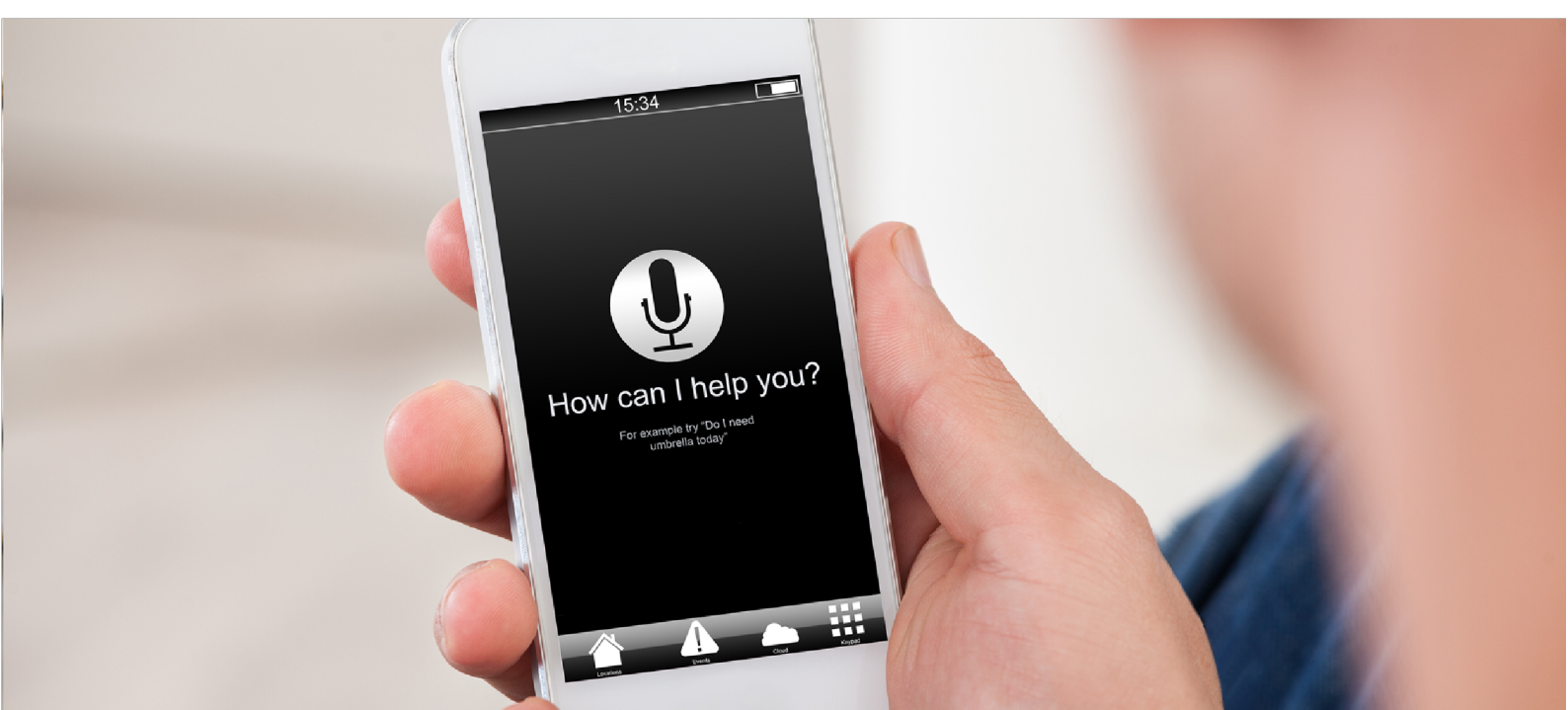


Accessibility



Making Life at Work Better – for everyone.

Working towards a more inclusive future with the #1 enterprise solution for the ITSM, service desk and customer self-service sectors*

At Hornbill we are committed to innovation and understand that inclusion is a driving force behind innovation. As a result, we are also committed to enabling as many people as possible to use our products and welcome the opportunity to cater for those with disabilities or impairments that present challenges when using certain online technologies.

We are constantly looking at ways to make Hornbill more accessible and recognise that whilst we are making good progress there is further to go. Our mission to create a customer

experience so compelling that it changes the business DNA of our customers is closely intertwined with our accessibility efforts.

Our customers' passion for Hornbill and what we already enable them to achieve has seen us placed as Leaders in more than 110 reports, including #1 in Europe in three enterprise markets and #2 Globally on Gartner. As we make further progress on this journey, we will continue to strive for inclusion and for unlocking the potential in every member of our team and yours.

Accessibility at Hornbill

We are committed to accessibility at Hornbill.

The current de-facto standard for accessibility outlined by the World Wide Web Consortium (W3C) is WCAG (Web Content Accessibility Guidelines). Specifically, WCAG 2.1 Level AA. These guidelines are outlined at <https://www.w3.org/TR/WCAG21/>.

Hornbill is committed to aligning with WCAG 2.1 Level AA with the intention of exceeding the minimum requirements it describes.

Accessibility an integral part of our software development lifecycle from the earliest innovative spark through to its release to our customers using our continuous delivery strategy.

1.2.4	Captions (Live)	https://www.w3.org/WAI/WCAG21/quickref/#audio-description-or-media-alternative-prerecorded	Level AA	Not Applicable
1.2.5	Audio Description (Prerecorded)	https://www.w3.org/WAI/WCAG21/quickref/#audio-description-prerecorded	Level AA	Not Applicable
1.3.4	Orientation	https://www.w3.org/WAI/WCAG21/quickref/#orientation	Level AA	2.1 Fully Met
1.3.5	Identify Input Purpose	https://www.w3.org/WAI/WCAG21/quickref/#identify-input-purpose	Level AA	2.1 Fully Met
1.4.3	Contrast (Minimum)	https://www.w3.org/WAI/WCAG21/quickref/#contrast-minimum	Level AA	Fully Met
1.4.4	Resize text	https://www.w3.org/WAI/WCAG21/quickref/#resize-text	Level AA	Fully Met
1.4.5	Images of Text	https://www.w3.org/WAI/WCAG21/quickref/#images-of-text	Level AA	Fully Met
1.4.10	Reflow	https://www.w3.org/WAI/WCAG21/quickref/#reflow	Level AA	2.1 Fully Met
1.4.11	Non-text Contrast	https://www.w3.org/WAI/WCAG21/quickref/#non-text-contrast	Level AA	2.1 Fully Met
1.4.12	Text Spacing	https://www.w3.org/WAI/WCAG21/quickref/#text-spacing	Level AA	2.1 Fully Met
1.4.13	Content on Hover or Focus	https://www.w3.org/WAI/WCAG21/quickref/#content-on-hover-or-focus	Level AA	2.1 Fully Met
2.4.5	Multiple Ways	https://www.w3.org/WAI/WCAG21/quickref/#multiple-ways	Level AA	Fully Met
2.4.6	Headings and Labels	https://www.w3.org/WAI/WCAG21/quickref/#headings-and-labels	Level AA	Fully Met
2.4.7	Focus Visible	https://www.w3.org/WAI/WCAG21/quickref/#focus-visible	Level AA	Fully Met
3.1.2	Language of Parts	https://www.w3.org/WAI/WCAG21/quickref/#language-of-parts	Level AA	Fully Met
3.2.3	Consistent Navigation	https://www.w3.org/WAI/WCAG21/quickref/#consistent-navigation	Level AA	Fully Met
3.2.4	Consistent Identification	https://www.w3.org/WAI/WCAG21/quickref/#consistent-identification	Level AA	Fully Met
3.3.3	Error Suggestion	https://www.w3.org/WAI/WCAG21/quickref/#error-suggestion	Level AA	Fully Met
3.3.4	Error Prevention (Legal, Financial, Data)	https://www.w3.org/WAI/WCAG21/quickref/#error-prevention-legal-financial-data	Level AA	Fully Met
4.1.3	Status Messages	https://www.w3.org/WAI/WCAG21/quickref/#status-messages	Level AA	2.1 Fully Met

Releasing constantly means that the position is always changing but the latest on how we match up to this standard can be found at <https://docs-internal.hornbill.com/esp-fundamentals/about/accessibility-report-wcag-2-2>

Feedback

We welcome all feedback on the accessibility of issues or challenges, please let us know by any of our Hornbill applications. If you encounter emailing hello@hornbill.com.