



## Accessibility Support

### Background

At Claromentis, we are building accessible products, investing in transparent reporting, and evolving how we work so that all customers can use our apps and tools with confidence and thrive at work. We are committed to conforming to WCAG 2.2 AA.

Accessibility is essentially a way of allowing all your potential users access to your product. It should work universally whatever people's hardware, software, language, location, or ability. When a product is accessible - it creates no barriers to access for users, meaning it is inclusive of all people. This aligns with the 'Care' Core Claromentis value.

We follow guidelines from various web standards initiated by the W3C group which include [WAI](#), WCAG 2.2 and will continue to do so.

Our platform is designed to make the most of modern web technologies accessible from a wide range of browsers and many devices, including mobile. It is possible to improve accessibility for certain types of audiences with 'special needs' through customised theme design (high contrast, large text, etc.).

### Accessibility Standards

- [ADA \(American Disabilities Act\)](#)
- [European Accessibility Act \(EAA\)](#)
- [Web Accessibility Initiative \(WAI\)](#)
- [Web Content Accessibility Guideline \(WCAG\) 2.0 2.1 2.2](#)

### Accessibility Resource

Accessibility in Claromentis Design System

<https://design.claromentis.net/accessibility/getting-started>

### Progress

We are aware that we have accessibility gaps in our software. We are continuously working to be compliant with WCAG 2.2 AA and providing the necessary tools to help users create user-generated content which is accessible.

These are accessibility-related areas that have been improved recently and are planned to be improved in the upcoming versions.

### Claromentis 9

- Improved consistency of layout and text style throughout different apps.
- Improved readability of text and contrast ratio.
- Provide text alternative and visible text on some elements and labels to facilitate users with colour vision deficiency
- Responsive content which is adaptable to various screen sizes.
- Semantic headings (h1-h6) in Knowledge Base, News, Blog and Policy Manager.

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- Embedding accessibility criteria and tests as part of the software release process.
- Implementing Accessibility enhancement tools and checking to scan and identify accessibility errors.
- Closing the gap between the current status and the ADA and WCAG requirements.

## Claromentis 11 (upcoming)

- Using both Automated and non-automated tools to go through code, ensuring further compliance with WCAG2.2 AA throughout our apps.
- Addressing issues reported from the latest VPAT and ACR.
- Upgrading our WYSIWYG Editor to incorporate a modern [CKEditor 5](#) \* with many built-in accessibility features to assist users in creating accessible content

## VPAT and ACR Report

You can download our latest VPAT (Voluntary Product Accessibility Template) and Accessibility Conformance Report (ACR) report below

[Claromentis\\_VPAT\\_2026\\_04\\_v0.1.pdf](#)

Whilst we are working towards compliance with various accessibility standards, in any case, if you encounter any accessibility-related issues while using Claromentis, please let us know by submitting [a support ticket](#). We will be happy to solve them and further improve Claromentis' compliance with accessibility standards.

## Third-party solution

- Usability plug-ins such as [ReciteMe](#)
- Browser usability plugins

\*) [CKEditor 5](#) is compliant with WCAG 2.2

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