Reward Gateway - Edenred– Accessibility Conformance Report WCAG Edition
(Based on VPAT® Version 2.5)

Name of Product/Version: SmartHub (TM) Platform

Report Date: August 2024

Product Description: Industry-leading employee experience platform.

Contact Information: info@rewardgateway.com

Evaluation Methods Used:
- NVDA/ Chrome
- VoiceOver/ iOS
- VoiceOver/ Mac
- Zoom text
- Accessible Color Picker

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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)

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Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 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.](#)

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Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • There are images with insufficiently descriptive textual equivalents. Location: Instant Vouchers • There are meaningful images without a textual equivalent. Location: Send Recognition • There are decorative images with textual equivalents. Location: View Award, Your Benefits, Support Topic • There are meaningful font icons with no textual equivalent. Location: Reward Marketplace, Merchant, Checkout 1, Blog Home • There are images with inappropriate textual equivalents. Location: Blog Home
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.

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Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.
1.3.1 Info and Relationships (Level A)	Partially Supports	In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • There is a decorative icon identified by the screen reader. Location: Header Drawer 3 • The unnecessary list is announced by the screen reader for the text. Location: Smarthub • The empty heading tag is implemented. Location: Multi-factor authentication • There are dialogs that lacks an accessible name. Location: Recognition Preview, New Nominations • Missing navigation region and accessible name for Pagination. Location: Discounts Category • There are \<table\> elements used for layout purposes, but they are not marked as presentational. Location: Checkout 1 • There is content that uses list markup unnecessarily. Location: Loan Order History

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Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A)	Supports	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
1.4.1 Use of Color (Level A)	Partially Supports	In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: • Color alone is used to convey the information of the selected pagination link. Location: Discounts Category
1.4.2 Audio Control (Level A)	Supports	The product does not include audio that plays automatically.

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Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially Supports	In most instances, the product ensures that interactive content and functionality are accessible and operable using a keyboard or keyboard emulator. Exceptions include: • There are interactive controls that cannot be navigated to and/or operated with the keyboard alone while a screen reader is running. Location: Header, Header Drawer - Account • There are interactive controls that cannot be navigated to and operated with the keyboard alone. Location: Send Recognition, Sent eCards, New Nominations
2.1.2 No Keyboard Trap (Level A)	Supports	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard [and/or advises users of any non-standard methods required to do so].
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not contain time-limited or time-dependent content.

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Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	In most instances, the product allows users to pause, stop, or hide moving, blinking, scrolling or auto-updating content. Exceptions include: • There is an animation that plays automatically without a clear mechanism to pause, stop, or hide it. Location: Recognition Success
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The product allows authors to provide skip links or other methods to bypass blocks of content repeated on multiple pages.
2.4.2 Page Titled (Level A)	Partially Supports	In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • The page title insufficiently describes the page's purpose. Location: Send Recognition, New Nominations, Alternate Approvers, View Award

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Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Supports	In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • The focus order of interactive elements on the page is illogical. Location: Get Access, Sign In, Search • Tab focus moves to plain text that should not receive focus due to its state. Location: Search • There is dialog that do not receive focus when they appear. Location: Header Drawer - Alert, Header Drawer - Account, Header Drawer - Basket, Header Drawer 3 • The keyboard focus does not shift to the updated content after activating the button. Location: Communication Preferences • There is carousel content unnecessary provided with tabindex="0" to its <div> element. Location: Social Recognition Wall • When the user activates the "search" button, focus moves inappropriately in the header. Location: Help and Support

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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	In most instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include: • There are links with insufficiently descriptive accessible names. Location: Security Centre, Smarthub, Account Settings, Blog Home • There are links with identical and non-descriptive accessible names that navigate to different locations. Location: My Awards, Reward Marketplace, Discounts Category, Discounts Homepage, Loan Order History, Blog Home • There is an image link with an inappropriate accessible name. Location: Discounts Category • The link text and the icon that conveys "Opens in a new tab" are coded in separate <a> elements. Location: Checkout 2 • There is redundant image and textual links that point to the identical destination pages. Location: Blog Home, Blog Post
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require multipoint or path-based gestures for operation.

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Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The product does not contain functionality that uses a pointer for operation.
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: • There are controls with an accessible name that does not include the text of its visual label. Location: Header, Smarthub, Alternate Approvers, Your Benefits.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The product does not contain functionality that requires device motion or user motion.

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Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Partially Supports	In most instances, the default human language used on each page of the product can be programmatically determined. Exceptions include: • The language of the page is not set. Developers should define the natural language of a document to ensure that screen readers and other user agents understand the language the document is to be interpreted in. Location: View Voucher
3.2.1 On Focus (Level A)	Supports	The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	Partially Supports	The product ensures that most interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link [unless the user has been advised of this behavior before use]. Exceptions include: • There are radio buttons that trigger focus or context changes upon selection. Location: Checkout 1
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms occur in the same order relative to other page content in the product.

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Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Partially Supports	In most instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include: • There are errors that do not mention the name of the field in error. Location: Get Access, Send Recognition
3.3.2 Labels or Instructions (Level A)	Partially Supports	In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: • There is a form field without persistent visual label. Location: Account Settings, Checkout 1 • There is error message that is not programmatically associated with their corresponding fields. Location: Send Recognition • There is no text explaining that asterisks indicate required fields. Location: Reward Marketplace, Checkout 1

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Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The product does not request redundant user-entered information in multi-step processes.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Does not apply	This success criteria do not apply to the application.

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Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, [and whose state, properties, and value, where applicable, can be programmatically set]. Exceptions include: • The unnecessary aria-describedby attribute is defined for the element. Location: Get Access • The accessible name of the button doesn't clearly describe its function or purpose. Location: Header • There are tabs without appropriate role and state information. Location: Search, Sent eCards, Blog Home, Your Enquiries • There is content that not read by the screen reader. Location: Header Drawer - Basket • There are links without appropriate tag information. Location: Account Settings • The state of the element, whether its content is selected, is not programmatically defined. Location: Account Settings • The element's role is not coded with the correct role. Location: Communication Preferences, View Voucher • Unnecessary selected state announced by the screen reader for the tabs. Location: Instant Vouchers

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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape [unless a specific orientation is essential].
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	In some instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • There is text on hover that does not meet the required minimum color contrast ratio with its background. Location: Header Drawer - Alert • There is text that does not meet the required minimum color contrast ratio with its background. Location: Security Centre, Account Settings, View Voucher, Social Recognition Wall, Recognition Preview, Recognition Summary, Sent eCards, Alternate Approvers, Discounts Category, Discounts Homepage, Blog Home, Blog Post, Your Benefits, Your Enquiries, Submitted Enquiry

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Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Partially Supports	In most instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • There is content that disappears from viewing the page at 200% browser zoom and a 1280-pixel viewport width. Location: Header Drawer 3, Social Recognition Wall, Blog Home • There is content that overlaps when viewing the page at 200% browser zoom and a 1280-pixel viewport width. Location: Create a Password, Blog Home • The <user-scalable parameter set to "no"/maximum-scale less than 2> within the <meta name="viewport"> tag is disabling zooming on the page. Location: View Voucher
1.4.5 Images of Text (Level AA)	Partially Supports	In most instances, the product uses text instead of images of text, or the images of text can be visually customized to user viewing requirements. Exceptions include: • There is text created with images of text rather than actual text elements styled with CSS. Location: Smarthub, Blog Home

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Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	In most instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions [except where scrolling is required for content usage such as tables or diagrams]. Exceptions include: • There is content that disappears, overlaps, is cut off, or requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels. Location: Header Drawer - Alert, Header Drawer - Account, Header Drawer - Basket, Header Drawer 3, Social Recognition Wall, Sent eCards, New Nominations, Blog Home

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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • There are user interface components with a contrast ratio below 3.00:1. Location: Header Drawer - Alert, Header Drawer 3 • There are graphical objects with a color contrast ratio below 3.00:1. Location: Communication Preferences • The border of the mentioned field has a contrast ratio below 3.00:1. Location: Checkout 1 • The focus indicators of controls have a contrast ratio below 3.00:1. Location: Blog Post
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	The product does not contain content that appears on pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA)	Supports	The product provides multiple ways to navigate through pages in the product [except where pages are sequential steps in a process].

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Partially Supports	The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include: • There are form field labels that are not unique. Location: Change Password • There is a button with inappropriate and insufficiently descriptive accessible name. Location: View Award, Checkout 1, Blog Post • There are buttons with identical and insufficiently descriptive accessible names. Location: Discounts Category, Merchant
2.4.7 Focus Visible (Level AA)	Supports	The product provides a visible indication of keyboard focus for elements on each page.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When user interface components receive keyboard focus, they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The size of targets in the product meets the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	Supports	Pages of the product present content in a single language.

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Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Supports	The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	Supports	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The product does not require an authentication process.

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Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: • There are dynamically changing content areas or status messages that are not announced by the screen reader. Location: Change Password, Multi-factor authentication, Social Recognition Wall, New Nominations, Reward Marketplace, Blog Post, Help and Support

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