



LapSafe® Self Service Solutions

# Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.5Rev)

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**Name of Product / Version:** ONARKEN® (incl. Web Management Portal and desktop client), Sovran™, Diplomat™ Pro, Consul™ and Envoy™ smart locker ranges.

**Report Date:** February 2026

**Product Description:** Smart locker management and reporting software, smart locker self-service software.

**Contact Information:** [support@lapsafe.com](mailto:support@lapsafe.com)

## Notes:

This assessment focuses on the ONARKEN® management portal and client software.

Where appropriate, all compatible **current** smart locker hardware products have been assessed too. **The desktop ONARKEN® smart locker client is operated on locked down PCs closed to most accessible technologies, so the 'software' category has been excluded from assessment. ONARKEN does not contain functionality that could be considered an 'authoring tool', so this category is also excluded.** The ONARKEN® management portal and client software are sold together as a package when a customer purchases a compatible smart locker. Legacy locker products no longer sold by LapSafe® (e.g. Diplomat™ Lite) that are compatible with ONARKEN® are not assessed in this ACR. Any other LapSafe® products not referenced on this document have not been assessed, including the myONARKEN® mobile application, which will be assessed separately if appropriate.

Evaluation Methods Used: Colour contrast testing, Style sheet manipulation, code analysis, WCAG colour contrast analysis, manual testing, automation element testing, screen reader integration testing. Testing was performed by a user with knowledge of the general product functionality and workflows.

Assistive Technologies Used: NVDA screen reader, StyleBot Browser extension, TPGI Colour Contrast Analyzer, axe DevTools, WAVE evaluation tool, Pericles Text to Speech screen reader, Accessibility Insights for Windows.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<u>Web Content Accessibility Guidelines 2.0</u>	Level A (Yes) Level AA (Yes) Level AAA (Yes / No)
<u>Web Content Accessibility Guidelines 2.1</u>	Level A (Yes) Level AA (Yes) Level AAA (Yes / No)
<u>EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</u>	(Yes)

## 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 only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Clause 9 - Web
- Clauses 10.1-10.4 of Clause 10 - Non-web documents
- Clauses 11.1- 11.4 and 11.8.2 of Clause 11 - Software
- Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services

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 2.1 Conformance Requirements](#).

### Table 1: Success Criteria, Level A

Notes: All electronic docs are stored on the LapSafe® Zendesk knowledge base, which are available here:

<https://support.LapSafe.com/hc/en-gb>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports            Electronic Docs:            Partially Supports            Software: N/A            Closed: Supports</p>	<p>Web: Kiosk layout displays have the 'manage bays' lists as an alternative. Visual charts have a .csv option for downloads on the loaning and vending dashboard pages. Custom reports can be emailed and sent as .csv or saved as visual views, which also have a CSV option.</p> <p>Electronic Docs: Captions are used where possible for all images and videos present, however some older articles do not have this and will be updated accordingly.</p> <p>Software: N/A</p> <p>Closed: Animated graphics are displayed but full text step by step descriptions are</p>

Criteria	Conformance Level	Remarks and Explanations
		also given, and the graphics are mainly used as an alternative way to present
<p><u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: N/A Closed: Supports	Web: No time-based media is present in the web manager. Electronic Docs: No time-based media is present in ONARKEN® electronic documents. Software: N/A Closed: Default screen saver videos have text descriptions; captions are not necessary. Home screen videos/images are not designed to present information to the user and don't have any text descriptions or captions. Customers can upload their own videos, of which videos with captions are supported.
<p><u>1.2.2 Captions (Prerecorded) (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: N/A Software: N/A Closed: Not Applicable	Web: No videos are present in the web manager to provide information as default. Uploaded videos for the client are controlled by the end user, and it is their responsibility for including captions in the videos they upload. Electronic Docs: No prerecorded videos requiring captions are used in the web documentation. Software: N/A. Closed: Each smart locker model does not have the provision for speakers for audio content currently. Screensaver videos are played without sound.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: N/A</p> <p>Closed: Does not support</p>	<p>Web: No media presentations are present in the web manager. The user has the ability to upload their own, but it would be their responsibility for ensuring compliance with this standard. Asset images have text descriptions below the image.</p> <p>Electronic Docs: No media presentations requiring compliance are present on our electronic docs.</p> <p>Software: N/A</p> <p>Closed: Not Available, including when the step-by-step instructions are shown. The locker software does not have the capability to provide audio instructions or text-to-speech functionality currently. The kiosks will need to be fitted with speakers or have the PC speakers enabled and turned up. This may be out of scope, but buzzers or alarms could be used when locker doors are opened.</p>
<p><u>1.3.1 Info and Relationships (Level A)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Headings are always in larger text 'h2' equivalent size. However, they do not use traditional markup, instead using 'font-medium' data-flux-heading components. This is the same for page headings and subheadings. List items are visible either in a card or table format, with smaller highlighted areas for key info such as who arranged the transaction or the smart locker ID and location. Key statistics on the dashboard page are grouped together in</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>highlighted sections. The DOM order matches the visual order of elements.</p> <p>Electronic Docs: Information received from vendor.</p> <p>Software: N/A</p> <p>Closed: Screens typically have large text descriptions with animations and styled lists as child elements below.</p>
<p><u>1.3.2 Meaningful Sequence (Level A)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> <li>● 10.1.3.2 (Non-web document)</li> <li>● 11.1.3.2.1 (Open Functionality Software)</li> <li>● 11.1.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: N/A</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Content displayed on the ONARKEN® manager does not lose meaning when the order of elements is changed, e.g by changing screen dimensions to match a mobile form factor. E.G the dashboard numerical stats are always displayed above the text status alerts. Smart locker displays can be read in any order and do not lose context. Flux UI and Tailwind are used for UI components, which support custom CSS variables and absolute positioning. Inline text containers are used to support internationalisation.</p> <p>Electronic Docs: Information received from vendor.</p> <p>Software: N/A</p> <p>Closed: Buttons and text are positioned differently for different locker screen sizes, i.e positioning of category and asset selection buttons.</p>
<p><u>1.3.3 Sensory Characteristics (Level A)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: N/A</p> <p>Software: N/A</p>	<p>Web: For cases where colour is used to indicate status – e.g on the locker displays, the user can hover over the locker to see a</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-web document)</li> <li>● 11.1.3.3 (Open Functionality Software)</li> <li>● 11.1.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Closed: Partially supports</p>	<p>text description of the locker and locker address, or click to see a more detailed view of the locker display which contains text descriptions. Transaction status is indicated by coloured bars, however transactions can be filtered by state which is also described in text, from a drop-down control. The state of the transaction is presented to the user in text format in both card view and table format.</p> <p>Electronic Docs: Information received from vendor.</p> <p>Software: N/A</p> <p>Closed: It is possible to include sensory characteristics in an asset description to use for AI detection. These names &amp; descriptions are created by the end users and are not implemented by default. Sometimes sensory characteristics may be used for more accurate AI detection of the asset. Directional commands may be used to describe the location of the opening locker, but the locker will open automatically without any physical interaction. Status messages can be configured to display on the kiosk, of which certain colours and no other methods are used to identify the type of message.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Supports Electronic Docs: Partially supports</p>	<p>Web: As explained above, locker and transaction statuses that are primarily communicated by colour are also available</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Software: N/A Closed: Supports (by default)	by test by either hovering the mouse over the element, or having the status displayed in a text badge. There are some coloured badges indicating transaction or asset status, that also have the status displayed in text Electronic Docs: Information received from vendor. Software: N/A Closed: A coloured status bar is displayed on the client application which could be difficult to read for some users. The kiosk application's theme is completely configurable in the web manager, which means a customer could set a theme that violates this criterion. The only cases where colour is used predominantly to identify items is when the kiosk software reports the asset/asset type on screen, and it can be used to help the AI Identify items.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Supports Software: N/A Closed: Not Applicable	Web: No audio is played on the ONARKEN® web manager. Electronic Docs: No videos with sound are currently available on the web documentation website, however videos can be added with downloadable links. These can be viewed in the browsers default video player or downloaded to a desktop player. Software: N/A

Criteria	Conformance Level	Remarks and Explanations
		Closed: Criterion not applicable to non-web applications.
<p><u>2.1.1 Keyboard (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports            Electronic Docs:            Software: N/A            Closed: See information in 5.1.3.1 through 5.1.3.16</p>	<p>Web: The navigation and quick actions bar works well with keyboards, and breadcrumbs are displayed when a user has to drill down to navigate to a specific page, which are usable by a keyboard. Tab controls are usable using the arrow keys.            Electronic Docs: Keyboard navigation works as expected here. Some non-compliant controls are present but not enabled for end users.            Software: N/A            Closed: See information in 5.1.3.1 through 5.1.3.16</p>
<p><u>2.1.2 No Keyboard Trap (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports            Electronic Docs: Supports            Software: N/A            Closed: Does not support*</p>	<p>Web: No keyboard traps found in testing.            Electronic Docs: No keyboard traps found in testing.            Software: Information received from vendor.            Closed: Users can log in using a keyboard but cannot access any options beyond that. Users need to use a touchscreen for full functionality.</p>
<p><u>2.1.4 Character Key Shortcuts (Level A 2.1 only)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> <li>● 11.2.1.4.1 (Open Functionality Software)</li> </ul>	<p>Web: Supports            Electronic Docs: Supports            Software: N/A</p>	<p>Web: Only keyboard command used is '/' which is used for quick actions, which is not considered a shortcut as per the WCAG definition. The user can also use the 'Quick Actions' function by just clicking or tab focusing the searchbar element.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Closed: See information in 5.1.3.1 through 5.1.3.16	Electronic Docs: No keyboard shortcuts are used for the customer facing part of the website. Software: N/A Closed: See information in 5.1.3.1 through 5.1.3.16
<u>2.2.1 Timing Adjustable (Level A)</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: N/A Closed: Does not Support	Web: The website has a security timeout which lasts several hours and is required. Electronic Docs: Users are not timed out when viewing online documentation, and a login is not required. Software: N/A Closed: The software does not warn users when they are about to time out terminates the session immediately. This occurs when logged in to their user account or when logged in using a transaction barcode. Session timeout is not adjustable. Scan timing on Envoy™ units is also not adjustable.
<u>2.2.2 Pause, Stop, Hide (Level A)</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports Electronic Docs: Partially Supports Software: N/A Closed: Supports	Web: Flashing displays are not used for charts, graphs. The only flashing display is used for locker map displays when there is some type of fault with the asset/transaction, which is not the only method used to present this information. No text is displayed on the locker maps that do flash. Electronic Docs: Only infraction would be the uploaded gifs on one article, which are required to demonstrate screensaver

Criteria	Conformance Level	Remarks and Explanations
		<p>videos and to provide customers the ability to download our default screensavers. Zendesk does not give users a way to pause these by default.</p> <p>Software: N/A</p> <p>Closed: No flashing or blinking animations are used. ONARKEN® client uses sliding animations to demonstrate how to load/unload assets into locker bays.</p>
<p><u>2.3.1 Three Flashes or Below Threshold (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1(Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports            Electronic Docs: Supports            Software: N/A            Closed: Supports</p>	<p>Web: Locker fault animation pulses once every 0.75 seconds, which is compliant. They will need to be further tested against the luminance and red thresholds.</p> <p>Electronic Docs: There are animations present, but none of them flash, and only on a couple of articles.</p> <p>Software: N/A</p> <p>Closed: There are animations present, but none of them flash.</p>
<p><u>2.4.1 Bypass Blocks (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports            Electronic Docs: Supports</p>	<p>Web: Card and table views can be filtered, ordered and searched through at the top. The material itself is not repeated, just the structure. The only possible improvement would be to duplicate pagination controls at the bottom of the content at the top.</p> <p>Electronic Docs: Skip links and document summaries are provided.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p>	<p>Web: All pages are titled, and the displayed titles match the programmatic address of the webpages.</p> <p>Electronic Docs: Zendesk requires the user to write document titles for each article, and they all have sensible names, either describing a question that an end user would commonly ask, or a basic description of the article describing its purpose, e.g. user manual or assembly instructions.</p> <p>Software: N/A</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Not Applicable</p>	<p>Web: Interactive elements are grouped together, and content such as details about an asset collection are clearly associated with each other. Tab order is correct for most elements, with some elements requiring use of the arrow keys.</p> <p>Electronic Docs: Customer facing part of the documentation website supports this criterion.</p> <p>Software: N/A</p> <p>Closed: The locker software is not designed to be used with a keyboard.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Not Applicable</p>	<p>Web: Link text used always describes the purpose of the link. Links used are short, so users do not need to choose between long and short links, or have a control provided. Links are also used for asset names and usernames, but the user can already view the full name and ID of the</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>		<p>items, so they would be aware of the purpose of the link. Anchor elements are not required, as in website links use buttons instead of text links. Users can either read a text description of the link on the button or by hovering over the button. Electronic Docs: Based on information from vendor. Software: N/A Closed: No links are present in the locker software.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: Supports</p>	<p>Web: Multipoint gestures are not used. If events such as drop-offs or vend requests are created accidentally, they can be cancelled. Electronic Docs: Multipoint and path-based gestures are not required. Software: N/A Closed: Multipoint gestures are not used.</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"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: Supports</p>	<p>Web: No functionality requires the user to use the mouse-down function. Electronic Docs: No functionality requires the user to use the mouse-down function. Software: N/A Closed: The user must press and then remove their finger from the touchscreen for the ONARKEN® client to register an input.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> <li>● 11.2.5.3 (Open Functionality Software)</li> <li>● 11.2.5.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Content is often placed in tables or cards with titles for each column/heading cell. However, a lot of labels do not have accessible names defined.</p> <p>Electronic Docs: Older documentation does not have appropriately named labels for some content (e.g. images, tables), but newer documents are compliant.</p> <p>Software: N/A</p> <p>Closed: Labels and hints are used in text fields when users need to type in an ID.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Motion controls are not used aside from standard page scrolling.</p> <p>Electronic Docs: See information received by vendor.</p> <p>Software: N/A</p> <p>Closed: Motion controls are only used when there are large numbers of assets available to loan/collect/in a stack, then scrolling is needed. This is an essential motion when needed as otherwise it would be physically impossible to display all the items on screen.</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Not applicable</p>	<p>Web: Human language can be programmatically determined and displayed in multiple user agents, including Chrome, Firefox and Webkit/Safari. There were some missing translations, however these have now been fixed, so now the page language is fully compliant.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>		<p>Electronic Docs: Human language can be programmatically determined.            Software: N/A            Closed: User agents are not used with the client app.</p>
<p><u>3.2.1 On Focus (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially supports            Electronic Docs: Supports            Software: N/A            Closed: Supports</p>	<p>Web: When creating a new reservation and the user does not select a locker, no indication is shown on the entry page that they need to select a locker. Likewise, no warning appears when no lockers are available to select. Otherwise, from entry controls on the web manager are compliant.            Electronic Docs: No controls to change context as described are present.            Software: N/A            Closed: Inputs do not receive focus due as only touchscreen and MIFARE inputs are used with a non-touch display.</p>
<p><u>3.2.2 On Input (Level A)</u>            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports            Electronic Docs: Not Applicable            Software: N/A            Closed: Supports</p>	<p>Web: Forms on ONARKEN® have labels above text fields, spinners etc. On pages such as the smart locker settings, descriptions are always provided next to the user interfaces components explaining what the setting does.            Electronic Docs: Error messages are displayed above forms, and hint dialogs are used if input fails validation.            Software: N/A            Closed: Placeholder text and headings are used to indicate purpose of inputs.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Aside from the issue identified in 3.2.1, errors are conveyed clearly to the user, and are described to the user.</p> <p>Electronic Docs: See ACR information from vendor.</p> <p>Software: N/A</p> <p>Closed: Error and warning messages are presented to the user and displayed full screen e.g when a barcode is typed wrong, or a transaction is still being processed.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Input controls always have labels. For settings that control the kiosk application, descriptions are always provided, to describe the effect the setting has on the kiosk. UI-label &amp; UI-description fields are used.</p> <p>Electronic Docs: Searchbar has featured article drop-down and hints provided, badges and card views are shown on the home page providing descriptions of what sections articles are in and what they refer to.</p> <p>Software: N/A</p> <p>Closed: Input fields either have text hints, or the user can infer on how to use the software from the page title.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> </ul>	<p>Supports</p>	<p>For WCAG 2.0, 2.1, and the EN 301 549, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> <li>● 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: N/A</p>	<p>Web: Will need additional automation tools to fully test this. Changes of data within form fields are reported by 'toast' messages that display in the bottom right corner of the page.</p> <p>Electronic Docs: No states, properties or values need to be defined within the documentation as defined.</p> <p>Software: N/A</p>

**Table 2: 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: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.4 (Web)</li> <li>● 10.1.2.4 (Non-web document)</li> <li>● 11.1.2.4 (Open Functionality Software)</li> <li>● 11.1.2.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: Supports</p>	<p>Web: ONARKEN® web manager does not contain video content by default, all videos are uploaded and controlled by the end user. Electronic Docs: No video content is displayed in the documentation site. Software: N/A Closed: Videos can be uploaded to the kiosk, but only to use as a screensaver or added background. The background video is not meant to present information to the end user, and the screensavers do not play sound.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.5 (Web)</li> <li>● 10.1.2.5 (Non-web document)</li> <li>● 11.1.2.5 (Open Functionality Software)</li> <li>● 11.1.2.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: Supports</p>	<p>Web: No prerecorded video or audio content is presented on the web manager by default. Electronic Docs: No video content is displayed in the documentation site. Software: N/A Closed: No prerecorded video content that requires audio description are presented on the locker software by default.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: N/A</p>	<p>Web: ONARKEN® web manager is usable on desktop and mobile form factors, and various screen orientations. Electronic Docs: The documentation website is viewable on desktop and mobile</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Closed: Not Applicable	form factors, and various screen orientations. Software: N/A Closed: The kiosk software is restricted to the orientation of the screen fitted to the hardware. However, the software is designed to present exactly the same information on all kiosk screen types, so it would be supported if it was possible.
<u>1.3.5 Identify Input Purpose (Level AA 2.1 only)</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5 (Open Functionality Software)</li> <li>● 11.1.3.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: N/A Closed: Not Applicable	Web: Login fields and user entry fields work with autocomplete functionality in the browser and with password managers (this also works with fields when assigning transactions to users). Tested using 1Password, Chrome and Firefox inbuilt password tools. Electronic Docs: User entry fields have aria labels and can be programmatically determined. Software: N/A Closed: N/A
<u>1.4.3 Contrast (Minimum) (Level AA)</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports Electronic Docs: Partially supports Software: N/A Closed: Partially supports	Web: The vast majority of UI elements are compliant in light and dark mode. However, some exceptions have been noted, and they will be detailed in a separate report. Electronic Docs: <a href="https://www.zendesk.co.uk/company/agreements-and-terms/accessibility/">https://www.zendesk.co.uk/company/agreements-and-terms/accessibility/</a> Software: N/A Closed: Some text field hints fail against the contrast criteria, and some text content

Criteria	Conformance Level	Remarks and Explanations
		can be made to fail the criteria depending on what background image is uploaded. A flat graphic or method to set a flat background colour should be provided to mitigate this issue. No high contrast or dark background modes are present in the client software.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> <li>● 10.1.4.4 (Non-web document)</li> <li>● 11.1.4.4.1 (Open Functionality Software)</li> <li>● 11.1.4.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Partially supports</p> <p>Software: N/A</p> <p>Closed: Does not support</p>	<p>Web: The text can be resized and still read in a presentable format using browser-based text enlargement tools.</p> <p>Electronic Docs: See report here for details: <a href="https://www.zendesk.co.uk/company/agreements-and-terms/accessibility/">https://www.zendesk.co.uk/company/agreements-and-terms/accessibility/</a></p> <p>Software: N/A</p> <p>Closed: There is no way for end users to adjust the size of the text.</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p>	<p>Web: No images with text are used in ONARKEN® manager except for the logo.</p> <p>Electronic Docs: No images with text are used except for the company logo.</p> <p>Software: N/A</p>
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: Partially supports</p>	<p>Web: Some tabular controls are not visible without scrolling horizontally. Pages showing data in a table will not be completely visible, and it is recommended</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10.1 (Open Functionality Software)</li> <li>● 11.1.4.10.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Software: N/A Closed: Not applicable	the user set the page to a card view format if possible. Some graphs are not possible to interpret at the specified viewport size either. Electronic Docs: See information received from vendor. Software: N/A Closed: Viewport is not adjustable on the desktop app, the application will always render full screen, regardless of the type of kiosk and touchscreen installed.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Partially supports Electronic Docs: Partially supports Software: N/A Closed: Supports	Web: Aside from pink and blue status boxes displayed for custom reasons, the colours of non-text UI elements are compliant. Both light and dark mode were tested. Electronic Docs: See information received from vendor. Software: N/A Closed: Non-text UI elements are compliant.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Partially Supports Software: N/A Closed: Does not support	Web: ONARKEN® does not use <p> elements very often, instead using labels, text-md and font-medium elements more commonly. Setting custom text spacing works fine for these elements. However, the increased text spacing can separate the text from the icons in the navigation bar, which makes the buttons there harder to interpret.

Criteria	Conformance Level	Remarks and Explanations
		<p>Electronic Docs: Not all text elements support programmatic text and line spacing configuration.</p> <p>Software: N/A</p> <p>Closed: It is not possible to edit text spacing as described; the software is precompiled and does not support style sheets. There are also no in-built settings or options in the config file to adjust</p>
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Not applicable</p>	<p>Web: Small toast messages will display when the user triggers certain events on the webpage, e.g. when the user saves settings to a smart locker, changes loan rules, or when the user subscribes to the product updates newsletter. They disappear automatically, not requiring the user to interact with them. Messages that display on hover (such as on smart locker design elements or transaction 'view' buttons) remain visible while moving the pointer over disappear automatically when the user moves their cursor away. In some cases, there are hover dialogs displayed on the locker map controls that do obscure content and cannot be dismissed without moving the pointer, but due to the nature of the locker maps a workaround is not possible. An alert on the beta sandbox server warning that the ONARKEN® manager build is a beta version is dismissible.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Electronic Docs: Supports as per information from vendor.</p> <p>Software: N/A</p> <p>Closed: Software is designed to be used with a touch screen so no content that displays on hover or focus is displayed.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Drop off and collection transactions can be created through the 'arrange' drop down or through the quick actions. These both take you to the same page. Some transactions such as loans have to be started at the kiosk, so this does not apply. The quick actions function as a search for key functionality. Links to related pages, or a sitemap would not apply to the ONARKEN® web manager as they do not fit its purpose.</p> <p>Electronic Docs: Documents are grouped together before they are published, and they can be tagged into subgroups if users want to find articles about a specific topic.</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"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Page headings are clear and are not unnecessarily long but are clearly descriptive. Settings, notifications and site integrations all have labels which explains what the function does. However, headings use custom tags instead of standard h1, h2 etc tags.</p> <p>Electronic Docs: If the document is a user manual, the product discussed in the manual is in the title of the document.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Otherwise, documents are titled after common questions a customer may ask about the product, and the product name of the software or hardware is always present in the title and headings.</p> <p>Software: N/A</p> <p>Closed: Pages have clearly visible headings, which match what the user would click on when they are presented with the list of buttons of available activities.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-web document)</li> <li>● 11.2.4.7 (Open Functionality Software)</li> <li>● 11.2.4.7 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Does not support</p>	<p>Web: All elements are clearly highlighted when they have keyboard focus.</p> <p>Electronic Docs: All elements are clearly highlighted when they have keyboard focus.</p> <p>Software: N/A</p> <p>Closed: Not all elements are focusable as the software was not designed to be used with a keyboard. Changes would have to be made if the software is ever integrated with an accessible keyboard such as a storm device.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-web document)</li> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p>	<p>Web: Language tags are used on the web manager for areas with larger bodies of text.</p> <p>Electronic Docs: Article language is specified at the document level through tags.</p> <p>Software: N/A</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>		
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Navigation bar remains visible regardless of what page the user is actually on. If the user has to drill down through multiple pages to get to the page, the navigation route will be shown in a breadcrumb control.</p> <p>Electronic Docs: Collections of articles are always shown in a sidebar to the left of the article content. Recently viewed articles and related article lists are always shown below the article content.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supported</p>	<p>Web: Quick action links use the same names as the actual page tabs. Buttons with a directional ↗ are used repeatedly in tables and card views for users to view detailed pages about assets/users etc. Images are user uploaded so alternate text descriptions cannot be used.</p> <p>Electronic Docs: Supported as per Zendesk ACR.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-web document)</li> <li>● 11.3.3.3 (Open Functionality Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Search fields indicate if a ID does not match a known item/user on the instance. Warnings are shown on the form if there is an issue at the kiosk – i.e. no collectable assets available – which prompts the user to make sure the expected assets are</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.3.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>		<p>dropped off. Warnings are shown such as when dates are invalid or when users are not specified when required.</p> <p>Electronic Docs: Supported as per Zendesk ACR.</p> <p>Software: N/A</p> <p>Closed:</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: Supports</p>	<p>Web: Submissions are reversible and cancellable. For operations such as deleting asset records, there are always screen prompts in place where the user must confirm their action, including pressing another button or typing in a reference.</p> <p>Electronic Docs: No submissions are required on the electronic docs website, aside from logging in, which is optional and cancellable. Supported as per Zendesk ACR.</p> <p>Software: N/A</p> <p>Closed: If an asset reference or barcode is entered incorrectly, the software will show a prompt to the user if they want to add a new asset reference.</p>
<p><u>4.1.3 Status Messages (Level AA 2.1 only)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document) – Does not apply</li> <li>● 11.4.1.3 (Open Functionality Software) – Does not apply</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: Toast message alerts use the role=status property.</p> <p>Electronic Docs: Based on ACR produced by vendor.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded) (Level AAA)</u> EN 301 549 Criteria – Does not apply	Web: Not applicable	Web: No synchronised media is presented in ONARKEN® manager by default, or can be uploaded.
<u>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</u> EN 301 549 Criteria – Does not apply	Web: Not applicable	Web: Web: No synchronised media is presented in ONARKEN® manager by default. It is the customers responsibility to adhere to this standard if necessary when uploading videos to the smart lockers
<u>1.2.8 Media Alternative (Prerecorded) (Level AAA)</u> EN 301 549 Criteria – Does not apply	Web: Not applicable	Web: No time based media is presented on ONARKEN® cloud manager by default.
<u>1.2.9 Audio-only (Live) (Level AAA)</u> EN 301 549 Criteria– Does not apply	Web: Not applicable	Web: No time based media is presented on ONARKEN® cloud manager by default.
<u>1.3.6 Identify Purpose (Level AAA 2.1 only)</u> EN 301 549 Criteria– Does not apply	Web: Does not support	Web: The main landmark is used but others are not, such as the ‘navigation’, ‘banner’ and ‘search’ landmarks.
<u>1.4.6 Contrast (Enhanced) (Level AAA)</u> EN 301 549 Criteria – Does not apply	Web: Partially supports	Web: Some general text and non-text elements fail AAA criteria on the sites light mode, some status colours and text used do not meet AAA criteria on both dark and

Criteria	Conformance Level	Remarks and Explanations
		light mode. Full details will be published on a separate document.
1.4.7 <u>Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not applicable	Web: No background audio is used.
1.4.8 <u>Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Partially supports	Web: No colour editing is possible on ONARKEN® manager beyond the default provided themes. The webpages can be enlarged to 200% without requiring horizontal scrolling.
1.4.9 <u>Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: No images of text are used except for the company/ product logo. – This is essential for brand recognition.
2.1.3 <u>Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: No timing issues prevent the user from using a keyboard for navigation on ONARKEN® manager.
2.2.3 <u>No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Users will be logged out after an extended period of time but no operations on the ONARKEN® manager are time critical. Smart locker transactions can be completed at any time of day.
2.2.4 <u>Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Does not support	Web: Users cannot postpone automatic updates, as web manager must be updated in tandem to support updates to the kiosk application.
2.2.5 <u>Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Does not support	Web: If a user signs out while mid-way through a transaction, the status of the transaction will not be preserved.

Criteria	Conformance Level	Remarks and Explanations
<u>2.2.6 Timeouts</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Does not support	Web: Users are not warned of any impending timeouts.
<u>2.3.2 Three Flashes</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Flashing animations are only used on the smart locker designs when there is a fault in a particular locker. They pulse once every 0.75 seconds, which is compliant.
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Not applicable	Web: Motion animations are not used.
<u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Breadcrumbs are used to show users how they navigated to a page, and page titles match button links displayed on the navigation bar.
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Regular link '<a>' controls are not used, and instead links are used inside buttons, badges and other UI elements. Labels and hover descriptions are used to identify the links within the UI controls.
<u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not applicable	Web: There are no large bodies of text that require the use of section headings.
<u>2.5.5 Target Size</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Partially supports	Web: Some links are ~33x20px.
<u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There are no restrictions on input mechanisms when using ONARKEN® web manager.
<u>3.1.3 Unusual Words</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Partially supports	Web: Most terminology used is standard and self explanatory. However, the terms 'hot lockers' and 'bays' might not be understood by all users, especially those

Criteria	Conformance Level	Remarks and Explanations
		unfamiliar with the smart locker products. Explanations on the difference between assets, asset types and categories could be added.
<u>3.1.4 Abbreviations (Level AAA)</u> EN 301 549 Criteria – Does not apply	Web: Does not support	Web: Some abbreviations such as ‘SIP2’ and ‘LDAP’ are used without the full descriptive names of the protocols, however these are for integrating ONARKEN® with third party systems, and should not be changed after initial set up, unless the customer migrates to a different data source. For most installations, these settings are configured on installation and not modified afterwards. These settings should only be configured by professionals.
<u>3.1.5 Reading Level (Level AAA)</u> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially supports	Web: Most text passages achieve a grade B readability score on average, and should be understood by 16-17 year olds according to Flesch Kincaid assessment. However, some technical setting descriptions do not meet the requirements, but these settings should only be configured by an IT administrator.
<u>3.1.6 Pronunciation (Level AAA)</u> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not required.
<u>3.2.5 Change on Request (Level AAA)</u> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No automatic redirects are present. Only point to note here is that descriptions could be added for support centre links (or

Criteria	Conformance Level	Remarks and Explanations
		messages that appear on click) to make it obvious they are external links.
<u>3.3.5 Help (Level AAA)</u> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does not support	Web: Help links on every page are not provided. Help assistants/wizards, and spell checking are not provided. Text hints for starting transactions such as adding new assets, are written in text input UI controls.
<u>3.3.6 Error Prevention (All) (Level AAA)</u> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Forms submissions are cancellable. All transactions are cancellable until the locker bay door at the kiosk has been opened. Errors are checked, e.g. if the user attempts to add a user or asset reference number that is not on the ONARKEN® tenant's database. Custom report formats can be created and the data viewed on the webpage before having to download the data, or submit the data to a third-party application.

## EN 301 549 Report

Notes:

### Clause 4: Functional Performance Statements (FPS)

Notes: When interacting with an ONARKEN® smart kiosk of any model, users may struggle loading and unloading assets at the locker depending on their physical capabilities (including when using a locker in the accessible height range), location of available lockers and weight & size of assets.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does not support	The locker application requires users to interact with UI on a visual touchscreen. No audio messages are used currently. Users cannot physically interact with the locker bays without vision, without risk of injury.
4.2.2 Usage with limited vision	Does not support	Magnification of text, adjusting contrast/setting a high contrast mode, changing font or adjusting brightness/intensity are not supported.
4.2.3 Usage without perception of colour	Does not support	Dedicated colour blind or high contrast themes or filters are not available for the kiosk application or web manager.
4.2.4 Usage without hearing	Supports	Hearing is not required to use the ONARKEN® web manager or kiosk application.
4.2.5 Usage with limited hearing	Supports	Hearing is not required to use the ONARKEN® web manager or kiosk application.
4.2.6 Usage with no or limited vocal capability	Supports	ONARKEN® does not require vocal capability.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Smart locker doors are unlocked and opened automatically by the locker hardware, except for legacy Diplomat™ and Consul™

Criteria	Conformance Level	Remarks and Explanations
		lockers. The weights on assets can vary greatly so compliance is dependent on configuration. Perhaps asset weights could be specified, and then a warning could be shown on screen if the user selects a heavy or bulky asset. The web manager does not require fine motor skills or simultaneous manual operations.
4.2.8 Usage with limited reach	Supports*	The ONARKEN® kiosk must be configured to have a range of accessible lockers set to comply. ONARKEN® web manager is fully operable with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	Standard transactions using the ONARKEN® client were tested using the PEAT tool, and nothing presented in the display was registered as seizure inducing. No flashing animations are used in the ONARKEN® client.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The ONARKEN® kiosk application provides step by step instructions when the user has to interact with a bay or asset inside the bay. However, configurable timeouts are not supported.

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Partially Supports	<p>Legal, financial and personal data are not stored. The only personal and financial information stored on ONARKEN® profiles is the users name, email address, login ID's PINs associated with their account, and details on any fines they may have accrued. Payments are not handled on the ONARKEN® platform. Inactive user data can be purged at a regular interval when ONARKEN® is connected to a separate user source.</p>

\* When configured appropriately.

## Clause 5: Generic Requirements

Notes: Only the ONARKEN® kiosk application and corresponding hardware are assessed in this section. This section refers only to closed functionality products, which the definition is - “Computers that do not allow end-users to adjust settings or install software are functionally closed.” This includes all ONARKEN® smart lockers.

Criteria	Conformance Level	Remarks and Explanations
<i>5.1 Closed functionality</i>	Heading cell – no response required	Heading cell – no response required
<i>5.1.2 General</i>	Heading cell – no response required	Heading cell – no response required
<i>5.1.2.1 Closed functionality</i>	See 5.2 through 13	See information in 5.2 through 13
<i>5.1.2.2 Assistive technology</i>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<i>5.1.3 Non-visual access</i>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Does not support	The ONARKEN® locker application does not support audio output, or tactile input devices without modifications made to the kiosk hardware.
5.1.3.2 Auditory output delivery including speech	Does not support	Repeatable or pausable speech input is not supported.
5.1.3.3 Auditory output correlation	Does not support	Speech output correlational to the visual display of the locker is not supported.
5.1.3.4 Speech output user control	Does not support	Not supported by application.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.5 Speech output automatic interruption	Does not support	Not supported by application.
5.1.3.6 Speech output for non-text content	Does not support	Not supported by application.
5.1.3.7 Speech output for video information	Does not support	Not supported by application.
5.1.3.8 Masked entry	Does not support	Not supported by application.
5.1.3.9 Private access to personal data	Supports	Personal data is not presented on screen by the client
5.1.3.10 Non-interfering audio output	Does not support	Not supported by application.
5.1.3.11 Private listening volume	Does not support	Not supported by application.
5.1.3.12 Speaker volume	Does not support	Not supported by application.
5.1.3.13 Volume reset	Does not support	Not supported by application.
5.1.3.14 Spoken languages	Does not support	Not supported by application.
5.1.3.15 Non-visual error identification	Does not support	Not supported by application.
5.1.3.16 Receipts, tickets, and transactional outputs	Partially Supports	Printed receipts are not installed as standard, email and push notification receipts are generally used instead. Speech is not supported to prompt users to check their email/app notifications etc.
5.1.4 Functionality closed to text enlargement	Does not support	Text enlargement is not supported on the application. The OS text adjustment settings are not accessible to end users to prevent unauthorised access to the smart locker PC.

Criteria	Conformance Level	Remarks and Explanations
5.1.5 Visual output for auditory information	Does not support	Not supported by application.
<i>5.1.6 Operation without keyboard interface</i>	Heading cell – no response required	Heading cell – no response required
<i>5.1.6.1 Closed functionality</i>	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports	Input focus can be moved between different elements when multiple are available.
5.1.7 Access without speech	Supports	No section of the application requires speech to access.
5.2 Activation of accessibility features	Does not support	Not supported by application.
5.3 Biometrics	Not Applicable	Biometrics are not used with ONARKEN®.
5.4 Preservation of accessibility information during conversion	Not Applicable	Document formats are not converted by the application.
<i>5.5 Operable parts</i>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Partially supports	The smart locker hardware only requires the user to push locker doors closed when opened automatically by the PC , however the user may still need to grasp, pinch, or twist their wrist depending on the asset they are loading/unloading.

Criteria	Conformance Level	Remarks and Explanations
5.5.2 Operable parts discernibility	Does not support	Obvious tactile indicators are not installed on our different smart locker models.
<i>5.6 Locking or toggle controls</i>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Does not support	Locking/toggle controls do not have an audible or tactile indicator. Virtual keypad/keyboard controls do not have an audible sound when pressed.
5.6.2 Visual status	Supports	No visual indicator is shown when the 'shift' or 'symbols' key is pressed.
5.7 Key repeat	Supports	The software requires the user to tap, and then let go of the button to enter the key, so key repeat input is not possible.
5.8 Double-strike key acceptance	Supports	Double-strike inputs are not used on the virtual keypads.
5.9 Simultaneous user actions	Does not support	We are unable to comply with this clause as it is dependent on what asset the user is loading/unloading, and what locker the asset was loaded into. The asset may have to be held by the user while they close the door, depending on location of

Criteria	Conformance Level	Remarks and Explanations
		the smart locker unit and weight of the asset.

## Clause 6: ICT with Two-Way Voice Communication

Notes: ONARKEN® does not implement two-way voice communication.

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not assessed	
<i>6.2 Real-time text (RTT) functionality</i>	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not assessed	
6.2.1.2 Concurrent voice and text	Not assessed	
6.2.2.1 Visually distinguishable display	Not assessed	
6.2.2.2 Programmatically determinable send and receive direction	Not assessed	
6.2.2.3 Speaker identification	Not assessed	
6.2.2.4 Visual indicator of Audio with RTT	Not assessed	
6.2.3 Interoperability	Not assessed	
6.2.4 RTT responsiveness	Not assessed	
6.3 Caller ID	Not assessed	
6.4 Alternatives to voice-based services	Not assessed	
<i>6.5 Video communication</i>	Heading cell – no response required	Heading cell – no response required
<i>6.5.1 General (informative)</i>	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not assessed	

Criteria	Conformance Level	Remarks and Explanations
6.5.3 Frame rate	Not assessed	
6.5.4 Synchronization between audio and video	Not assessed	
6.5.5 Visual indicator of audio with video	Not assessed	
6.5.6 Speaker identification with video (sign language) communication	Not assessed	
<i>6.6 Alternatives to video-based services (advisory only)</i>	Advisory – no response required	Advisory – no response required

## Clause 7: ICT with Video Capabilities

Notes: ONARKEN® does not have the means to play video with synchronized audio. Users have the ability to upload their own files to use as a screensaver that are compliant with this clause.

Criteria	Conformance Level	Remarks and Explanations
<i>7.1 Caption processing technology</i>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.
7.1.2 Captioning synchronization	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.
7.1.3 Preservation of captioning	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.
7.1.4 Captions characteristics	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.
7.1.5 Spoken subtitles	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.
7.2.1 Audio description playback	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.
7.2.2 Audio description synchronization	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.

Criteria	Conformance Level	Remarks and Explanations
7.2.3 Preservation of audio description	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.
7.3 User controls for captions and audio description	Not applicable	Videos with synchronized audio are not supported on the smart locker hardware.

## Clause 8: Hardware

Notes: For this assessment, the touchscreen displays are considered an operable part as well as a display on the different smart locker hardware models. Locker bays can be considered an operable element, and although lockers are present at positions not compliant with ETSI height regulations, the user can configure 'easy access' locker ranges to ensure only height compliant lockers are opened by the software for wheelchair users and users with limited motion.

Criteria	Conformance Level	Remarks and Explanations
<i>8.1.1 Generic requirements</i>	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Does not support	A USB port is not provided to prevent malicious devices from being connected, and an AUX port for private audio is not available.
8.1.3 Colour	Partially supports	On Diplomat™, Consul™ and Envoy™ units specifically, RGB charge status LED's are used to indicate battery charge level to the users. Devices that are not charged above a threshold defined in the software configuration are not made available to loan.
<i>8.2 Hardware products with speech output</i>	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not applicable	ONARKEN® smart lockers do not support speech output.
8.2.1.2 Incremental volume control	Not applicable	ONARKEN® smart lockers do not support speech output.

Criteria	Conformance Level	Remarks and Explanations
8.2.2.1 Fixed-line devices	Not applicable	ONARKEN® smart lockers do not support speech output.
8.2.2.2 Wireless communication devices	Not applicable	ONARKEN® smart lockers do not support speech output.
<i>8.3 Stationary ICT</i>	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Partially supports	<p>Sovran™: The top of the touchscreen is located 1305.00mm above the floor – compliant with display regulations but not interactive elements.</p> <p>Diplomat™ pro: The top of the touchscreen is located 1373.77 mm above the floor - compliant with display regulations but not interactive elements and the top of the reader is located 997.27 mm above the floor - compliant.</p> <p>Envoy™: The top of the screen is located 971.64 mm above the floor, and the top of the reader is located 823.70 mm – both compliant.</p> <p>Consul™: The top of the touchscreen is located 1344.20 mm above the floor – not compliant. The top of the reader is located 1001.10 mm above the floor – compliant.</p>

Criteria	Conformance Level	Remarks and Explanations
8.3.2.2 Unobstructed low forward reach	Partially supports	<p>Sovran™: The bottom of the touchscreen is located 1023.93 mm above the floor – compliant. The bottom of the reader is 1142.33 mm above the floor, which is compliant.</p> <p>Diplomat™ Pro: The bottom of the screen is 1073.77mm above the floor. The bottom of the reader is located 959.27 mm from the floor. Both of these elements are compliant.</p> <p>Envoy™: The bottom of the screen is located 929.30 mm from the floor. The bottom of the reader is located 794.90 mm. Both of these elements are compliant.</p> <p>Consul™: The bottom of the screen is located 1044.20 mm above the floor and the bottom of the reader is located 942.40 mm from the floor, so both are compliant.</p>
8.3.2.3.1 Clear space	Supports	No obstructions are present on any smart locker model.
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Supports	No obstructions are present on any smart locker model.
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Supports	No obstructions are present on any smart locker model.

Criteria	Conformance Level	Remarks and Explanations
8.3.2.4 Knee and toe clearance width	Not applicable	No obstacles are present on the face of any smart locker model, that would require additional space for knee and toe clearance.
8.3.2.5 Toe clearance	Not applicable	No obstacles are present on the face of any smart locker model.
8.3.2.6 Knee clearance	Not applicable	No obstacles are present on the face of any smart locker model.
8.3.3.1 Unobstructed high side reach	Partially supports	<p>Sovran™: The centre of the screen is 1176.83 mm above the floor, which is compliant. The centre of the reader is located 1176.83 mm above the floor.</p> <p>Diplomat™ Pro: The centre of the reader is 978.27 mm above the floor, which is compliant. The centre of the screen is located 1223.77 mm from the floor</p> <p>Envoy™: The middle of the screen is located 971.64 mm from the floor, and the middle of the reader is located 823.70 mm from the floor. The bottom of the reader is located 794.90 mm from the floor.</p> <p>Consul™: The centre of the screen is located 1194.20 mm from the floor. The bottom of the screen is located 1044.20 mm from the floor. The centre of</p>

Criteria	Conformance Level	Remarks and Explanations
		the reader is located 971.75 mm from the floor. The bottom of the reader is located 942.40 mm from the floor.
8.3.3.2 Unobstructed low side reach	Partially supports	<p>Sovran™: The bottom of the screen is 1023.93 mm above the floor, which is compliant. The bottom of the reader is located 1142.33 mm from the floor</p> <p>Diplomat™ Pro: The bottom of the screen is located 1073.77 mm from the floor. The centre of the reader is located 978.27 mm from the floor, and the bottom 959.27 mm from the floor.</p> <p>Envoy™: The centre of the reader is 823.70 mm from the floor. The bottom of the reader is located 794.90 mm from the floor. This is compliant.</p> <p>Consul™: The bottom of the screen is located 1044.20 mm from the floor. The bottom of the reader is located 942.40 mm from the floor. Both of these are compliant.</p>
8.3.3.3.1 Obstructed ( $\leq 255$ mm) side reach	Not applicable	No obstructions are present on the face of any smart locker model.

Criteria	Conformance Level	Remarks and Explanations
8.3.3.3.2 Obstructed ( $\leq 610$ mm) side reach	Not applicable	No obstructions are present on the face of any smart locker model.
8.3.4.1 Change in level	Not applicable	No floors are present in any smart locker model, vertical or bevelled. Article has been published advising customers on placing their smart lockers on suitable floor spaces.
8.3.4.2 Clear floor or ground space	Supports*	This is dependent on the location the smart locker is installed at. A document will be produced informing customers of the ground clearance requirements for accessible operation.
8.3.4.3.2 Forward approach	Supports	The operating area is not set within an alcove, as smart lockers are not installed in alcoves.
8.3.4.3.3 Parallel approach	Supports	The operating area is not set within an alcove, as smart lockers are not installed in alcoves.
8.3.5 Visibility	Sovran™: Supports Diplomat™ pro: Supports Envoy™: Supports Consul™: Supports	Sovran™: The centre of the screen is 1176.83 mm high, which is legible from the specified height. Diplomat™ Pro: The centre of the screen is located 1223.77 mm

Criteria	Conformance Level	Remarks and Explanations
		<p>from the ground, which is legible from the specified height.</p> <p>Envoy™: The centre of the screen is located 971.64 mm from the ground (providing the unit is not installed on a raised floor), which is legible from the specified height.</p> <p>Consul™: The centre of the screen is located 1194.20 mm from the ground, which is legible from the specified height.</p>
8.3.6 Installation instructions	Not Applicable	LapSafe® smart lockers are always installed by trained site engineers. Installation is never performed by customers due to the heavy weights and sizes of the lockers and risk of injury.
<i>8.4 Mechanically Operable parts</i>	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Supports	A virtual keypad displayed on screen is arranged with the '1,2,3' digits arranged on the top row, on all possible hardware configurations. This is only enabled when manual ID entry is enabled. A physical keypad is not provided.
8.4.2.1 Means of operation of mechanical parts	Partially supports	Locker doors may have to be grasped to be fully opened

Criteria	Conformance Level	Remarks and Explanations
		wide, depending on size and height of the door, and size and weight of the asset being loaded/removed from the locker bay. Lockers need to be pushed to shut, which does not require any complex hand movements or excessive strength. However, this could still be difficult with larger locker bays.
8.4.2.2 Force of operation of mechanical parts	Not Assessed	LapSafe® does not have the means to test this. The force required is variable depending on the size of the locker door.
8.4.3 Keys, tickets and fare cards	Partially Supports	The only smart locker model that requires the use of a physical card (Envoy™) does not have a tactile indication of orientation on the card. ONARKEN® supports digital ID passes which follow the standard layout of ID passes in Google wallet and Apple wallet. Their orientation is discernible. Physical admin cards are detected regardless of orientation, even though they have a front and back.
8.5 Tactile indication of speech mode	Does not support	Speech output is not available

\*Dependant on install location and environment

Clause 9: Web (*see WCAG 2.x section*)

Notes:

## Clause 10: Non-web Documents

Notes: Only legacy documentation is presented to customers in a non-web format, these legacy documents are in the process of being replaced and updated with online documentation. All product documentation is available at:

<https://support.lapsafe.com>

Criteria	Conformance Level	Remarks and Explanations
<i>10.0 General (informative)</i>	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
10.5 Caption positioning	Not assessed	
10.6 Audio description timing	Not assessed	

## Clause 11: Software

Notes: ONARKEN® client has been assessed as a closed compatibility software.

Criteria	Conformance Level	Remarks and Explanations
<i>11.0 General (informative)</i>	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
<i>11.5 Interoperability with assistive technology</i>	Heading cell – no response required	Heading cell – no response required
<i>11.5.1 Closed functionality</i>	Heading cell – no response required	Heading cell – no response required
<i>11.5.2 Accessibility services</i>	Heading cell – no response required	Heading cell – no response required
<i>11.5.2.1 Platform accessibility service support for software that provides a user interface</i>	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
<i>11.5.2.2 Platform accessibility service support for assistive technologies</i>	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through
11.5.2.3 Use of accessibility services	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	ONARKEN® smart lockers are not assistive technology.
11.5.2.5 Object information	Not Applicable	Some UI controls and custom elements do not have Automation ID identifiers, such as the virtual key buttons for the on-screen keypad. However, most elements support the LegacyIAccessible pattern.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.6 Row, column, and headers	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.7 Values	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.8 Label relationships	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.9 Parent-child relationships	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.10 Text	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.11 List of available actions	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.12 Execution of available actions	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.15 Change notification	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.16 Modifications of states and properties	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
11.5.2.17 Modifications of values and text	Not Applicable	ONARKEN® client is a closed functionality software product and does not need to adhere to this clause.
<i>11.6 Documented accessibility usage</i>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Does not support	Accessibility features are not presented to the user.
11.6.2 No disruption of accessibility features	Does not support	Persistent accessibility settings are not supported.
11.7 User preferences	Does not support	Accessibility settings cannot be saved across the ONARKEN® platform currently.

Criteria	Conformance Level	Remarks and Explanations
<i>11.8 Authoring tools</i>	Heading cell – no response required	Heading cell – no response required
<i>11.8.1 Content technology</i>	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See <u>WCAG 2.x</u> section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Does not support	Accessibility features are not present in the software, and are not available for configuration by end users.
11.8.4 Repair assistance	Not Applicable	No authoring tool functionality is provided.
11.8.5 Templates	Not Applicable	No authoring tool functionality is provided.

## Clause 12: Documentation and Support Services

Notes: Zendesk Knowledge Base is used for web documentation. See their reports on accessibility, conforming to the EAA here: <https://www.zendesk.co.uk/company/agreements-and-terms/accessibility/>

Criteria	Conformance Level	Remarks and Explanations
<i>12.1 Product documentation</i>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Does not support	Will need to be produced once accessibility features are implemented.
12.1.2 Accessible documentation	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
<i>12.2 Support Services</i>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Does not support	Will need to be produced once accessibility features are implemented.
12.2.3 Effective communication	Does not support	
12.2.4 Accessible documentation	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section

## Clause 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable to ONARKEN®.

Criteria	Conformance Level	Remarks and Explanations
<i>13.1 Relay services requirements</i>	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Applicable	
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

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