

TRUST CENTRE

Accessibility & Digital Accessibility Statement

ACCESSIBLE DESIGN, INCLUSIVE USE, TESTING, SUPPORT AND CONTINUOUS IMPROVEMENT

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This document is intended for public distribution. It describes PCL One's accessibility approach and public commitments. It is not a VPAT, Accessibility Conformance Report (ACR), certification or representation that every PCL One or third-party feature fully conforms to every accessibility criterion. Product-specific assessment evidence, test results and remediation details may be provided separately where available and appropriate.

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This statement should be read together with the applicable PCL One Service Description, Cloud Services Agreement, Ordering Document, Professional Services Terms, Information Security Practices and other Trust Centre materials that apply to the relevant service.

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1. Overview

PCL One is committed to improving the accessibility and usability of its digital services so that people with disabilities can use them as independently and effectively as reasonably practicable. Accessibility is considered across product design, configuration, implementation, testing, support and ongoing change activities.

Public accessibility baseline

PCL One uses recognized accessibility guidance, including WCAG 2.1 Level AA principles, as a reference for applicable web-based experiences. This statement does not constitute a formal conformance certification or a completed VPAT/ACR for any specific product.

2. Scope and applicability

This statement applies to PCL One-managed digital services and customer-facing web experiences where PCL One controls the relevant user interface or implementation. The accessibility profile of a specific solution may vary according to the product, deployment model, third-party components, configuration and Customer requirements.

- Product-specific accessibility obligations, if any, are defined by the applicable Agreement, Order, Service Description, Statement of Work or procurement commitment.
- Third-party products and embedded services remain subject to their own accessibility capabilities, documentation and release cycles.
- Where mandatory law or an executed Customer contract establishes a stricter requirement, that requirement controls for the relevant service.

3. Accessibility principles

Principle	Public baseline
Perceivable	Information and interface elements should be presented in ways users can perceive, including through appropriate text alternatives and adaptable presentation where supported.
Operable	Core interactions should be designed so users can navigate and operate them without unnecessary dependence on a pointer device.
Understandable	Navigation, labels, instructions, validation and workflows should be clear and reasonably predictable.
Robust	Applicable web experiences should use semantic and standards-based patterns intended to support interoperability with modern browsers and assistive technologies.
Inclusive by design	Accessibility considerations should be introduced during design and implementation rather than treated only as a post-release activity.
Continuous improvement	Accessibility issues are prioritized according to impact, feasibility, customer need and the applicable product roadmap or contractual commitment.

4. Standards and conformance approach

PCL One uses WCAG 2.1 Level AA as a recognized reference point for applicable web accessibility design and evaluation. Additional standards or legal requirements may apply to a Customer based on jurisdiction, procurement rules or the particular solution being delivered.

- PCL One does not currently publish a company-wide VPAT or Accessibility Conformance Report covering all PCL One services.
- The absence of a VPAT/ACR does not prevent PCL One from evaluating accessibility requirements for a specific implementation or procurement.
- Where a third-party product is part of the solution, PCL One may rely on the provider's current accessibility documentation or conformance report where available.
- Any statement of full conformance, certification or specific assistive-technology validation should be supported by product-specific assessment evidence before it is published or contractually committed.

5. Accessible interaction and navigation

For applicable PCL One-controlled web experiences, design and implementation practices are intended to support clear navigation and efficient interaction for users who may rely on a keyboard, alternative input methods or assistive technology.

- Interactive controls should have clear names, roles, states and instructions where technically applicable.
- Keyboard focus should be visible and follow a logical sequence through interactive content.
- Navigation patterns, page structure and repeated controls should remain reasonably consistent within the same service.
- Controls should avoid requiring unnecessarily precise pointer movement where an accessible alternative can reasonably be provided.

6. Visual presentation and text

PCL One aims to use readable typography, meaningful hierarchy and visual treatment that supports comprehension without relying solely on colour, position or other visual characteristics to communicate essential meaning.

- Applicable interfaces should support browser zoom and text scaling without avoidable loss of essential functionality, subject to product and browser limitations.
- Colour contrast should be considered for text, interactive controls and essential visual indicators.
- Information conveyed by colour should also have another distinguishing cue where reasonably practicable.
- Content should avoid unnecessary flashing, motion or presentation patterns that could create accessibility barriers.

7. Forms, tables and error handling

Forms and structured data interfaces are designed to provide understandable labels, instructions and validation messages where PCL One controls the relevant experience. Accessibility requirements are considered when configuring workflows used for payroll, finance, HR, compliance and other business processes.

Area	Expected approach
Form fields	Use programmatically associated labels or equivalent accessible naming where technically applicable.
Required input	Identify required information in a way that does not rely only on colour or visual placement.
Validation	Provide clear error messages and, where practical, identify the field or action requiring correction.
Data tables	Use meaningful headings and structure appropriate to the complexity of the data presented.
Status messages	Present important completion, error or workflow status information in a manner intended to be perceivable by users of assistive technology where supported.

8. Assistive technology considerations

PCL One seeks to support standards-based interoperability with commonly used assistive technologies through semantic markup, keyboard operation and accessible interaction patterns. Compatibility can vary by browser, operating system, assistive technology release, product module and third-party component.

- PCL One does not represent that every service has been formally validated against every screen reader, speech-input tool, magnifier or assistive-technology combination.
- Where a procurement or implementation requires specific assistive-technology testing, the scope, environment and acceptance criteria should be documented for that engagement.
- Accessibility defects that materially prevent task completion should be reported with the affected workflow, browser, device and assistive technology where known.

9. Documents, media and downloadable content

Accessibility of generated documents, uploaded files, reports, images, media and other downloadable content depends on both the service capability and the content supplied or configured by the Customer or third parties.

- PCL One-controlled public documents should use clear headings, readable structure and meaningful link text where reasonably practicable.

- Alternative text, captions, transcripts or accessible document tagging may be required for certain content types and may depend on the source content and service workflow.
- Customer-uploaded documents and media remain the Customer's responsibility unless the applicable service or Statement of Work expressly includes remediation or accessible-document services.

10. Testing and quality assurance

Accessibility is incorporated into risk-based design review and quality assurance where relevant to the service and change. The exact methods used can vary according to the user interface, product maturity, customer requirements and the nature of the release.

- Testing may include keyboard review, semantic-structure checks, contrast review, responsive layout checks, automated accessibility scanning and targeted manual verification.
- Automated scanning can identify some issues but does not by itself establish WCAG conformance.
- Formal third-party accessibility audits, VPAT preparation or product-specific ACRs are separate assurance activities and are not implied by this statement.
- Where Customer acceptance criteria include accessibility testing, results and remediation responsibilities are handled under the applicable implementation or contractual process.

11. Third-party products, content and integrations

PCL One solutions may integrate with or resell third-party platforms, cloud services, payment services, identity providers, reporting tools or other components. PCL One cannot independently certify accessibility characteristics that are controlled by those providers.

- Provider accessibility documentation may be made available or referenced where current materials are available to PCL One.
- Customer-selected integrations, custom extensions and externally hosted content may introduce accessibility behavior outside PCL One's direct control.
- PCL One will work with Customers to identify material accessibility dependencies during implementation where those dependencies are known and within the agreed scope.

12. Known limitations and remediation

Accessibility can vary across modules and workflows, particularly where legacy interfaces, complex data grids, generated documents, custom configurations or third-party components are involved. PCL One evaluates reported barriers based on user impact, severity, technical feasibility and contractual commitments.

No blanket conformance claim

Until a product-specific formal evaluation supports a broader statement, PCL One does not use this public statement to claim that every feature fully conforms to WCAG 2.1 Level AA or another accessibility standard.

- Material barriers may be addressed through defect remediation, configuration changes, alternative workflows, documentation or planned product improvements.
- Where immediate remediation is not reasonably available, PCL One may work with the Customer to identify a practical alternative method of completing the affected task.
- Remediation timing is determined by impact, risk, feasibility, release planning and any applicable contractual requirement.

13. Customer configuration and responsibilities

- Use accessible labels, instructions, colour choices, uploaded content and workflow configurations when the service exposes those settings to Customer administrators.
- Avoid customizations or embedded third-party content that unnecessarily reduce keyboard access, readability or assistive-technology compatibility.
- Include accessibility requirements in implementation acceptance criteria when the Customer has specific legal, procurement or workforce obligations.
- Identify priority user groups, assistive technologies and critical workflows early enough for relevant testing to be planned.
- Report accessibility issues with sufficient context for PCL One to reproduce and investigate the affected workflow.

14. Accessibility requests and feedback

PCL One welcomes accessibility feedback and requests for reasonable information about the accessibility of its services. Customers and users should use the designated PCL One support channel or their PCL One account or project contact so the request can be routed to the appropriate product, support or delivery team.

- Requests should identify the affected product, page or workflow and describe the accessibility barrier encountered.
- Where relevant, include the browser, operating system, device and assistive technology being used.
- PCL One may provide an alternative format, workaround, product information or remediation plan where reasonably available and appropriate to the request.
- Customer-specific accessibility questionnaires or procurement attestations are evaluated against the capabilities and evidence available for the proposed solution.

15. Assurance, exceptions and contractual precedence

Accessibility assurance should be proportionate to the product and Customer requirement. Where formal evidence is required, the applicable procurement, Order, Service Description or Statement of Work should identify the required standard, evaluation scope and acceptance criteria.

- Formal VPAT/ACR preparation, independent audit or specialized assistive-technology testing may require separate scoping and product-specific evaluation.
- Exceptions to accessibility requirements should be documented where required by the applicable project or governance process and should include a reasonable alternative where practicable.
- If this statement conflicts with an executed Agreement, Order, Service Schedule or Statement of Work, the governing contract controls according to its stated order of precedence.

16. Statement of changes

Effective date	Change
6 October 2025	Initial publication of this statement.