inconsistent between browsers, and as compared to mobile devices, which may trigger a failure or cause an accessibility issue, even when our product coding is correct. Some third-party content providers we use include images, such as detailed medical drawings, charts, and graphs, which may not include summaries, labels, or text equivalents from the publisher.

- All issues found during testing were logged in our error management system to facilitate prioritization and resolution.

Supporting & Electronic Documentation:

This report also documents the accessibility of supporting training material and electronic documentation housed in a separate website, legal.thomsonreuters.com, and tied to the conformance level (in the tables below). This ACR generally refers to this website as the “Legal Support site”.

Evaluation Methods Used: General product knowledge plus testing using automated testing tools, assistive technology (such as NVDA and JAWS screen readers), multiple browsers (including Google Chrome and Mozilla Firefox), keyboard functionality and navigation, magnification, and color contrast testing.

All product critical features and functionality for Westlaw Precision were tested from August 2022 to September 2022. Legal Support site content and electronic documents for Westlaw Precision was tested in October 2022.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 Note: Success Criteria new in WCAG 2.1 are not required by Section 508. A separate table has been created for the new Success Criteria.	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)	(No)

Terms

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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.
(**Per ITI instructions:** “Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.”)

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 2.0 Report

Tables 1 and 2 also document conformance with:

- 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](#).

Table 1 and 2: Success Criteria, Levels A and AA

Notes: This Table documents conformance with **WCAG 2.0 levels, both A and AA** by merging Tables 1 and 2. The product was not evaluated for conformance with WCAG 2.0 level AAA, and that table has been removed from this report.

This product does not contain software, is not a closed product, and does not contain any authoring capabilities. Therefore, Software and Authoring Tool components have been removed from the table. This product has supporting web materials in the form of PDF user guides and training videos on the Legal Support site.

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Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web (Product): Most non-text content includes an alternative that serves an equivalent purpose. However, some non-text content like certain icons are missing labels or have labels that are not fully descriptive, certain images are missing alt text, and some SVG graphics and charts need more descriptive text alternatives.</p> <p>Web (Legal Support site): The Legal Support site hero image does not include alt text and may cause minor confusion for people navigating via screen reader.</p> <p>Electronic Docs: While most PDF documents include images with alternative text, some PDFs provided on the Legal Support site contain images that do not supply alt text for screen readers.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support Site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): The product does not contain audio-only or video only content.</p> <p>Web (Legal Support site): Precision Legal Support Site videos provide closed captioning.</p> <p>Electronic Docs: The PDFs on the Legal Support site do not contain audio-only or video only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: The PDFs on the Legal Support Site do not contain audio or video content.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): While the product contains no other video content, the product homepage links to a “Welcome to Westlaw Precision” video that includes visuals of the web application and voiceover narration that only partially describes what is being shown visually. However, guide content does appear in web app popups following the video that supports describing to the user the Westlaw Precision feature updates and services.</p> <p>Web (Legal Support site): Web-based training videos on the Legal Support site do not have audio descriptions but do have captions and voiceover that partially describes what is being shown. Additionally, users may schedule a live-training session or call the Customer Support line for additional training support.</p> <p>Electronic Docs: The PDFs on the Legal Support Site do not contain audio or video content.</p>
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): The product does not contain live audio or multimedia content.</p> <p>Web (Legal Support site): Training and informational content on the Legal Support site does not contain live audio or multimedia content.</p> <p>Electronic Docs: The PDFs provided on the Legal Support site do not include any live audio or multimedia content.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Does Not Support</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): While the product contains no other video content, the product homepage links to a “Welcome to Westlaw Precision” video that includes visuals of the web application and voiceover narration that only partially describes what is being shown visually. However, guide content does appear in web app popups following the video that supports describing to the user the Westlaw Precision feature updates and services.</p> <p>Web (Legal Support site): Web-based training videos on the Legal Support site do not have audio descriptions but do have captions and voiceover that partially describes what is being shown. Additionally, users may schedule a live-training session or call the Customer Support line for additional training support.</p> <p>Electronic Docs: The PDFs on the Legal Support Site do not contain audio or video content.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web (Product):</p> <p>While information, structure, and relationships conveyed through presentation can be programmatically determined in some of the product, many issues were noted which primarily impact those using screen readers:</p> <ul style="list-style-type: none"> • Styled or highlighted text is not always communicated to the screen reader user. • Footnotes do not use semantic tags to identify that they are a footnote content type. • Some visual lists and text styled as a heading is not semantically coded as a heading or list. • Some table headings are missing, empty, or not scoped to convey relationship with data cells. • Some tooltips, loading statuses and search suggestions are not fully conveyed to screen readers. Screen reader users are not informed when new data is dynamically loaded. • Some input fields have no valid label or have visual labels that are not semantically associated with their field labels, for example in Search, Alerts, and Research Reporting. • KeyCite “You have reached the only term in this document” message is not read by the screen reader. • Some checkboxes are missing associated labels. <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: Page structures such as headings are visually represented but are not conveyed to users programmatically. However, this does not prevent users from successfully reading the content.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web (Product): While the correct reading order can be programmatically determined on most pages, the reading order of the page is not always the same as the keyboard focus order. Modal and dialogue reading order can sometimes begin in the middle of the modal instead of the first content heading.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: Some PDF documents in the Legal Support site include incorrect reading order which may impact people navigating via screen reader.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web (Product): While the use of color is generally supported, color is used as the only means of styling links. Some data visualizations, graphs, and charts in Litigation Analytics use color alone to convey meaning.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: While the use of color is generally supported, color is used as the only means of styling links in documents provided on the Legal Support site.</p>

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<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web (Product): While the product generally supports text contrast, some dialogue, error, and status messaging, dropdown labels, buttons, input placeholder text, and empty state (“no data available”) text do not meet minimum contrast requirements.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: While most of the content in PDF documented provided on the Legal Support site has accessible text color contrast, there are some documents that include text which does not meet minimum contrast requirements.</p>
<p><u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): While most text can be resized, some page content can overlap, get cut off, or become hidden when the page is resized up to 200%.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product):</p> <p>While most controls and content are keyboard accessible, there are many controls throughout the product that are not keyboard accessible and require the use of a mouse:</p> <ul style="list-style-type: none"> • Copy with Reference context menu is not keyboard accessible. • Setting up new Alerts may not be possible without using a mouse. • Snapshot show/hide function is not keyboard accessible. • Some features such filtering and sorting, graphical components, third party map content can be difficult to navigate using only a keyboard or may not use standard keystrokes. • Some date picker elements, dropdowns, informational icons, “Hide/Show” buttons, keyboard instruction links, graphic and chart content, “back to top” features, map, sort, drag and drop features, highlighting functions, and some radio buttons are not fully operable via keyboard. • Some dropdown menus, tooltips, and dialog are not dismissed using the escape key. However, most of these functions do have other means of closing with a keyboard. <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): The Legal Support site does not have content that times out.</p> <p>Electronic Docs: The support PDFs housed on the Legal Support Site do not have content that times out.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (Level A) Also applies to: 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>Web: Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web (Product): A majority of the product supports Page Title, however, not all webpages are consistently or uniquely titled. Some pages are missing HTML titles.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: While most of the content in PDF documented provided on the Legal Support site have appropriate titles, document title is not defined for some PDFs within the Legal Support site.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product):</p> <p>While keyboard focus order and focus movement is logical and appropriate in most of the product, some issues were noted:</p> <ul style="list-style-type: none"> • Some content that isn't actionable and is visibly hidden is still keyboard focusable. • Keyboard focus sometimes won't return to the element triggered upon completion of an action. • Keyboard focus sometimes skips checkboxes depending on selected state. • Focus is sometimes lost when certain controls are activated. • Keyboard focus can move off of a modal dialog and onto the page behind. • Some dropdown components do not close when focus moves away. • Some inactive or disabled controls, such as current breadcrumb links, are still selectable and can receive keyboard focus. <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support Site): Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): While most links convey their context and purpose, some issues were noted:</p> <ul style="list-style-type: none"> • Some links, buttons, and icons across the application do not have meaningful contextual labels. • Some controls share the same name, such as Edit, and repeat in multiple locations on a page, making the purpose difficult to discover even in context. • Some links in the application that open in a new tab do not fully convey this to screen reader users. <p>Web (Legal Support site): While most links convey their context and purpose, some link text does not have meaningful contextual labels.</p> <p>Electronic Docs: No issues identified.</p>
<p>2.4.5 Multiple Ways (Level AA) Also applies to: 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>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support Site): Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web (Product): Headings and labels which appropriately describe their topic or purpose are present in most of the product. However, some issues were noted:</p> <ul style="list-style-type: none"> • Heading levels are skipped or may be out of order on some pages. • Some controls and fields do not have unique labels. <p>Web (Legal Support site): While the Legal Support Site content includes headings, some headings are not in appropriate order. However, this does not prevent screen reader users from accessing the content.</p> <p>Electronic Docs: While most of the content in PDF documented provided on the Legal Support site has appropriate headings and labels, some supporting documentation may not have headings or other markup to support content structure.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): Most of the product contains a visible indication of keyboard focus. However, some functionality does not have a visible focus indicator.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Does Not Support</p>	<p>Web (Product): While most English content and full page translations of English to other languages are supported, not all pages in other languages are fully supported with a lang attribute for screen reader users. This will not decrease access to this content for screen reader users.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: The support documentation does not use the lang attribute or other markup to identify document language.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • F602.3 (Support Docs) 	<p>Web (Product): Does Not Support</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Does Not Support</p>	<p>Web (Product): Partial page content in different language is not supported with a lang HTML attribute in the product. Screen reader users will not know what language the content will be in but will still have access to the content.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: The support documentation does not use the lang attribute or other markup to identify changes of language within documents.</p>
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product):</p> <p>While most controls do not initiate a change of context when activated, some issues were noted:</p> <ul style="list-style-type: none"> • Some functions trigger without user input when keyboard focus is moved, such as table sort functions impacting result order. • A modal unexpectedly triggers when focus is moved to the “Search Within” input field. • Selecting filter checkboxes can sometimes change the tab focus order in modals and pages. <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: 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>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: Does not apply.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: 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>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: Does not apply.</p>
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): While most form controls and buttons have unique and appropriate labels or instructions, some issues were noted:</p> <ul style="list-style-type: none"> • Some dropdown content and instructional content is not fully read by a screen reader. • Some labels are not present or have been replaced by placeholder text. • Placeholder text is not always announced to screen reader users. • Date picker instructions are not always conveyed to screen reader users. • Drag and drop instructions sometimes are not conveyed to screen reader users. <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): Most error suggestions appear and are conveyed appropriately to screen reader users. However, some document KeyCite Overruling Risk previous and next buttons do not convey the visual message of the end of the list to a screen reader user.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>4.1.1 Parsing (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): While most of the product content is implemented using correctly formatted elements, some elements may have non-unique ID values and some lists are improperly structured. However, this will not prevent users from accessing the content.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product):</p> <p>In most of the product, the name and role for user interface components can be programmatically determined, along with their states, properties, and values. However, in some cases components are being misidentified or incompletely described to screen reader users.</p> <ul style="list-style-type: none"> • Case tags are structured as buttons even though they are not clickable. Some buttons are semantically coded as links. • Some inputs use placeholders instead of field labels, or visible labels are not programmatically associated, or fields do not identify combo boxes. • Drag and drop functionality is missing accessible labels. • Some custom controls do not provide full name, role, and state information for screen reader users. • Some tree structures do not convey the level correctly to screen reader users. • Some tooltips have an incorrect label or are read as a heading by screen readers. • Some button inactive states, expand/collapse states, search result amounts, and selected or deselected states are not fully conveyed to screen readers. <p>Web (Legal Support site):</p> <p>In most of the Legal Support site, the name and role for user interface components can be programmatically determined, along with their states, properties, and values. However, there are some buttons that have an incorrect toggle state which may impact people navigating via screen reader, but will not provide screen reader users from navigating.</p> <p>Electronic Docs:</p> <p>No issues identified.</p>

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Table 2: Success Criteria, Level AA

Notes: WCAG 2.0 level AA Success Criteria is incorporated into the table above, so this table is removed as redundant.

Table 3: Success Criteria, Level AAA

Notes: Level AAA Success Criteria is not included in this report, so this table has been removed to shorten the report.

Supplemental Table: WCAG 2.1 Success Criteria, Levels A and AA

Notes: To assist with clarity for those evaluating only WCAG 2.0 Success Criteria, Success Criteria new in WCAG 2.1 have been pulled into a separate table.

This product does not contain software, is not a closed product, and does not contain any authoring capabilities. Therefore, Software and Authoring Tool components have been removed from the table. This product has supporting web materials in the form of PDF user guides and training videos on the Legal Support site.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): Autocomplete attributes are not always defined for input fields. Email input type is not used in notification inputs.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Does Not Support</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): In many areas of the product, content overlaps, becomes cut off, and is generally unusable when reflow settings are applied.</p> <ul style="list-style-type: none"> • In a standard 1280x1024 window, horizontal scrolling is required due to many pages in the web app that do not reflow beyond 175% magnification. • Some functionality, disappears, overlaps, or is unreachable when magnified over 175%. • In some cases, a dual scroll bar appears on the page at 400% magnification (for non-table content). <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): The product generally supports contrast at the specified levels. However, some keyboard focus borders, buttons and icons, secondary button borders, toggle component borders, input and alert borders, and loading indicators do not provide sufficient contrast.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): The product generally supports user adjustments of text and line spacing without any loss of content or functionality. However, adjusting text spacing increases crop text size in the Quick Check feature.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): Where pointer hover or keyboard focus triggers additional content, that content is generally dismissible, hoverable, and persistent. However, some issues were noted:</p> <ul style="list-style-type: none"> • Some content that appears upon hover or focus is not dismissible by keyboard users. • Some dropdown menus remain open even when focus has moved to another interactive element. • Some content that appears as a result of a hover effect may disappear without user action or too soon to be read. <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): Most of the product is operable with a single pointer click on the up-event. On some tab panels, however, the down-event triggers a tab change instead of on the up-event. Additionally, the link to the only video in the product is triggered by a down-event.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): No issues identified.</p> <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

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Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web (Product): Partially Supports</p> <p>Web (Legal Support site): Supports</p> <p>Electronic Docs: Supports</p>	<p>Web (Product): While most status messages are clearly conveyed to assistive technology users, in some cases, on-screen status messages are not announced by screen readers.</p> <ul style="list-style-type: none"> Alert messages are not conveyed to screen reader users without moving focus in some user flows, including search and search attributes filtering. Loading, remove or delete, and validation statuses are not announced to screen reader users consistently. <p>Web (Legal Support site): No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

Revised Section 508 Report

Notes:

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

Notes: Product functionality is covered by WCAG tables above, so this table is redundant and not required. It has been removed.

Chapter 4: [Hardware](#)

Notes: Product does not include hardware, so this table has been removed to shorten the report.

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Chapter 5: [Software](#)

Notes: Product does not contain software, so this table has been removed to shorten the report.

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

Notes:

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	This product is a web application and not a closed or local software product.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation is available in electronic and non-electronic formats, such as in both PDF and print.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	This product is a web application and not a closed or local software product.

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Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	<p>Thomson Reuters provides technical and customer support to accommodate users with disabilities and address issues related to the accessibility of Thomson Reuters legal products.</p> <p>Our services included:</p> <ul style="list-style-type: none"> • Customer Technical Support to answer general and/or technical questions. 1-800-937-8529 or techsupport@thomsonreuters.com. • Reference Attorneys to provide assistance with research questions or working with our products. 1-800-733-2889. • Telephone Training for customers utilizing assistive technologies and other adaptive devices accessibility@thomsonreuters.com. • Live Chat with the Reference Attorneys for the hearing impaired and other users. Available Monday-Friday from 7:00 a.m. to 10:00 p.m. CST, excluding holidays. • Assistive Technology Support to assist users with specific questions related to assistive technologies and adaptive software accessibility@thomsonreuters.com.

EN 301 549 Report

Notes: All of the EN 301 549 report has been removed because this report is intended for non-European Union countries. Removed Chapters: Chapter 4: [Functional Performance Statements \(FPS\)](#); Chapter 5: [Generic Requirements](#); Chapter 6: [ICT with Two-Way Voice Communication](#); Chapter 7: [ICT with Video Capabilities](#); Chapter 8: [Hardware](#); Chapter 9: [Web \(see WCAG 2.x section\)](#); Chapter 10: [Non-Web Software](#); Chapter 11: [Software](#); Chapter 12: [Documentation and Support Services](#); and Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

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Legal Disclaimer

This Accessibility Conformance Report is current as of the date of publication. Testing methodology used for this report is to identify a representative sample of content and tasks. Thomson Reuters strives to increase the level of accessibility for this product, thus we do not guarantee accuracy of the Report after the date of publication. The product may be updated with new features, UI or other refreshes, or code changes, including accessibility error fixes. The Accessibility Conformance Report is provided “as is” and is for informational purposes only.

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