

# Accessibility Conformance Report

## Name of Product/Version

Website <https://www.thinkcompany.com/> visitor view

## Report Date

February 2023

## Product Description

Publicly available website <https://www.thinkcompany.com/> . Website is used for informational, marketing and recruitment purposes.

## Contact Information

julia.cotton@thinkcompany.com

## Notes

The Think Company website meets and exceeds WCAG 2.0 and WCAG 2.1 AA guidelines. Out of scope of this evaluation is integration with Hubspot, where Forms are presented directly on a Hubspot platform. We found limitations and issues with accessibility. Forms integrated into the website are fully accessible.

## Evaluation Methods Used

- Manual evaluation of representative pages using multiple ways of navigation

(keyboard only, screen reader, keyboard and mouse)

- AXE browser extension
- Google Lighthouse accessibility report

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes ) Level AA (Yes ) Level AAA (Yes ) - partially
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes ) Level AA (Yes ) Level AAA (Yes ) - partially

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as

documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	There are no audio-only files on the site. Prerecorded video supports captions.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Partially Supports	There are no audio-only files on the site. Prerecorded video supports closed captions. Audio Description is not available.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Pages navigate in correct order. Structure of a homepage carousel needs to be improved to navigate with keyboard. (Carousels of “Work” and “Process”)
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not Applicable	Custom key shortcuts are not implemented.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially Supports	Third party widgets (example, Clutch) give limited options to put link description.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially Supports	There is an outside vendor form that has issues with error reporting. Form is in the job applications section.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	Contrast ratio for both light and dark themes is checked. One fix pending on the contact forms - contrast ratio of error message needs to be improved.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	

## Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	Currently there are no live events associated with thinkcompany.com site.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Partially Supports	Videos of past webinars events can be improved to accurately describe video.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	Change is pending for one case study where color contrast is not sufficient.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Partially Supports	There are some decorative images of screenshots. They contain text, but it is not essential for understanding. Images of text where it is relevant are described in alt tag.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.11 Non-thttps://www.w3.org/TR/WCAG21/#reflowext Contrast</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	Website is available in English language only.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Partially Supports	Third party forms do not have consistent error prompts.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Partially Supports/ Does not support	Form messages need roles.

**Table 3: Success Criteria, Level AAA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Does not support	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Does not support	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Does not support	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not applicable	
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Partially Supports	Most text meets the 7:1 threshold, but some UI elements (example blue buttons) and features meet only WCAG AA contrast standards. In addition, dark theme is provided to ease eye strain.
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Supports	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Supports	There is a dark theme to reverse colors. Text is short and left aligned.
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Partially Supports	Most images do not have text. Images with text have sufficient Alt description.
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Partially Supports	Website can be fully navigated by keyboard. Component for homepage carousel need to be improved.
<a href="#">2.2.3 No Timing</a> (Level AAA)	Supports	
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Supports	Reduce motion setting is respected.
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not Applicable	There are no user accounts on the site.
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only)	Not Applicable	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Supports	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only)	Supports	
<a href="#">2.4.8 Location</a> (Level AAA)	Supports	Top navigation item is highlighted. For pages deeper than second level, there is a breadcrumb element showing parent page.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Partially Supports	One exception is Clutch link in the footer.
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Supports	
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only)	Does not support	Social media icons and some controls are smaller than 44x44 px.
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only)	Supports	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Does not support	Text on the website assumes familiarity with User Experience, Design and some Web Development terms.
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Partially Supports	Full text of abbreviation is usually provided on the first instance.
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Does not support	
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Does not support	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Supports	
<a href="#">3.3.5 Help</a> (Level AAA)	Not applicable	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Supports	

## Legal Disclaimer (Think Company)

The information herein is provided in good faith based on thinkcompany.com website at the time of the review and does not represent a legally-binding claim. Please [contact us](#) to report any accessibility errors or conformance claim errors for re-evaluation and correction, if necessary.