

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 (iOS) app (US version)
Product description	Native iOS application, with additional embedded web pages covering account registration, login, and the presentation of privacy policy and terms of use information.
Report date	27 October 2021
Contact information	accessibility@babylonhealth.com Fred Warburton
Notes	<p>In the WCAG, Functional Performance Criteria, and Functional Performance Statement tables:</p> <ul style="list-style-type: none">• Software refers to native iOS content.• Web refers to embedded web pages. <p>The Android and iOS versions of the app share the same embedded web pages.</p>
Evaluation methods used	This conformance report is based on the results of an accessibility audit conducted by TetraLogical on a representative sample of screens across selected user journeys, for

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

	<p>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. 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"> • Assistive technologies: iOS' built-in accessibility features, including VoiceOver and text resizing/zooming. An external keyboard was also paired with the device using Bluetooth to assess keyboard accessibility. • Accessibility testing tools (native iOS content): Xcode Accessibility Inspector, Colour Contrast Analyser • Accessibility testing tools (embedded web pages): 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 –

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
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1 (Open Functionality Software) • 11.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p>	<p>Software: Non-text content that is presented to the user within the app has a text alternative that serves the equivalent purpose, with the following exceptions:</p> <ul style="list-style-type: none"> • When searching for a symptom, the magnifying glass icon inside the Search button and the “X” icon inside the remove/clear search button are both missing equivalent text descriptions. • The progress information bar that appears at the top of each screen in the chat bot is missing an equivalent text description. • Arrow icons on the Monitor dashboard, that indicate whether the user’s

		<p>temperature/weight has risen or fallen, are missing equivalent text descriptions.</p> <p>Web: Non-text content that is presented to the user within embedded web pages has a text alternative that serves the equivalent purpose, with the following exceptions:</p> <ul style="list-style-type: none"> • The progress bar that graphically indicates how much of the registration process has been completed and how much is left is missing an appropriate human readable equivalent text description. • Tick and cross icons next to password requirements have ambiguous equivalent text descriptions.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include prerecorded audio-only or prerecorded video content.</p> <p>Web: Embedded web pages do not include prerecorded audio-only or prerecorded video-only content.</p>

<ul style="list-style-type: none"> • 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) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include any prerecorded audio content within synchronized media.</p> <p>Web: Embedded web pages do not include any prerecorded audio content within synchronized media.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include any synchronized media that requires an accessible alternative.</p> <p>Web: Embedded web pages do not include any synchronized media that</p>

<ul style="list-style-type: none"> • 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>requires an accessible alternative.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>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) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p>	<p>Software: All information, structure, and relationships conveyed through presentation within the app can be programmatically determined or are available in text, with the following exceptions:</p> <ul style="list-style-type: none"> • Some text that has the visible appearance of, and acts as, a heading for a section of related content – such as the “Members”, “Account”, “Help”, and “Share your experience” text on the Account Settings screen – is not conveyed as a heading by VoiceOver. • A small number of labels – such as the

		<p>“Select your insurer” label on the Check Insurance screen, the “Search for symptoms” label on the Search for a Symptom screen, and the “How old are you”? label within the chat bot – are not programmatically associated with their related form fields, so are not announced by VoiceOver when the fields receive focus.</p> <ul style="list-style-type: none"> • Some form error messages – such as those generated when attempting to add a family member – are not programmatically associated with their related form fields, so are not announced by VoiceOver when the fields receive focus. <p>Web: All information, structure, and relationships conveyed through presentation within embedded web pages can be programmatically determined or are available in text, with the following exceptions:</p>
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		<ul style="list-style-type: none"> • The “Date of Birth” group label on the associated registration screen is not programmatically associated with its related group of individual text fields. • The “You have reached the limit of code attempts” and “The entered code is not valid” error messages on the Health Plan Code page are not programmatically associated with their related text fields.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) 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) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p>	<p>Software: A correct reading sequence can be programmatically determined for all content within the app, with the following exception:</p> <ul style="list-style-type: none"> • The “Looks like you have already rated this consultation” notification message, that visually appears at the top of the rate consultation screen, is only announced by VoiceOver once the user has swiped through all other elements on the screen.

		<p>Web: A correct reading sequence can be programmatically determined for all embedded web pages, with the following exception:</p> <ul style="list-style-type: none"> Icons indicating whether specific password requirements have been met are placed before the related criteria, hence screen readers announce the related text description (“valid” or “invalid”) before the actual criterion.
<p>1.3.3 Sensory Characteristics (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: Instructions provided for understanding and operating content within the app do not rely solely on sensory characteristics of components.</p> <p>Web: Instructions provided for understanding and operating content within embedded web pages do not rely solely on sensory characteristics of components.</p>

<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p>	<p>Software: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the app, with the following exceptions:</p> <ul style="list-style-type: none"> • Color alone is used to distinguish between the non-interactive “Body Measurements” heading and the nearby interactive “See All” button text on the Monitor dashboard. • The date picker widget that appears when entering health information in the Monitor section of the app uses color alone to distinguish between today’s date (light blue text) and other dates within the date picker (black text). <p>Web: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within embedded web pages,</p>
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		<p>with the following exceptions:</p> <ul style="list-style-type: none"> • Color alone is used to indicate if individual password criteria have been met when creating a password (green tick icons indicate the criterion has been met, grey tick icons indicate the criterion has not been met). • Some links embedded into the app's privacy policy and terms of use documentation can only be distinguished via colour alone.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 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>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include audio that plays automatically for more than 3 seconds.</p> <p>Web: Embedded web pages do not include audio that plays automatically for more than 3 seconds.</p>

<ul style="list-style-type: none"> • 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) 	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: All functionality within the app is operable using an external keyboard interface and when using the device's built-in screen reader without requiring specific timings for individual keystrokes, with the following exceptions:</p> <ul style="list-style-type: none"> • When adding health information in the Monitor section of the application, dates can be selected, but not submitted, when using an external keyboard. • The "About family accounts" component on the Account Settings screen cannot be accessed using an external keyboard. <p>Web: All functionality within the embedded web pages is operable using an external keyboard interface and when using the device's built-in screen reader without requiring specific timings for individual keystrokes.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) 	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: For all components that receive keyboard and VoiceOver focus within the app, focus can be moved away from that component using the</p>

<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>keyboard or VoiceOver, with the following exceptions:</p> <ul style="list-style-type: none"> • When VoiceOver focus is set to the main content section of certain screens in the chat bot (such as those which require the user to select options from a set of checkboxes), the Back and Close buttons in the common header cannot be accessed via swipe or explore by touch. • External keyboard focus becomes trapped inside the date picker widget that appears when entering health data in the Monitor section of the app. There is no way to dismiss the date picker using an external keyboard alone. <p>Web: For all components that receive external keyboard and VoiceOver focus within the embedded web pages, focus can be moved away from that component using the external keyboard or VoiceOver.</p>
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<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>	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not require keyboard shortcuts.</p> <p>Web: Embedded web pages do not require keyboard shortcuts.</p>
<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) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not have any time limits.</p> <p>Web: Embedded web pages do not have any time limits.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p>	<p>Software: Not applicable</p>	<p>Software: The app does not include any moving,</p>

<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not applicable</p>	<p>blinking, scrolling, or auto-updating information that starts automatically and is presented in parallel with other content.</p> <p>Web: Embedded web pages do not include any moving, blinking, scrolling, or auto-updating information that starts automatically and is presented in parallel with other content.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 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>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app does not include content that flashes more than three times in any one second period.</p> <p>Web: Embedded web pages do not include content that flashes more than three times in any one second period.</p>

<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 • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app is a software product, and therefore this success criterion does not apply.</p> <p>Web: Embedded web pages do not have blocks of content that are repeated on multiple pages.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>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 	<p>Software: Partially supports</p> <p>Web: Does not support</p>	<p>Software: All screens within the app have titles that describe their topic or purpose, with the following exceptions:</p> <ul style="list-style-type: none"> • A progress bar is used as a title for screens within the chat bot. However, it is missing an equivalent text description, so this

<ul style="list-style-type: none"> • 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>title is not available to VoiceOver users.</p> <ul style="list-style-type: none"> • Some screens within the Monitor section have the same title (for example, “Weight”) even though the content of each screen is different. • The “Me” landing screen is missing an appropriate title. <p>Web: Embedded web pages do not have titles that describe their topic or purpose. All pages have the same title (“Babylon”).</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p>	<p>Software: All focusable components within the app receive focus in an order that preserves meaning and operability, with the following exceptions:</p> <ul style="list-style-type: none"> • VoiceOver focus often remains on the form’s submit button, rather than move to the first form field that is in an error state, if the form contains errors when it is submitted. • VoiceOver focus occasionally returns to the top of the screen rather than the original trigger component after closing certain

		<p>slide-ins and dialog boxes (such as the “Why are we asking this question?” slide-in within the chatbot).</p> <ul style="list-style-type: none"> • Some non-functional plain text content (such as the appointment time and date on the Appointment Details screen) unnecessarily falls into focus order when navigating through screen content using an external keyboard. • In a small number of instances, VoiceOver focus order does not match the visual order of components, which may confuse sighted VoiceOver users (for example, focus order through the Mute Microphone, End Call, and Turn Camera On/Off buttons that are displayed when a phone appointment is being conducted is not the same as the visual order of these buttons). • When a new screen is opened,
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		<p>VoiceOver focus order occasionally starts on an element within the main content section of the screen, rather than at the top of the screen. For example, when the final screen in the Check Symptoms flow is opened, VoiceOver focus begins on the “View your results” button at the bottom of the screen, skipping over much of the screen content, rather than at the top of the screen.</p> <ul style="list-style-type: none"> • A small number of components fall into VoiceOver focus order twice, such as the Close button next to the “Looks like you have already rated this consultation” notification message. <p>Web: All focusable components within the embedded web pages receive focus in an order that preserves meaning and operability, with the following exceptions:</p> <ul style="list-style-type: none"> • If a user submits a form that contains
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		<p>errors, focus does not move into the first field that contains an error.</p> <ul style="list-style-type: none"> • Focus automatically begins on the first text field in some forms when the page is initially opened, which means that content above the form is skipped by screen readers.
<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) 	<p>Software: Supports</p> <p>Web: Not applicable</p>	<p>Software: The purpose of all links to other screens within the app, and to pages that open in the device's default browser, can be determined from the link text alone, or from the link text together with its programmatically determined link context.</p> <p>Web: Embedded web pages do not include any links.</p>
<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) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include functionality that requires multipoint/path-based gestures.</p>

<ul style="list-style-type: none"> • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (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>Web: Embedded web pages do not include functionality that requires multipoint/path-based gestures.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: 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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: For all functionality within the app that can be operated using a single pointer, all pointer event interaction can be cancelled as per the SC requirements, with the following exception:</p> <ul style="list-style-type: none"> • When adding one's weight in the Monitor section, pressing one's finger on the date picker trigger control automatically opens the date picker, even if one attempts to cancel the action by moving one's finger away from the trigger. <p>Web: For all functionality within the embedded web pages that can be operated using a single pointer, all pointer event interaction can be</p>

		cancelled as per the SC requirements.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: 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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: For all user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually, with the following exceptions:</p> <ul style="list-style-type: none"> • The accessible name for each of the options in the “Select your insurer” drop-down menu on the Check Insurance screen does not match/include the visible text. • The accessible name for links to specific symptoms on the Search for a symptom screen (available after performing a search) does not include all the visible link text. <p>Web: For all user interface components with labels that include text or images of text within the embedded web pages, the accessible name of the component contains the text that is presented visually.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p>	<p>Software: Not applicable</p>	<p>Software: The app does not include functionality that can be operated by</p>

<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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Not applicable</p>	<p>device motion or user motion.</p> <p>Web: Embedded web pages do not include functionality that can be operated by device motion or user motion.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Does not support</p>	<p>Software: It is not possible for developers to programmatically specify the human language for native iOS applications.</p> <p>Web: The default language of the embedded web pages cannot be programmatically determined.</p>
<p>3.2.1 On Focus (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) 	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: No user interface component within the app initiates a change of context when it receives focus.</p>

<ul style="list-style-type: none"> • 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: No user interface component within the embedded web pages initiates a change of context when it receives focus.</p>
<p>3.2.2 On Input (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) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: Changing the setting of user interface components within the app does not automatically cause a change of context.</p> <p>Web: Changing the setting of user interface components within the embedded web pages does not automatically cause a change of context.</p>
<p>3.3.1 Error Identification (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) 	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: For all input errors that are automatically detected within the app, the item that is in error is identified</p>

<ul style="list-style-type: none"> • 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) 		<p>and the error is described to the user in text.</p> <p>Web: For all input errors that are automatically detected within the embedded web pages, the item that is in error is identified and the error is described to the user in text.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 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>Software: Supports</p> <p>Web: Supports</p>	<p>Software: Labels or instructions are provided within the app when content requires user input.</p> <p>Web: Labels or instructions are provided within the embedded web pages when content requires user input.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p>	<p>Software: Not applicable</p>	<p>Software: The app is not implemented using a</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>markup language, and therefore this success criterion does not apply.</p> <p>Web: In all embedded web pages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: For all user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies, with the following exceptions:</p> <ul style="list-style-type: none"> • A small number of form fields (such as the “Select your insurer” text field on the Check Insurance screen) are missing accessible

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		<p>names/labels. VoiceOver therefore does not announce the visible label for the field when it receives focus.</p> <ul style="list-style-type: none"> • Containers for slide-ins are missing an accessible name. VoiceOver remains silent when these containers receive focus. • Some user interface components are missing an appropriate role, such as the “Close” button within the “Looks like you have rated this consultation” message, and the “About Family Accounts” link on the Account Settings screen. <p>Web: For all user interface components within the embedded web pages, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically determined; and notifications of changes to these items are available to user agents, including assistive technologies.</p>
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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) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: Aside from two-way video calls, which are exempt from this success criterion, the app does not include live audio content within synchronized media.</p> <p>Web: Embedded web pages within the app do not include live audio content within synchronized media.</p>
<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) • 12.2.4 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include prerecorded video content in synchronized media.</p> <p>Web: Embedded web pages within the app do not include prerecorded video content in synchronized media.</p>

Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Does not support</p> <p>Web: Does not support</p>	<p>Software: The app restricts the view and operation of content to a single display orientation (portrait).</p> <p>Web: The underlying HTML does not include markup that restricts embedded web pages themselves to a single display orientation. In practice, however, web pages are restricted to a single display orientation when viewed in the app.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (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>	<p>Software: Not applicable</p> <p>Web: Does not support</p>	<p>Software: It is not possible for developers to programmatically identify the purpose of input fields that collect information about the user within native iOS applications.</p> <p>Web: The purpose of most input fields that collect information about the user within embedded web pages cannot be programmatically determined. Examples include:</p> <ul style="list-style-type: none"> • First and last name fields

		<ul style="list-style-type: none"> • Email fields • Date of birth day, month, and year fields • Zip code fields.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: The visual presentation of all text has a contrast ratio of at least 4.5:1, while large-scale text has a contrast ratio of at least 3:1, with the following exceptions:</p> <ul style="list-style-type: none"> • Placeholder text within some fields is represented by light gray text on a white background, resulting in a contrast ratio of 1.7:1. • The OK button text in some error dialog boxes generated while VoiceOver is active is light blue on an off-white background, resulting in a contrast ratio of 3.5:1. • White text within the header on video call screens is rendered against a transparent background which means that – if the caller’s background is also light in colour – the

		<p>header text becomes extremely difficult to perceive.</p> <ul style="list-style-type: none"> • Days that run horizontally along the top of the date picker widget within the Monitor section of the app are represented by light gray text on a white background, resulting in a contrast ratio of 1.8:1. • Text within placeholder avatars is white on a light gray background, resulting in a contrast ratio of 1.8:1. <p>Web: The visual presentation of all text within embedded web pages has a contrast ratio of at least 4.5:1 (or 3:1 for large text).</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p>	<p>Software: All text within the app can be resized without assistive technology by zooming up to 200% with no loss of content or functionality, with the following exception:</p> <ul style="list-style-type: none"> • Changes to text sizes at operating system level have only a minimal effect on text

<ul style="list-style-type: none"> • 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>within the date picker used within the Monitor area of the app.</p> <p>Web: All text within embedded web pages can be resized without assistive technology by zooming up to 200%, and with no loss of content or functionality, with the following exception:</p> <ul style="list-style-type: none"> • The HTML-based Notice of Privacy Practices and Terms and Conditions pages include markup that restricts the ability to use pinch-to-zoom in touchscreen environments.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>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>	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: Text, rather than images of text, is used to convey information within the app.</p> <p>Web: Text, rather than images of text, is used to convey information within embedded web pages.</p>

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: All screens within the app are structured so that they can be resized to a width of 320 CSS pixels/a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.</p> <p>Web: All embedded web pages are structured so that they can be resized to a width of 320 CSS pixels/a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.</p>
<p>1.4.11 Non-text Contrast (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>	<p>Software: Partially supports</p> <p>Web: Partially supports</p>	<p>Software: The visual presentation of all user interface components and other graphical objects within the app (except for those whose appearance is determined by the operating system) has a contrast ratio of at least 3:1, with the following exceptions:</p> <ul style="list-style-type: none"> • When booking an appointment, the solid circle that appears after selected, unavailable, appointments is

		<p>light gray on a white background, which results in a contrast ratio of 1.8:1.</p> <ul style="list-style-type: none"> • The switch camera component within the header on video call screens is represented by a white icon placed on a transparent background. Consequently, if the caller's background is also light in colour, this icon becomes extremely difficult to perceive. <p>Web: The visual presentation of all user interface components and other graphical objects within embedded web pages (except for those whose appearance is determined by the operating system) has a contrast ratio of at least 3:1, with the following exception:</p> <ul style="list-style-type: none"> • Light gray tick icons, indicating that individual criteria for a suitable password haven't yet been met, provide a contrast ratio of
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		1.8:1 against the white background.
<p>1.4.12 Text Spacing (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>	<p>Software: Not applicable</p> <p>Web: Supports</p>	<p>Software: The app's development framework (React Native) allows developers to set multiple text style properties, including those covered by this success criterion. However, at the present time, these properties cannot be modified by the user in the operating system settings, either globally or on a per app basis.</p> <p>Web: Embedded web pages allow for the changing of all relevant text style properties without loss of content or functionality.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (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>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include additional content that is displayed on hover or focus.</p> <p>Web: Embedded web pages do not include additional content that is displayed on hover or focus.</p>
<p>2.4.5 Multiple Ways (Level AA)</p>	<p>Software: Not applicable</p>	<p>Software: The app is a software product, and</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) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Not applicable</p>	<p>therefore this success criterion does not apply.</p> <p>Web: Embedded web pages are entirely comprised of pages that are the result of, or a step in, a process.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: All headings and labels within the app appropriately describe the topic or purpose of their related content, with the following exceptions:</p> <ul style="list-style-type: none"> • The accessible label for the four dots above the “Create a PIN for your account” text includes the term “secure text field”,

<ul style="list-style-type: none"> • 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>which may confuse VoiceOver users into thinking they are interacting with a text field when they are not.</p> <ul style="list-style-type: none"> • “More” is used as heading text on the Monitor landing screen, which does not adequately describe the topic or purpose of the related content. • When submitting a chosen date while entering weight information in the Monitor section of the app, the label provided for the (hidden, VoiceOver-specific) submit button is “Dismiss context menu” rather than (for example) “Submit chosen date”. <p>Web: All headings and labels within embedded web pages appropriately describe the topic or purpose of their related content.</p>
<p>2.4.7 Focus Visible (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) 	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: All keyboard operable user interface components include an indication of keyboard focus, with the following exceptions:</p>

<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • The “Dismiss Context Menu” component within the date picker widget in the Monitor section of the app is focusable using VoiceOver but is never made visible. Sighted VoiceOver users may therefore be confused about what the component is for. <p>Web: All operable user interface components within embedded web pages include an indication of focus when using an external keyboard paired with the device.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p>	<p>Software: Not applicable</p> <p>Web: Does not support</p>	<p>Software: It is not possible for developers to programmatically specify the human language of passages or phrases in the content of native iOS applications.</p> <p>Web: The human language of each passage or phrase in the content of embedded web pages cannot be programmatically determined.</p>

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Software: Not applicable</p> <p>Web: Supports</p>	<p>Software: The app is a software product, and therefore this success criterion does not apply.</p> <p>Web: Navigational mechanisms that are repeated on multiple pages within the set of embedded web pages occur in the same relative order each time they are repeated.</p>
<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 	<p>Software: Not applicable</p> <p>Web: Supports</p>	<p>Software: The app is a software product, and therefore this success criterion does not apply.</p> <p>Web: All components that have the same functionality within the set of embedded web</p>

<ul style="list-style-type: none"> • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		<p>pages are identified consistently.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: For all automatically detected input errors within the app where suggestions for correction are known, these suggestions are provided to the user.</p> <p>Web: For all automatically detected input errors within the embedded web pages where suggestions for correction are known, these suggestions are provided to the user.</p>

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		
<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) • 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>Software: Supports</p> <p>Web: Supports</p>	<p>Software: Personal details submitted within the app (for example, when booking an appointment) are checked for input errors, and there is a mechanism for reviewing, confirming, and correcting these details.</p> <p>Web: Personal details submitted within the embedded web pages (for example, when creating an account) are checked for input errors, and there is a mechanism for reviewing, confirming, and correcting these details</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (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) 	<p>Software: Not applicable</p> <p>Web: Partially supports</p>	<p>Software: Apart from embedded web pages, the app is not implemented using markup languages, and therefore this success criterion does not apply.</p> <p>Web: In all embedded web pages implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without</p>

Revised Section 508 – Does not apply		<p>receive focus, with the following exception:</p> <ul style="list-style-type: none"> • Due to the way they are marked up, error messages are often repeated multiple times while a user is attempting to correct the error. • When creating a new password, status notifications indicating whether specific criteria have met are visually updated, but this information is not conveyed non-visually.
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Table 3: WCAG 2.0/2.1 Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Software: Not evaluated</p> <p>Web: Not evaluated</p>	<p>Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA.</p> <p>Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.</p>
<p><u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply</p>	<p>Software: Not evaluated</p> <p>Web: Not evaluated</p>	<p>Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA.</p> <p>Web: Embedded web pages have not been</p>

Revised Section 508 – Does not apply		evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<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	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<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	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

<u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.2.5 Re-authenticating</u> (Level AAA)	Software: Not evaluated	Software: The app has not been evaluated

EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not evaluated	against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA.

Revised Section 508 – Does not apply		Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<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	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<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	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>3.1.3 Unusual Words</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>3.1.4 Abbreviations</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been

		evaluated against WCAG 2.0/2.1 Level AAA.
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

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	Software: Partially supports Web: 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• 1.2.1 Audio-only and video-only (pre-recorded)• 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• 1.3.3 Sensory characteristics• 1.4.1 Use of color• 1.4.2 Audio control• 2.1.1 Keyboard• 2.1.2 No keyboard trap• 2.2.1 Timing adjustable• 2.4.1 Bypass blocks• 2.4.2 Page titled• 2.4.3 Focus order

		<ul style="list-style-type: none"> • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.3 Labels or instructions • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value
302.2 With Limited Vision	<p>Software: Partially supports</p> <p>Web: 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 • 1.2.1 Audio-only and video-only • 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

		<ul style="list-style-type: none"> • 1.3.3 Sensory characteristics • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.5 Images of text • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.2 Name, role, value
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302.3 Without Perception of Color	<p>Software: Partially supports</p> <p>Web: 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"> • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 3.3.1 Error identification • 3.3.4 Error prevention (legal, financial, data)
302.4 Without Hearing	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app can be used without hearing.</p> <p>Web: The embedded web pages can be used without hearing.</p>
302.5 With Limited Hearing	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app can be used with limited hearing.</p> <p>Web: The embedded web pages can be used with limited hearing.</p>
302.6 Without Speech	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app does not rely on speech input.</p> <p>Web: The embedded web pages do not rely on speech input.</p>
302.7 With Limited Manipulation	<p>Software: Partially supports</p> <p>Web: 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"> • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways

		<ul style="list-style-type: none"> • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.2.1 On focus • 3.2.4 Consistent identification • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app is usable by people with limited reach and strength.</p> <p>Web: The embedded web pages are usable by people with limited reach and strength.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	<p>Software: Partially supports</p> <p>Web: 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 • 1.2.1 Audio-only and video-only (prerecorded) • 1.2.2 Captions (prerecorded) • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.4 Captions (live) • 1.2.5 Audio description (prerecorded)

		<ul style="list-style-type: none"> • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.3.3 Sensory characteristics • 1.4.1 Use of color • 1.4.2 Audio control • 1.4.5 Images of text • 2.1.1 Keyboard • 2.2.1 Timing adjustable • 2.2.2 Pause, stop, hide • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing
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		<ul style="list-style-type: none"> • 4.1.2 Name, role, value
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Chapter 4: Hardware

Notes: The Babylon Health iOS app (US version) is not a hardware product.

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

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

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

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

Chapter 5: Software

Notes:

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	Not applicable	The app is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The app does not disrupt or disable iOS' operating system accessibility features.
502.3 Accessibility Services		
502.3.1 Object Information	Partially supports	All user interface components within the app provide the necessary role, state, property, and value information to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
502.3.2 Modification of Object Information	Supports	The app provides assistive technologies with the ability to modify states and properties of all applicable user interface components.
502.3.3 Row, Column, and Headers	Not applicable	The app does not use data tables to present information.
502.3.4 Values	Supports	All applicable values can be programmatically determined by assistive technologies.
502.3.5 Modification of Values	Supports	All applicable values can be modified using assistive technologies.
502.3.6 Label Relationships	Partially supports	All user interface components are

		programmatically associated with their respective labels, except for the instances described in WCAG 2.0/2.1 SC 1.3.1 Info and Relationships (Level A).
502.3.7 Hierarchical Relationships	Supports	The app exposes all hierarchical relationships in a way that they can be programmatically determined by assistive technologies.
502.3.8 Text	Supports	The app exposes all text in a way that it can be programmatically determined by assistive technologies.
502.3.9 Modification of Text	Supports	The app allows assistive technologies to modify the text within text input fields.
502.3.10 List of Actions	Partially supports	All user interface components within the app are structured so that their list of actions is exposed to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
502.3.11 Actions on Objects	Partially supports	All user interface components within the app are structured so that they can be executed using assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 2.1.1 Keyboard (Level A).
502.3.12 Focus Cursor	Supports	All applicable user interface components that receive VoiceOver and external keyboard focus include a visible indicator of focus.

502.3.13 Modification of Focus Cursor	Supports	The app allows assistive technologies to control the focus and selection cursor on all applicable user interface components.
502.3.14 Event Notification	Supports	The app exposes applicable notification information to assistive technologies.
502.4 Platform Accessibility Features	Not applicable	The app is not platform software.
<u>503 Applications</u>		
503.2 User Preferences	Partially supports	<p>The app supports user preferences at operating system level, except for the instances described in WCAG 2.0/2.1 SC 1.4.4 Resize Text (Level AA).</p> <p>The app also supports both Smart Invert and Classic Invert options within iOS.</p> <p>App-specific features, including dark mode and low vision font options, can also be set through the app's Accessibility screen.</p>
503.3 Alternative User Interfaces	Not applicable	The app does not provide an alternative user interface that functions as an assistive technology.
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	The app does not include synchronized multimedia that would require captions.
503.4.2 Audio Description Controls	Not applicable	The app does not include synchronized multimedia that would

		require audio description.
<u>504 Authoring Tools</u>		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable	The app does not include content editing or creation.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The app does not include authoring tools that support the conversion of content from one format to another.
504.2.2 PDF Export	Not applicable	The app does not include a PDF export feature.
504.3 Prompts	Not applicable	The app does not include content editing or creation that would require a feature to prompt authors to create content that conforms to WCAG 2.0/2.1 Levels A and AA.
504.4 Templates	Not applicable	The app does not require templates for content editing or creation.

Chapter 6: Support Documentation and Services

Notes: This accessibility conformance report does not cover the Babylon Health (iOS) app's support documentation and services.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
<u>602 Support Documentation</u>		
602.2 Accessibility and Compatibility Features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
602.3 Electronic Support Documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
<u>603 Support Services</u>		
603.2 Information on Accessibility and Compatibility Features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
603.3 Accommodation of Communication Needs	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	<p>Software: Partially supports</p> <p>Web: 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 • 1.2.1 Audio-only and video-only (pre-recorded) • 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 • 1.3.3 Sensory characteristics • 1.3.4 Orientation • 1.4.1 Use of color • 1.4.2 Audio control • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.5.3 Label in name

		<ul style="list-style-type: none"> • 2.5.4 Motion actuation • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.3 Labels or instructions • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.2 Usage with limited vision	<p>Software: Partially supports</p> <p>Web: 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 • 1.2.1 Audio-only and video-only • 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

		<ul style="list-style-type: none"> • 1.3.3 Sensory characteristics • 1.3.4 Orientation • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.5 Images of text • 1.4.10 Reflow • 1.4.11 Non-text contrast • 1.4.12 Text spacing • 1.4.13 Content on hover or focus • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.1 Pointer gestures • 2.5.2 Pointer cancellation • 2.5.3 Label in name • 2.5.4 Motion actuation • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input
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		<ul style="list-style-type: none"> • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.3 Usage without perception of colour	<p>Software: Partially supports</p> <p>Web: 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"> • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.11 Non-text contrast • 3.3.1 Error identification • 3.3.4 Error prevention (legal, financial, data)
4.2.4 Usage without hearing	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app can be used without hearing.</p> <p>Web: The embedded web pages can be used without hearing.</p>
4.2.5 Usage with limited hearing	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app can be used with limited hearing.</p> <p>Web: The embedded web pages can be used with limited hearing.</p>

4.2.6 Usage with no or limited vocal capability	Software: Supports Web: Supports	Software: The app does not rely on speech input. Web: The embedded web pages do not rely on speech input.
4.2.7 Usage with limited manipulation or strength	Software: Partially supports Web: Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 1.3.4 Orientation • 1.4.13 Content on hover or focus • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.1 Pointer gestures • 2.5.2 Pointer cancellation • 2.5.3 Label in name • 2.5.4 Motion actuation • 3.2.1 On focus • 3.2.4 Consistent identification • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing

		<ul style="list-style-type: none"> 4.1.2 Name, role, value
4.2.8 Usage with limited reach	Software: Supports Web: Supports	Software: The app is usable by people with limited reach and strength. Web: The embedded web pages are usable by people with limited reach and strength.
4.2.9 Minimize photosensitive seizure triggers	Software: Supports Web: Supports	Software: The app does not include content likely to cause photosensitive seizure triggers. Web: The embedded web pages do not include content likely to cause photosensitive seizure triggers.
4.2.10 Usage with limited cognition, language or learning	Software: Partially supports Web: 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 1.2.1 Audio-only and video-only (prerecorded) 1.2.2 Captions (prerecorded) 1.2.3 Audio description or media alternative (prerecorded) 1.2.4 Captions (live) 1.2.5 Audio description (prerecorded) 1.3.1 Info and relationships 1.3.2 Meaningful sequence

		<ul style="list-style-type: none"> ● 1.3.3 Sensory characteristics ● 1.3.4 Orientation ● 1.3.5 Identify input purpose ● 1.4.1 Use of color ● 1.4.2 Audio control ● 1.4.5 Images of text ● 1.4.12 Text spacing ● 2.1.1 Keyboard ● 2.1.4 Character key shortcuts ● 2.2.1 Timing adjustable ● 2.2.2 Pause, stop, hide ● 2.4.1 Bypass blocks ● 2.4.2 Page titled ● 2.4.3 Focus order ● 2.4.4 Link purpose (in context) ● 2.4.5 Multiple ways ● 2.4.6 Headings and labels ● 2.4.7 Focus visible ● 2.5.1 Pointer gestures ● 2.5.2 Pointer cancellation ● 2.5.3 Label in name ● 2.5.4 Motion actuation ● 3.1.1 Language of page ● 3.1.2 Language of parts ● 3.2.1 On focus ● 3.2.2 On input ● 3.2.3 Consistent navigation ● 3.2.4 Consistent identification ● 3.3.1 Error identification
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		<ul style="list-style-type: none"> • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.11 Privacy	<p>Software: Supports</p> <p>Web: Supports</p>	<p>Software: The app does not provide additional features for accessibility that may impact on the privacy of users.</p> <p>Web: The embedded web pages do not provide additional features for accessibility that may impact on the privacy of users.</p>

Chapter 5: Generic Requirements

Notes: The Babylon Health iOS app (US version) is not closed software.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.1 Closed functionality		
5.1.2.2 Assistive technology		
5.1.3 Non-visual access		
5.1.3.1 Audio output of visual information	Not applicable	The app is not closed software.
5.1.3.2 Auditory output delivery including speech	Not applicable	The app is not closed software.
5.1.3.3 Auditory output correlation	Not applicable	The app is not closed software.
5.1.3.4 Speech output user control	Not applicable	The app is not closed software.
5.1.3.5 Speech output automatic interruption	Not applicable	The app is not closed software.
5.1.3.6 Speech output for non-text content	Not applicable	The app is not closed software.
5.1.3.7 Speech output for video information	Not applicable	The app is not closed software.
5.1.3.8 Masked entry	Not applicable	The app is not closed software.
5.1.3.9 Private access to personal data	Not applicable	The app is not closed software.
5.1.3.10 Non-interfering audio output	Not applicable	The app is not closed software.
5.1.3.11 Private listening volume	Not applicable	The app is not closed software.
5.1.3.12 Speaker volume	Not applicable	The app is not closed software.
5.1.3.13 Volume reset	Not applicable	The app is not closed software.
5.1.3.14 Spoken languages	Not applicable	The app is not closed software.
5.1.3.15 Non-visual error identification	Not applicable	The app is not closed software.

5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The app is not closed software.
5.1.4 Functionality closed to text enlargement	Not applicable	The app is not closed software.
5.1.5 Visual output for auditory information	Not applicable	The app is not closed software.
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality		
5.1.6.2 Input focus	Not applicable	The app is not closed software.
5.1.7 Access without speech	Not applicable	The app is not closed software.
5.2 Activation of accessibility features	Not applicable	The app is not closed software.
5.3 Biometrics	Not applicable	The app is not closed software.
5.4 Preservation of accessibility information during conversion	Not applicable	The app is not closed software.
5.5 Operable parts		
5.5.1 Means of operation	Not applicable	The app is not closed software.
5.5.2 Operable parts discernibility	Not applicable	The app is not closed software.
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status	Not applicable	The app is not closed software.
5.6.2 Visual status	Not applicable	The app is not closed software.
5.7 Key repeat	Not applicable	The app is not closed software.
5.8 Double-strike key acceptance	Not applicable	The app is not closed software.
5.9 Simultaneous user actions	Not applicable	The app is not closed software.

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not evaluated	The app has not been evaluated against this criterion.
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.1.2 Concurrent voice and text	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.2.1 Visually distinguishable display	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.2.2 Programmatically determinable send and receive direction	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.2.3 Speaker identification	Does not support	Although the caller is identified in text as part of the user interface for the app's video

		appointment feature, speaker identification for RTT is not provided.
6.2.2.4 Visual indicator of Audio with RTT	Does not support	The app's video appointment feature does not provide a real-time visual indicator of audio activity on the display.
6.2.3 Interoperability	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.4 RTT responsiveness	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.3 Caller ID	Supports	The app's video appointment feature displays the caller ID for incoming calls. For users who cannot see the display, the caller ID is announced by VoiceOver.
6.4 Alternatives to voice-based services	Does not support	The app does not provide an alternative to voice-based services. However, a language translation service is provided free of charge for users.
6.5 Video communication		
6.5.1 General (informative)		
6.5.2 Resolution	Not evaluated	The app has not been evaluated against this criterion.

6.5.3 Frame rate	Not evaluated	The app has not been evaluated against this criterion.
6.5.4 Synchronization between audio and video	Not evaluated	The app has not been evaluated against this criterion.
6.5.5 Visual indicator of audio with video	Does not support	The app does not provide a real-time visual indicator of audio activity.
6.5.6 Speaker identification with video (sign language) communication	Does not support	The app does not provide speaker identification or a means for speaker identification for real time signing and sign language users.
6.6 Alternatives to video-based services (advisory only)		

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Not applicable	The app's video appointment feature does not support closed captions, so there is no requirement for a mode of operation to display available captions.
7.1.2 Captioning synchronization	Not applicable	The app's video appointment feature does not support closed captions.
7.1.3 Preservation of captioning	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.1.4 Captions characteristics	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.1.5 Spoken subtitles	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.2.1 Audio description playback	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.2.2 Audio description synchronization	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.2.3 Preservation of audio description	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.3 User controls for captions and audio description	Not applicable	The app is not a media player, nor does it contain an embedded media player.

Chapter 8: Hardware

Notes: The Babylon Health iOS app (US version) is not a hardware product.

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

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

Chapter 9: [Web](#)

See the WCAG 2.0/2.1 Report section.

Chapter 10: Non-Web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)		
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	Not applicable	The app does not support captioning.
10.6 Audio description timing	Not applicable	The app does not contain synchronized media with audio description.

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)		
11.1.1.1 through 11.4.1.3	Refer to WCAG 2.0/2.1 section	Refer to information in WCAG 2.0/2.1 section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface		
11.5.2.2 Platform accessibility service support for assistive technologies		
11.5.2.3 Use of accessibility services	Refer to 11.5.2.5 through 11.5.2.17	Refer to remarks and explanations in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	The app is not assistive technology.
11.5.2.5 Object information	Partially supports	All user interface components within the app provide the necessary role, state, property, and value information to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
11.5.2.6 Row, column, and headers	Not applicable	The app does not use data tables to present information.
11.5.2.7 Values	Supports	All applicable values can be programmatically determined by assistive technologies.

11.5.2.8 Label relationships	Partially supports	All user interface components are programmatically associated with their respective labels, except for the instances described in WCAG 2.0/2.1 SC 1.3.1 Info and Relationships (Level A).
11.5.2.9 Parent-child relationships	Supports	The app exposes all parent-child relationships in a way that they can be programmatically determined by assistive technologies.
11.5.2.10 Text	Supports	The app exposes all text within the app so that it can be programmatically determined by assistive technologies.
11.5.2.11 List of available actions	Partially supports	All user interface components within the app are structured so that their list of actions is exposed to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
11.5.2.12 Execution of available actions	Partially supports	All user interface components within the app are structured so that they can be executed using assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 2.1.1 Keyboard (Level A).
11.5.2.13 Tracking of focus and selection attributes	Supports	All applicable user interface components that receive VoiceOver and external keyboard focus include a visible indicator of focus.

11.5.2.14 Modification of focus and selection attributes	Supports	The app allows assistive technologies to control the focus and selection cursor on all applicable user interface components.
11.5.2.15 Change notification	Supports	The app exposes applicable notification information to assistive technologies.
11.5.2.16 Modifications of states and properties	Supports	The app provides assistive technologies with the ability to modify states and properties of all applicable user interface components.
11.5.2.17 Modifications of values and text	Supports	All applicable values and text can be modified using assistive technologies.
11.6 Documented accessibility usage		
11.6.1 User control of accessibility features	Not applicable	The app is not platform software.
11.6.2 No disruption of accessibility features	Supports	The app does not disrupt or disable iOS operating system accessibility features.
11.7 User preferences	Partially supports	<p>The app supports user preferences at operating system level, except for the instances described in WCAG 2.0/2.1 SC 1.4.4 Resize Text (Level AA).</p> <p>The app also supports both Smart Invert and Classic Invert options within iOS.</p> <p>App-specific features, including dark mode and low vision font options, can also be set through the app's Accessibility screen.</p>
11.8 Authoring tools		

11.8.1 Content technology		
11.8.2 Accessible content creation	Not applicable	The app does not include content editing or creation.
11.8.3 Preservation of accessibility information in transformations	Not applicable	The app does not include authoring tools that support the conversion of content from one format to another.
11.8.4 Repair assistance	Not applicable	The app does not include authoring tools that would require accessibility checking functionality against WCAG 2.0/2.1 Levels A and AA.
11.8.5 Templates	Not applicable	The app does not require templates for content editing or creation.

Chapter 12: Documentation and Support Services

Notes: This accessibility conformance report does not cover the Babylon Health iOS app's support documentation and services.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.1.2 Accessible documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.2.3 Effective communication	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.2.4 Accessible documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: The Babylon Health iOS app (US version) does not provide relay or emergency service access.

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements		
13.1.2 Text relay services	Not applicable	The app does not provide relay or emergency service access.
13.1.3 Sign relay services	Not applicable	The app does not provide relay or emergency service access.
13.1.4 Lip-reading relay services	Not applicable	The app does not provide relay or emergency service access.
13.1.5 Captioned telephony services	Not applicable	The app does not provide relay or emergency service access.
13.1.6 Speech to speech relay services	Not applicable	The app does not provide relay or emergency service access.
13.2 Access to relay services	Not applicable	The app does not provide relay or emergency service access.
13.3 Access to emergency services	Not applicable	The app does not provide relay or emergency service access.