Accessibility Policy Document
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Corporate International International's Universal Design and Accessibility Policies

Corporate International hereby declares our intention to abide by and actively support the requirements set forth in the Americans with Disabilities Act, the laws established by Section 508, and the Website Content Accessibility Guidelines (WCAG) and hereby identifies the following areas as being in need of improvement with respect to accessibility and Universal Design.

1. Technology Procurement
2. Hiring and Staffing
3. Employee Training
4. Product Development
5. Website Development and Maintenance

Having determined these areas in light of our company's long-standing policy of being an equal opportunity employer and our goal of always being prepared to meet customer needs better than our competitors, Corporate International hereby establishes the following targets with the intent of providing better working conditions for our employees and better service to as many customers as possible.

Target 1: Accessibility problems identified with existing infrastructure and technology will be addressed on an individual basis and either retro-fitted or replaced, whichever is more cost-effective, to meet current employee accessibility needs. The design of future infrastructure, technology, and products will support the standards as outlined above. Our plan to do so is described below.

Target 2: Corporate International will require that technology under consideration for purchase will be designed with respect to a diversity of users so as to create flexible workspaces and allow for the use of assistive devices as may be needed.

Future procurement of technology will have within its contract process with third party vendors the requirement that said technology must be universally accessible. If such accessibility is not guaranteed, Corporate International will not purchase said technology. If accessibility issues with said technology arise after purchase, it will be specified in the contract language that said issues will be fixed by the vendor at no additional charge to Corporate International.

Target 3: Corporate International will give preference to employment candidates who possess accessibility skills. Said preference will be stated on the employment application and will be verified prior to hiring said candidates. Accessibility skills include but are not limited to knowledge and experience with application of the Principles of Universal Design, as outlined in Target 4. Examples of said knowledge and skills include but are not limited to captioning, familiarity with screen reader functionality, familiarity with HTML strategies for supporting screen reader access, strong verbal and writing skills, fluency with American Sign Language, fluency with other languages, and familiarity with alternate delivery and assessment strategies, particularly for candidates applying for training positions.

Target 4: Corporate International's Instructional Designers and Corporate International Trainers will acknowledge and embrace the Principles of Universal Design for Learning as listed below.

1. Inclusiveness
2. Physical Access
3. Delivery Methods
4. Information Access
5. Interaction
6. Feedback
7. Demonstration of Knowledge

To put these principles into practice, Corporate International's Instructional Designers and Corporate International Trainers will consider the relevant abilities, interests, and previous experiences of all learners in their training programs. Trainers and Designers will ensure the use of alternate delivery methods such as consistently formatted printed materials to support verbal explanations of content, captioning for training videos, multiple venues for interaction with peers, instructors, content, interface, and environment where appropriate. Feedback can be accessed at will and will be ongoing, naturally occurring, constructive, in-the-moment, and integrated back into the learning process. Alternate forms of assessment will also be included as options to traditional tests and papers. Alternate forms of assessment include but are not limited to demonstration of technical skills, portfolios of completed work, and presentations of acquired knowledge. Instructors will also allow additional time for completion of assignments and tests as may be needed.

Program Managers will receive specific, detailed accessibility training with respect to the duties and descriptions of their jobs. Said training will include information on Section 508 compliance standards, Web Content Accessibility Guidelines (WCAG), the requirements of the Americans with Disabilities Act, as well as the use of accessibility checkers to verify the absence of issues with deliverables.

Web Developers will receive specific, detailed accessibility training with respect to the duties and descriptions of their jobs. Such training will include HTML accessibility protocols, the use of accessibility checkers to verify the absence of issues with the company website and all the pages contained therein, information on and experience with the functionality of screen readers and other screen-to-text assistive devices, creation and effective use of captioning, and the provision of alternate text and transcripts where applicable. See Target 6 for additional website development and training requirements.

Target 5: Future product development at Corporate International will apply the above stated Principles of Universal Design throughout the product life cycle. Research and Design Engineers will create product prototypes that minimize the physical effort required for their use, which can be used by both right- and left-handed people, are safe to use, and have multiple options for their operation. Said prototypes will be user-tested and suggestions for improvement will be implemented in the design of the final product and in the design of future generations of the product.

Target 6: Corporate International's company website will be 100% accessible and will be designed to facilitate access to the information contained therein for all users. The content will fully align with the WCAG 2.0 standards which state that said content must be perceivable, operable, understandable, and

robust. Examples of ways our website will meet these standards include but are not limited to the following.

- The layout and format of the website will be consistent, intuitive, free of visual clutter, and will allow for keyboard-only operation.
- All animations, logos, decorative items, charts, graphs, and photos will have appropriately descriptive alternate text.
- All videos will be captioned and printed transcripts of all videos will be included.
- Navigation on the website will align with industry standard screen reader functionality.
- The text size and contrast ratio for colors will meet WCAG 2.0 standards.
- The website will be free of any seizure-inducing effects.
- All audio files will be equipped with a pause button which can be activated without the use of a mouse.
- The website will be maintained such that any and all new content continues to meet the WCAG 2.0 standards.

As we aim to hit these targets, Corporate International will make meaningful progress in correcting existing accessibility issues and avoid creating them in the future for both our employees and our customers.