

Introduction

At Babylon, we take our responsibilities to our disabled customers seriously. We build our websites and applications with accessibility in mind, test with disabled people, and run regular automated tests. The following report by an independent auditor shows that there are no significant barriers to accessibility, and lists those areas where we need to make improvements. A variety of browsers and mobile devices, with a variety of assistive technologies were used to test against W3C WCAG guidelines, section 508 standards and EN 301 549 Accessibility requirements.

However, if you encounter an accessibility failure, we'd be very pleased to learn about it and correct it. Please email us at accessibility@babylonhealth.com.

Babylon Health Accessibility Conformance Report

VPAT® Version 2.4 (Revised) – February 2020¹

Name of product/version	Babylon Health US Global website
Product description	website
Report date	23 February 2021
Contact information	accessibility@babylonhealth.com
Notes	
Evaluation methods used	<p>This conformance report is based on the results of an accessibility audit conducted by TetraLogical on a representative sample of pages across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.</p> <p>The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit.</p>

¹ "Voluntary Product Assessment Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI).

	<p>The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following tools were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none"> • Desktop browsers: Google Chrome, Mozilla Firefox, Apple Safari • Mobile browsers: Google Chrome, Apple Safari • Assistive technologies: JAWS, NVDA, VoiceOver, TalkBack • Accessibility testing tools: Axe, Colour Contrast Analyser, Browser developer tools, W3C HTML validator
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Applicable standards/guidelines

The report covers the degree of conformance for the following accessibility standards/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
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 – v 3.1.1 (2019-11)	Yes

Terms

The terms used in this report 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:** This product has not been evaluated against the criterion.

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WCAG 2.0/2.1 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.x 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: WCAG 2.0/2.1 Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially supports	Web: While all content images have alternative text, a small number of decorative images also have alternative text. In addition, a small number of logos have unnecessary alternative text, such as including the work “logo” or the colour of the logo.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.1 (Web) 	Web: Not applicable	Web: The site does not have any prerecorded audio-only or prerecorded video-only media.

<ul style="list-style-type: none"> • 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> <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) 	Web: Supports	Web: Captions are provided for all prerecorded audio content.

<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) 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) 	<p>Web: Does not support</p>	<p>Web: Videos do not have appropriate audio description or an alternative such as a transcript.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	<p>Web: Partially supports</p>	<p>Web: While information and relationships are generally well supported there are examples of:</p> <ul style="list-style-type: none"> • Text with the purpose of headings not marked up as heading elements • Sections of content visual distinct from others lacking a heading or other method of describing the relationship • Heading levels that do not match the

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>hierarchy of the content</p> <ul style="list-style-type: none"> • List content not marked up appropriately • Non-heading content marked up as headings
<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) 	Web: Partially supports	<p>Web: While the sequence of content is generally good, there are a small number of examples of:</p> <ul style="list-style-type: none"> • Information relevant to a form <i>after</i> the form's submit control • Content related to headings before the heading element in the source order
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <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) 	Web: Supports	Web: Sensory characteristics are not used in instructions.

<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><u>1.4.1 Use of Color</u> (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) 	Web: Partially supports	Web: Although in almost all cases link styles are clear, a single example of a link with color alone used to distinguish it from non-linked content was found within the test sample.
<p><u>1.4.2 Audio Control</u> (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) 	Web: Not applicable	Web: The site does not have audio that automatically plays.

<ul style="list-style-type: none"> • 11.1.4.2 (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) 		
<p><u>2.1.1 Keyboard</u> (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) 	Web: Supports	Web: All user interface controls are accessible with a keyboard.
<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) 	Web: Supports	Web: There are no keyboard traps.

<ul style="list-style-type: none"> • 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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>	Web: Not applicable	Web: The site does not have custom character key shortcuts.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) 	Web: Not applicable	Web: The site does not have any timed functionality.

<ul style="list-style-type: none"> • 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) 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) 	Web: Not applicable	Web: The site does not have moving, blinking, scrolling, or auto-updating content that starts automatically.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Supports	Web: The site does not contain content that flashes.

<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) • 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><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	<p>Web: Supports</p>	<p>Web: A skip link is provided for the header and main navigation at large screen sizes. At small screen sizes the main navigation is compacted into a hamburger menu making it unnecessary to bypass the header block.</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: All pages have appropriate titles.
<p><u>2.4.3 Focus Order</u> (Level A) 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) 	Web: Partially supports	Web: While the focus order is logical in almost all cases, there is a single example of in-page links targeting the wrong elements within the sample tested and several examples within forms of focus being moved to error or success messages after a delay during which a site user may be interacting with a different part of the page.

<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><u>2.4.4 Link Purpose (In Context)</u> (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) 	Web: Partially supports	Web: Link purpose is clear in the majority of cases, however there are two "Privacy Policy" links in the footer with different destinations.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) 	Web: Not applicable	Web: The site has no functionality that uses multipoint or path-based gestures.

<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		
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (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	Web: Supports	Web: All pointer event interaction can be cancelled as per the SC requirements.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (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) 	Web: Supports	Web: All interactive controls have accessible names that match or include the control's visible text.

Revised Section 508 – Does not apply		
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only) 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not applicable	Web: The site does not have functionality operated by device or user motion.
<u>3.1.1 Language of Page</u> (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) 	Web: Supports	Web: The default human language for all pages can be programmatically determined.

<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: User interface components do not initiate a change of context when they receive focus.</p>
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <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) 	<p>Web: Supports</p>	<p>Web: Changing the setting of any user interface component does not automatically cause a change of focus.</p>

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		
<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) 	Web: Supports	Web: If an input error is detected items that are in error are identified and the error is described to the user in text.
<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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	Web: Supports	Web: Labels or instructions are provided when content requires user input.

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: 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) 	Web: Partially supports	<p>Web: There are a small number of parsing errors, including:</p> <ul style="list-style-type: none"> • Incorrectly nested elements • Invalid attributes used on elements. • Invalid <h7> elements used for non-heading content <p>None of these instances are likely to cause accessibility issues.</p>
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: 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) 	Web: Partially supports	<p>Web: While the majority of elements correctly expose their name, role, and value, modal dialogs used to display video player content do not have accessible names. In addition, there is a single example each of a link with no accessible name and an <h1> element with no accessible name.</p>

<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) 		
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Table 2: WCAG 2.0/2.1 Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (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> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not applicable	Web: There is no live audio-visual content.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (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) 	Web: Does not support	Web: Videos do not have appropriate audio.

<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><u>1.3.4 Orientation</u> (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>	Web: Supports	Web: Content is available and usable in both landscape and portrait orientations.
<p><u>1.3.5 Identify Input Purpose</u> (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) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Does not support	Web: The small number of forms that require user information do not programmatically identify their purpose.

Revised Section 508 – Does not apply		
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially supports	Web: There are two examples of text with insufficient contrast within the test sample.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Web: Supports	Web: Text can be resized without loss of content or functionality.

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <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) 	Web: Supports	Web: There are no examples of images of text that could be achieved with CSS styling.
<p><u>1.4.10 Reflow</u> (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) 	Web: Partially supports	Web: Within modal dialogs containing video content, the close control overlaps the video element at high zoom levels. In addition, the location dialog is cropped at the top and bottom by the viewport at high zoom levels.

<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (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>	Web: Partially supports	Web: There is a single example of non-text content with insufficient contrast within the test sample.
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (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>	Web: Supports	Web: Text spacing can be adjusted without loss of content or functionality.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p>	Web: Not applicable	Web: No content is visible on hover or focus.

<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>		
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 	<p>Web: Partially supports</p>	<p>Web: While the majority of pages can be accessed via links in two or more of the header navigation, footer, navigation, site map, or page within the site, a number of sub-pages are only linked to from their parent page.</p>

<ul style="list-style-type: none"> • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>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) 	Web: Supports	Web: Headings and labels describe their topic or purpose.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>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) • 12.2.4 (Support Docs) 	Web: Partially supports	Web: Although focus is clearly visible in most browsers and visible in Firefox in most cases, in a small number of cases Firefox's default focus outline matches the colour of the background and is therefore not visible. There is a single example of a control with no visible focus style in any browser within the test sample.

Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>3.1.2 Language of Parts</u> (Level AA) 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) 	Web: Supports	Web: The default human language for all passages or phrases in the content can be programmatically determined
<u>3.2.3 Consistent Navigation</u> (Level AA) 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 	Web: Supports	Web: Navigation is consistent throughout the test sample.

<ul style="list-style-type: none"> • 11.3.2.3 (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><u>3.2.4 Consistent Identification</u> (Level AA)</p> <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 	<p>Web: Supports</p>	<p>Web: Controls are consistently identified throughout the test sample.</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<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) 	Web: Supports	Web: Errors corrections are suggested when applicable.
<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) • 11.8.2 (Authoring Tool) 	Web: Not applicable	Web: There are no forms that cause legal commitments or financial transactions within the site.

<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) 		
<u>4.1.3 Status Messages</u> (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	Web: Not applicable	Web: There are no status messages within the test sample.

Table 3: WCAG 2.0/2.1 Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated

<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA)	Web: Not evaluated	Web: Not evaluated

EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.2.5 Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.2.6 Timeouts</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.3.2 Three Flashes</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated

<u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.5.5 Target Size</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>3.1.3 Unusual Words</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>3.1.4 Abbreviations</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>3.1.5 Reading Level</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not evaluated	Web: Not evaluated

Revised Section 508 – Does not apply		
<u>3.1.6 Pronunciation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>3.2.5 Change on Request</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>3.3.5 Help</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<u>3.3.6 Error Prevention (All)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: The mapping of WCAG 2.0 success criteria to the criteria in chapter is based on [Section 508: Mapping of WCAG 2.0 to Functional Performance Criteria](#).

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.3 Audio description or media alternative (prerecorded)• 1.2.5 Audio description (prerecorded)• 1.3.1 Info and relationships• 1.3.2 Meaningful sequence• 2.4.3 Focus order• 2.4.4 Link purpose (in context)• 2.4.5 Multiple ways• 4.1.1 Parsing• 4.1.2 Name, role, value
302.2 With Limited Vision	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.3 Audio description or media alternative (prerecorded)

		<ul style="list-style-type: none"> • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.4.3 Contrast (minimum) • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.7 Focus visible • 4.1.2 Name, role, value
302.3 Without Perception of Color	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 1.4.3 Contrast (minimum)
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.7 Focus visible • 4.1.1 Parsing • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Supports	

<p>302.9 With Limited Language, Cognitive, and Learning Abilities</p>	<p>Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.7 Focus visible • 4.1.1 Parsing • 4.1.2 Name, role, value
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Chapter 4: [Hardware](#)

Notes: Babylon Health US Global website is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
<i>402.1 General</i>		
<i>402.2 Speech-Output Enabled</i>		
402.2.1 Information Displayed On-Screen	Not applicable	Not applicable
402.2.2 Transactional Outputs	Not applicable	Not applicable
402.2.3 Speech Delivery Type and Coordination	Not applicable	Not applicable
402.2.4 User Control	Not applicable	Not applicable
402.2.5 Braille Instructions	Not applicable	Not applicable
<i>402.3 Volume</i>		
402.3.1 Private Listening	Not applicable	Not applicable
402.3.2 Non-private Listening	Not applicable	Not applicable
402.4 Characters on Display Screens	Not applicable	Not applicable
402.5 Characters on Variable Message Signs	Not applicable	Not applicable
403 Biometrics		
403.1 General	Not applicable	Not applicable
404 Preservation of Information Provided for Accessibility		
404.1 General	Not applicable	Not applicable
405 Privacy		
405.1 General	Not applicable	Not applicable
406 Standard Connections		

406.1 General	Not applicable	Not applicable
<u>407 Operable Parts</u>		
407.2 Contrast	Not applicable	Not applicable
<i>407.3 Input Controls</i>		
407.3.1 Tactilely Discernible	Not applicable	Not applicable
407.3.2 Alphabetic Keys	Not applicable	Not applicable
407.3.3 Numeric Keys	Not applicable	Not applicable
407.4 Key Repeat	Not applicable	Not applicable
407.5 Timed Response	Not applicable	Not applicable
407.6 Operation	Not applicable	Not applicable
407.7 Tickets, Fare Cards, and Keycards	Not applicable	Not applicable
<i>407.8 Reach Height and Depth</i>		
407.8.1 Vertical Reference Plane	Not applicable	Not applicable
407.8.1.1 Vertical Plane for Side Reach	Not applicable	Not applicable
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	Not applicable
407.8.2 Side Reach	Not applicable	Not applicable
407.8.2.1 Unobstructed Side Reach	Not applicable	Not applicable
407.8.2.2 Obstructed Side Reach	Not applicable	Not applicable
407.8.3 Forward Reach	Not applicable	Not applicable
407.8.3.1 Unobstructed Forward Reach	Not applicable	Not applicable
407.8.3.2 Obstructed Forward Reach	Not applicable	Not applicable
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	Not applicable

407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	Not applicable
<u>408 Display Screens</u>		
408.2 Visibility	Not applicable	Not applicable
408.3 Flashing	Not applicable	Not applicable
<u>409 Status Indicators</u>		
409.1 General	Not applicable	Not applicable
<u>410 Color Coding</u>		
410.1 General	Not applicable	Not applicable
<u>411 Audible Signals</u>		
411.1 General	Not applicable	Not applicable
<u>412 ICT with Two-Way Voice Communication</u>		
412.2 Volume Gain		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	Not applicable
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	Not applicable
412.3 Interference Reduction and Magnetic Coupling		
412.3.1 Wireless Handsets	Not applicable	Not applicable
412.3.2 Wireline Handsets	Not applicable	Not applicable
412.4 Digital Encoding of Speech	Not applicable	Not applicable
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Called ID	Not applicable	Not applicable
412.7 Video Communication	Not applicable	Not applicable
412.8 Legacy TTY Support		

412.8.1 TTY Connectability	Not applicable	Not applicable
412.8.2 Voice and Hearing Carry Over	Not applicable	Not applicable
412.8.3 Signal Compatibility	Not applicable	Not applicable
412.8.4 Voice Mail and Other Messaging Systems	Not applicable	Not applicable
<u>413 Closed Caption Processing Technologies</u>		
413.1.1 Decoding and Display of Closed Captions	Not applicable	Not applicable
413.1.2 Pass-Through of Closed Caption Data	Not applicable	Not applicable
<u>414 Audio Description Processing Technologies</u>		
414.1.1 Digital Television Tuners	Not applicable	Not applicable
414.1.2 Other ICT	Not applicable	Not applicable
<u>415 User Controls for Captions and Audio Descriptions</u>		
415.1.1 Caption Controls	Not applicable	Not applicable
415.1.2 Audio Description Controls	Not applicable	Not applicable

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
<u>502 Interoperability with Assistive Technology</u>		
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
<u>502.3 Accessibility Services</u>		
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
<u>503 Applications</u>		

503.2 User Preferences		
503.3 Alternative User Interfaces		
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
<u>504 Authoring Tools</u>		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>		
<u>602 Support Documentation</u>		
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<u>603 Support Services</u>		

603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.3 Audio description or media alternative (prerecorded)• 1.2.5 Audio description (prerecorded)• 1.3.1 Info and relationships• 1.3.2 Meaningful sequence• 2.4.3 Focus order• 2.4.4 Link purpose (in context)• 2.4.5 Multiple ways• 4.1.1 Parsing• 4.1.2 Name, role, value
4.2.2 Usage with limited vision	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.3 Audio description or media alternative (prerecorded)• 1.2.5 Audio description (prerecorded)

		<ul style="list-style-type: none"> • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.4.3 Contrast (minimum) • 1.4.10 Reflow • 1.4.11 Non-text contrast • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.7 Focus visible • 4.1.2 Name, role, value
4.2.3 Usage without perception of colour	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.4.3 Contrast (minimum) • 1.4.11 Non-text contrast
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage with no or limited vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.7 Focus visible • 4.1.1 Parsing • 4.1.2 Name, role, value

4.2.8 Usage with limited reach	Supports	
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.3.5 Identify input purpose • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.7 Focus visible • 4.1.1 Parsing • 4.1.2 Name, role, value
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
<i>5.1 Closed functionality</i>		
<i>5.1.2 General</i>		
<i>5.1.2.1 Closed functionality</i>		
<i>5.1.2.2 Assistive technology</i>		
<i>5.1.3 Non-visual access</i>		
5.1.3.1 Audio output of visual information		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening volume		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		

5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality		
5.1.6.2 Input focus		
5.1.7 Access without speech		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts		
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech		
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication		
6.2.1.2 Concurrent voice and text		
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction		
6.2.2.3 Speaker identification		
6.2.2.4 Visual indicator of Audio with RTT		
6.2.3 Interoperability		
6.2.4 RTT responsiveness		
6.3 Caller ID		
6.4 Alternatives to voice-based services		
6.5 Video communication		
6.5.1 General (informative)		
6.5.2 Resolution		
6.5.3 Frame rate		
6.5.4 Synchronization between audio and video		
6.5.5 Visual indicator of audio with video		
6.5.6 Speaker identification with video (sign language) communication		

<i>6.6 Alternatives to video-based services (advisory only)</i>		
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Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and Explanations
<i>7.1 Caption processing technology</i>		
7.1.1 Captioning playback		
7.1.2 Captioning synchronization		
7.1.3 Preservation of captioning		
7.1.4 Captions characteristics		
7.1.5 Spoken subtitles		
7.2.1 Audio description playback		
7.2.2 Audio description synchronization		
7.2.3 Preservation of audio description		
7.3 User controls for captions and audio description		

Chapter 8: Hardware

Notes: Babylon Health US Global website is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements		
8.1.2 Standard connections	Not applicable	Not applicable
8.1.3 Colour	Not applicable	Not applicable
8.2 Hardware products with speech output		
8.2.1.1 Speech volume range	Not applicable	Not applicable
8.2.1.2 Incremental volume control	Not applicable	Not applicable
8.2.2.1 Fixed-line devices	Not applicable	Not applicable
8.2.2.2 Wireless communication devices	Not applicable	Not applicable
8.3 Stationary ICT		
8.3.2.1 Unobstructed high forward reach	Not applicable	Not applicable
8.3.2.2 Unobstructed low forward reach	Not applicable	Not applicable
8.3.2.3.1 Clear space	Not applicable	Not applicable
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not applicable	Not applicable
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not applicable	Not applicable
8.3.2.4 Knee and toe clearance width	Not applicable	Not applicable
8.3.2.5 Toe clearance	Not applicable	Not applicable
8.3.2.6 Knee clearance	Not applicable	Not applicable
8.3.3.1 Unobstructed high side reach	Not applicable	Not applicable
8.3.3.2 Unobstructed low side reach	Not applicable	Not applicable
8.3.3.3.1 Obstructed (\leq 255 mm) side reach	Not applicable	Not applicable

8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not applicable	Not applicable
8.3.4.1 Change in level	Not applicable	Not applicable
8.3.4.2 Clear floor or ground space	Not applicable	Not applicable
8.3.4.3.2 Forward approach	Not applicable	Not applicable
8.3.4.3.3 Parallel approach	Not applicable	Not applicable
8.3.5 Visibility	Not applicable	Not applicable
8.3.6 Installation instructions	Not applicable	Not applicable
8.4 Mechanically Operable parts		
8.4.1 Numeric keys	Not applicable	Not applicable
8.4.2.1 Means of operation of mechanical parts	Not applicable	Not applicable
8.4.2.2 Force of operation of mechanical parts	Not applicable	Not applicable
8.4.3 Keys, tickets and fare cards	Not applicable	Not applicable
8.5 Tactile indication of speech mode	Not applicable	Not applicable

Chapter 9: [Web](#)

See the WCAG 2.0/2.1 Report section.

Chapter 10: Non-Web Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>10.0 General (informative)</i>		
10.1.1.1 through 10.4.1.3	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
10.5 Caption positioning		
10.6 Audio description timing		

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>11.0 General (informative)</i>		
11.1.1.1 through 11.4.1.3	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
<i>11.5 Interoperability with assistive technology</i>		
<i>11.5.1 Closed functionality</i>		
<i>11.5.2 Accessibility services</i>		
<i>11.5.2.1 Platform accessibility service support for software that provides a user interface</i>		
<i>11.5.2.2 Platform accessibility service support for assistive technologies</i>		
11.5.2.3 Use of accessibility services		
11.5.2.4 Assistive technology		
11.5.2.5 Object information		
11.5.2.6 Row, column, and headers		
11.5.2.7 Values		
11.5.2.8 Label relationships		
11.5.2.9 Parent-child relationships		
11.5.2.10 Text		
11.5.2.11 List of available actions		
11.5.2.12 Execution of available actions		
11.5.2.13 Tracking of focus and selection attributes		

11.5.2.14 Modification of focus and selection attributes		
11.5.2.15 Change notification		
11.5.2.16 Modifications of states and properties		
11.5.2.17 Modifications of values and text		
11.6 Documented accessibility usage		
11.6.1 User control of accessibility features		
11.6.2 No disruption of accessibility features		
11.7 User preferences		
11.8 Authoring tools		
11.8.1 Content technology		
11.8.2 Accessible content creation	See WCAG 2.0/2.1 section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.0/2.1 section
11.8.3 Preservation of accessibility information in transformations		
11.8.4 Repair assistance		
11.8.5 Templates		

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>13.1 Relay services requirements</i>		
13.1.2 Text relay services	Not applicable	Not applicable
13.1.3 Sign relay services	Not applicable	Not applicable
13.1.4 Lip-reading relay services	Not applicable	Not applicable
13.1.5 Captioned telephony services	Not applicable	Not applicable
13.1.6 Speech to speech relay services	Not applicable	Not applicable
13.2 Access to relay services	Not applicable	Not applicable
13.3 Access to emergency services	Not applicable	Not applicable

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