Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version:

Gale Business: Insights

Report Date:

September 4, 2025

Contact Information:

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Evaluation Methods Used:

Qualitest, an independent quality assurance testing company, was contracted by Cengage to test the product and document their findings in this VPAT. Qualitest thoroughly reviewed the Gale Business: Insights (GBIB) for conformance to the Web Content Accessibility Guidelines 2.2 Level A and Level AA using the following testing techniques:

Automated Testing: Axe automated plugin has been used for the initial scanning of different pages present in the application.

Manual Testing: This report has been generated based on the tests conducted via accessibility experts. The tools which have been used for testing are JAWS 2025, NVDA 2025, and Voiceover on Windows 11/Mac Platforms. Apart from these screen readers below assistive tools are used to validate the accessibility success criteria:

- ➢ Keyboard Controls
- ➢ Steve Faulkner Text Spacing Bookmarklet
- ➢ Color Contrast Analyzer
- ➢ Browser Zoom
- ➢ Dragon

Compatibility Matrix and Testing Scope:

Platform	Edge Latest	Chrome Latest	Safari
Win 11	NVDA 2025 Smoke QA	JAWS 2025 Full QA	
MAC 15.X			VoiceOver Full QA

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most of the informative images and icons are provided with appropriate text alternatives, enabling visually impaired users to access equivalent information using screen readers and braille displays. However, there are a few instances where alternative text is missing for some non-text elements. Electronic Docs: 3rd party documents in the product come from thousands of sources and have varied accessibility. Charts, graphs and images don't always have alt or descriptive text, depending on the source.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Not Applicable Electronic Docs: Partially Supports	Web: Web components do not include any audio-only or video-only content. Electronic Docs: Audio only content (podcasts) are hosted by 3rd parties and cannot guarantee a transcript. Video content includes 3rd party content and does not include audio description.
1.2.2 Captions (Prerecorded) (Level A)	Web: Not Applicable Electronic Docs: Partially Supports	Web: No synchronized multimedia content is present in the application. Electronic Docs: 3rd party hosted audio and video content can't guarantee captions. However, many
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Not Applicable	Web: No web components include video or audio

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	Electronic Docs: Partially Supports	Electronic Docs: Audio only content (podcasts) are hosted by 3rd parties and cannot guarantee a transcript. Video content includes 3rd party content and cannot guarantee an audio description.
1.3.1 Info and Relationships (Level A)	Partially Supports	Most elements in the application are correctly marked up with HTML semantics, enabling assistive technologies like screen readers to recognize their structure and relationships. However, there are a few exceptions where screen reader users encounter challenges in understanding the information, structure, and relationships of certain elements that rely on visual representation. Electronic Docs: Tables and graphs do not have proper row/column associations. Some third party content doesn't have properly tagged headers.
1.3.2 Meaningful Sequence (Level A)	Web: Supports Electronic Docs: Partially Supports	Web: Screen readers read content available in the application in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users. Electronic Docs: : 3rd party documents in the product come from thousands of sources and have varied accessibility. Documents are presented in meaningful sequence, but there is not always markup allowing it to be navigated based on that sequence.
1.3.3 Sensory Characteristics (Level A)	Web: Supports	Web: There are several visual cues/symbols used in the application that convey specific meaning, and all

Criteria	Conformance Level	Remarks and Explanations
	Electronic Docs: Partially Supports	these visual cues are provided with equivalent text alternatives for screen reader users. Electronic Docs: Gale cannot guarantee that 3rd party documents in the product do not use size or shape to convey meaning.
1.4.1 Use of Color (Level A)	Partially Supports	The application mostly provides text alternatives for information conveyed by color. However, there are a few exceptions where application relies on color alone for focused state of elements. Electronic Docs: Documents in the product come from thousands of sources and have varied accessibility. Charts, graphs and infographics embedded in 3rd party content may use color or shape in a way that violates this standard.
1.4.2 Audio Control (Level A)	Not Applicable	There is no such audio available in the application that plays automatically as soon as any page is launched.
2.1.1 Keyboard (Level A)	Partially Supports	The application has many interactive user interface components like buttons and links, and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions where it is difficult for screen reader/keyboard-only users to access some of the interactive elements using a keyboard. Electronic Docs: Most documents support keyboard commands but Gale cannot guarantee that 3rd party documents in the product.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	The application ensures that both screen reader users and keyboard users can navigate freely without encountering focus traps. No element restricts users from moving forward or backward through the content using keyboard controls or screen reader navigation.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	Single key character shortcuts are not used anywhere in the application.
2.2.1 Timing Adjustable (Level A)	Supports	The application supports adjustable timing, allowing users to extend or adjust time limits as needed. This feature enables users with disabilities or those who require more time to complete tasks without interruption or undue stress. Users can adjust timing through a prompt before timeout for logout alert if idle on screen for a time range.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The application does not feature any moving, blinking, or auto-updating content that would need to be paused or stopped for individuals with certain disabilities.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing/blinking content available anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Supports	"Skip to main Content" link is available at the top of web pages that helps screen reader users and keyboard users to bypass the repetitive block of

Criteria	Conformance Level	Remarks and Explanations
		header content in a single activation to locate the page main content.
2.4.2 Page Titled (Level A)	Partially Supports	Most of the web pages in the application are equipped with meaningful and descriptive page titles. These titles effectively communicate the purpose and context of each page. However, there is an exception on the "Browse Countries/Territories" page where unique/descriptive page title is not given.
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical for most of the interactive elements/widgets available in the application using the keyboard and keyboard interfaces. However, there are a few exceptions, where TAB order is incorrect for some components, and logical focus has not been maintained in some custom dialogs.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The links available in the application are provided with sufficient link text that clearly describes the purpose/target destination of these elements. However, there are a few exceptions where some of links are either not provided with link text or insufficient link text is available.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.

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2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	All the user interface controls available in the application activate a UP event. Even if the user accidentally clicks on a control, s/he can move away from its target area and lift up the pointer to abort the action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The visible text labels of all interactive controls accurately match their accessible names. This alignment enables motor-impaired users to reliably activate these controls by speaking their visible text labels using speech recognition tools such as 'Dragon'.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
3.1.1 Language of Page (Level A)	Supports	Application content is available in English language, and this language is programmatically defined using the lang = "en" attribute in the <html> tag on all the web pages.
3.2.1 On Focus (Level A)	Supports	The application does not have any feature/functionality that initiates a change of context on receiving keyboard focus.
3.2.2 On Input (Level A)	Supports	Application does not have any such feature / functionality that initiates a change of context on

Criteria	Conformance Level	Remarks and Explanations
		changing the setting of any user interface component.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The application provides a **Help** link in the footer section, which is consistently available across all pages. This ensures users can reliably locate help when needed.
3.3.1 Error Identification (Level A)	Supports	When there is error message displayed for a form field, the screen reader automatically announces it.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Few form fields in the application are properly labeled with meaningful text labels, and relevant instructions are provided to assist users in completing them. However, there are a few exceptions where labels or instructions are missing or not clearly associated with the corresponding fields, which may impact users relying on assistive technologies.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The application avoids using repeated form fields that would require users to re-enter information unnecessarily.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most of the components present in the application have proper name/label/role/state and value, which

Criteria	Conformance Level	Remarks and Explanations
		helps screen reader users to know the actual purpose and nature of these components. However, there are a few exceptions where name, role, and value attributes are inappropriate for web elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content available in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no audio-visual multimedia content available in the application that requires audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The application uses appropriate HTML5 input types, labels, and autocomplete attributes.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Application has a sufficient contrast ratio i.e., 4.5:1 (For regular text) and 3:1 (For large text) for most of the color combinations used in the web pages.

Criteria	Conformance Level	Remarks and Explanations
		However, there are a few exceptions where the color contrast ratio fails for some color combinations.
1.4.4 Resize text (Level AA)	Partially Supports	Most of the page content remains operable and accessible when the text is resized up to 200% using browser zoom, aiding users with mild or low vision in viewing the application at an enlarged scale. However, there are a few exceptions where content overlaps at 200% magnification.
1.4.5 Images of Text (Level AA)	Partially Supports	The application meets the requirement for avoiding images of text, as all meaningful content is visually presented using regular text, HTML, and CSS. However, there is an exception on the "Company Profile" page where image of text is used to provide some information. Electronic Docs: PDF scans of documents do not offer the OCR text but all PDF scans have an accessible HTML version. Some articles may have images of tables/charts/graphs without proper plain text labeling.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Most web pages in the application properly reflow into a single vertical column when the viewport width is reduced to 320px, supporting users on small screens. However, there are few exceptions, where the content becomes truncated or cut off when zoomed up to 400%, which may impact users with low vision who rely on high magnification.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	The application provides sufficient contrast for different active user interface components. Non-Text UI elements such as buttons, input form fields, etc. have a contrast ratio of at least 3:1 to their adjacent colors. However, there are some exceptions where the non-text UI elements don't have sufficient color contrasts.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	This success criteria have been validated for persons with low vision and reading disabilities using Steve Faulkner's Text Spacing Bookmarklet, and most of the application content is easily readable and accessible after adjusting the text spacing using this tool. However, there a few exceptions where the layout or content does not fully adapt to the adjusted text spacing, potentially causing minor accessibility issues.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Most of the additional content that appears on keyboard focus or mouse hover is hoverable, dismissible, and persistent. However, there is an exception on the "**Read Report**" page where tooltips or additional information appear on mouse hover only and do not appear on keyboard focus, making the content inaccessible to keyboard-only users.
2.4.5 Multiple Ways (Level AA)	Supports	All application sections are accessible via multiple locations such as Left navigation menu, Search etc.
2.4.6 Headings and Labels (Level AA)	Supports	All of the headings and labels available on various pages of the application are descriptive enough to

Criteria	Conformance Level	Remarks and Explanations
		understand their context and purpose. Sufficient labels are available for all of the user interface components.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most of the interactive elements available in the application receive a clear visual focus indicator using the keyboard. Users are able to identify the currently focused element while navigating the page using the Tab key. However, there are some exceptions where the focus outline is inappropriately visible or not visible over the controls.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Partially Supports	The platform ensures that when a component receives keyboard focus, the focus indicator is not hidden or obscured by other content. Visual focus is consistently visible as users navigate through interactive elements. However, there's an exception on the "**Country Profile Page**" where the focused control is not visible on the screen.
2.5.7 Dragging Movements (Level AA 2.2 only)	Partially Supports	The application supports functionality without requiring dragging movements, as all interactions can be completed using simple pointer or keyboard actions. However, there are a few exceptions where the action can be performed with dragging only.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Most of the interactive elements meet the required 24x24 CSS pixel size. However, there are few exceptions where target size for a control is insufficient.

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3.1.2 Language of Parts (Level AA)	Supports	Web: Product updates <lang> tags to reflect the translation of UI. Electronic Docs: The document Translate feature specifies what language content is translated into.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components like navigation bars are occurring in the same order on every page of the application that helps users predict the location of these user interface elements after navigating to a new web page.
3.2.4 Consistent Identification (Level AA)	Supports	Elements that have the same functionality across multiple pages in the application have the same labels or the same accessible name.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages available in form fields are descriptive enough for users to understand and resolve the problem.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This success criterion is related to legal commitment, financial data, etc. which involves serious risk, if no option is provided for the user to review or revert to the data before submission. However, this application does not have any such forms, where such risk is associated.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The application provides accessible authentication mechanisms that do not rely solely on cognitive function tests. Alternative methods, such as password reset options, are available to ensure all

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		users, including those with cognitive disabilities, can complete the authentication process without barriers.
[4.1.3 Status Messages](#) (Level AA 2.1 and 2.2)	Partially Supports	Most of the dynamic changes and alerts are automatically identified by assistive technology (Screen readers). However, there are a few exceptions where changes and alerts are not announced automatically.

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