

Xiaomi Accessibility Conformance Report

Voluntary Product Accessibility Template® (VPAT®)

EN 301 549 Edition

Version 2.5Rev

Name of Product/Version: Mi Store on iOS version 4.20 — evaluated in United Kingdom with English language settings

Report Date: June 2025

Product Description: Mi Store application for iOS

Contact Information: Our customer service is available via email, phone, and hotline. For detailed contact information, please visit our website [Xiaomi Support - Contact us](#).

(When contact us via e-mail, please include "Disabled Access" in the subject line)

Notes: This evaluation covers the Mi Store iOS application version 4.20, including both native iOS user interfaces and embedded WebView content. The app includes limited video content and relies on a combination of native and web-based accessibility technologies. Accessibility support may vary depending on iOS device configurations and system-level assistive features. Future versions of the application are expected to deliver improved accessibility support.

Evaluation Methods Used: Manual testing was conducted using built-in iOS accessibility features such as VoiceOver, Zoom, and Switch Control. For embedded WebView content, automated evaluation tools including [Accessibility Insights for Web](#) and [IBM Equal Access Accessibility Checker](#) were used to identify potential accessibility issues in accordance with [WCAG 2.1](#) and [EN 301 549](#) standards.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes)

	Level AAA (No)
<u>Web Content Accessibility Guidelines 2.1</u>	Level A (Yes) Level AA (Yes) Level AAA (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:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Most non-text content and components can be read, accessed, and interacted with using screen readers.</p> <p>Authoring Tool:</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: No prerecorded audio is used. Some promotional video content includes textual annotations.</p> <p>Closed:</p> <p>Authoring Tool:</p>

<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Prerecorded instructional videos include captions and equivalent text content that is accessible to screen readers.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Refer to 1.2.2 for details.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.3.1 Info and</u></p>	<p>Web:</p>	<p>Web:</p>

<p><u>Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Electronic Docs:</p> <p>Software: Component relationships and information structure can be interpreted by screen readers.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Content is read in a logical sequence by screen readers.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Controls are described by name and are compatible with screen reader interpretation.</p>

<ul style="list-style-type: none"> • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Authoring Tool:	Closed: Authoring Tool:
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Electronic Docs: Software: Supports Closed: Authoring Tool:	Web: Electronic Docs: Software: Color is not used as the sole means to convey information. Closed: Authoring Tool:
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed 	Web: Electronic Docs: Software: Supports Closed: Authoring Tool:	Web: Electronic Docs: Software: Controls containing audio can be paused, muted, or have their volume adjusted by the user. Closed: Authoring Tool:

Software) <ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Electronic Docs: Software: Supports Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool:	Web: Electronic Docs: Software: Supports interaction through physical keyboard input. Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool:
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Electronic Docs: Software: Supports Closed: Authoring Tool:	Web: Electronic Docs: Software: 组件及控件没有键盘陷阱。 Closed: Authoring Tool:

<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed: See information in 5.1.3.1 through 5.1.3.16</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports interaction through physical keyboard input.</p> <p>Closed: See information in 5.1.3.1 through 5.1.3.16</p> <p>Authoring Tool:</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The application does not impose time limits. Promotional elements (such as product ads) qualify for exemption under this criterion.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Users, including those using screen readers,</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>can pause, stop, or hide moving, blinking, scrolling, or auto-updating content.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: No content in the application flashes more than three times per second or violates seizure safety thresholds.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not 	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>

<p>apply</p> <ul style="list-style-type: none"> • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The application contains WebView pages whose titles and headings are readable by screen readers.</p> <p>Authoring Tool:</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The focus order of components and embedded pages follows a logical and expected sequence.</p> <p>Closed:</p> <p>Authoring Tool:</p>

Software) <ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Electronic Docs: Software: Supports Closed: Authoring Tool:	Web: Electronic Docs: Software: The purpose of links can be understood from their surrounding context. Closed: Authoring Tool:
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Web: Electronic Docs: Software: Supports Closed: Authoring Tool:	Web: Electronic Docs: Software: No applicable technologies involving complex pointer gestures are used. Closed: Authoring Tool:

<ul style="list-style-type: none"> 12.2.4 (Support Docs) 		
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Pointer actions can be canceled before completion, ensuring accidental activation is avoidable.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3 (Open Functionality Software) 11.2.5.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: UI components include visible text labels that match their programmatic names, ensuring compatibility with speech input.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: No functionality</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>requires motion-based interaction.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports multiple languages; primary language is programmatically identified where applicable.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: No unexpected context changes occur when components receive focus.</p> <p>Closed:</p> <p>Authoring Tool:</p>

<p>Functionality Software)</p> <ul style="list-style-type: none"> • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The application does not automatically submit forms or open new windows without user awareness.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Input errors are clearly indicated with on-screen messages that are readable by screen readers.</p> <p>Closed:</p> <p>Authoring Tool:</p>

<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Input fields are provided with clear labels or instructions to aid user understanding.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	<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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>
<u>4.1.2 Name, Role, Value</u>	Web:	Web:

(Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Electronic Docs: Software: Supports Authoring Tool:	Electronic Docs: Software: The Webiview pages use semantic markup where possible. However, the accessibility of certain standards-based elements depends on screen reader support. Authoring Tool:
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Electronic Docs: Software: Supports Closed: Authoring Tool:	Web: Electronic Docs: Software: No live audio content is present in the application. Closed: Authoring Tool:
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Web: Electronic	Web:

<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Docs:</p> <p>Software: Does Not Support</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Electronic Docs:</p> <p>Software: Current media content does not include audio descriptions.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Does Not Support</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The application currently does not support screen orientation changes.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Search components support input purpose identification, allowing data to be saved and reused in forms; iOS platform support is available.</p> <p>Closed:</p> <p>Authoring Tool:</p>

<ul style="list-style-type: none"> 12.2.4 (Support Docs) 		
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Partially Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Some elements have insufficient color contrast.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Partially Support</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports iOS zoom functionality, but text does not scale with system font size settings, nor can font size be adjusted within the app.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Partially Support</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: See remarks for 1.4.4 .</p> <p>Authoring Tool:</p>

<p>Does not apply</p> <ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Support</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: No two-dimensional scrolling is required.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Partially Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Most content meets accessibility requirements; however, some minor issues remain in specific components.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Partially</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Most content meets accessibility requirements; however, some minor issues</p>

<ul style="list-style-type: none"> • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>remain in specific components.</p> <p>Closed:</p> <p>Authoring Tool:</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"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Non-persistent content can be perceived and dismissed on hover or focus.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>

<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The application includes clear and descriptive headings and labels.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Partially Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Not all components have visible focus indicators.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Relies on screen reader capabilities; basic support observed with VoiceOver.</p> <p>Authoring Tool:</p>

<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p>	<p>Web:</p> <p>Electronic</p>	<p>Web:</p> <p>Electronic Docs:</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Software: Error suggestion mechanisms are in place.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Error prevention mechanisms are implemented.</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) 	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Authoring Tool:</p>

<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
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Table 3: Success Criteria, Level AAA

Notes: **Not Evaluated**

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria– Does not apply	Web:	Web:
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply	Web:	Web:
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:

<p><u>1.4.7 Low or No Background Audio</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>1.4.8 Visual Presentation</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>1.4.9 Images of Text (No Exception)</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>2.1.3 Keyboard (No Exception)</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>2.2.3 No Timing</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>2.2.4 Interruptions</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>2.2.5 Re-authenticating</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>2.2.6 Timeouts</u> (Level AAA 2.1 only)</p> <p>EN 301 549 Criteria – Does not apply</p>	Web:	Web:
<p><u>2.3.2 Three Flashes</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not</p>	Web:	Web:

apply		
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>2.5.5 Target Size</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>3.1.3 Unusual Words</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>3.1.4 Abbreviations</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:
<u>3.1.5 Reading Level</u> (Level AAA) EN 301 549 Criteria – Does not	Web:	Web:

apply Revised Section 508 – Does not apply		
<u>3.1.6 Pronunciation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>3.2.5 Change on Request</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>3.3.5 Help</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>3.3.6 Error Prevention (All)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The application provides basic compatibility with screen readers such as VoiceOver. Native iOS views are mostly accessible; however, A limited number of hybrid HTML elements lack proper labeling or accessible names, which may impact navigation for users without vision.
4.2.2 Usage with limited vision	Partially Supports	The application does not support screen orientation changes, magnification scaling up to 200%, or high-contrast themes, which may impact users with low vision. However, some users may rely on system-level zoom or assistive technologies to enlarge content.
4.2.3 Usage without perception of colour	Supports	Information is not conveyed using color alone. Functional states are represented with text and icons.
4.2.4 Usage without hearing	Supports	All auditory content is accompanied by captions or

		equivalent textual descriptions, ensuring that information is accessible without hearing.
4.2.5 Usage with limited hearing	Supports	Audio features provide captions or equivalent alternatives. Volume controls are available where needed.
4.2.6 Usage with no or limited vocal capability	Supports	The application does not rely on voice input. All functions are accessible using touch or keyboard input.
4.2.7 Usage with limited manipulation or strength	Supports	Core functionality is accessible with single-hand operation. Touch targets comply with minimum size requirements.
4.2.8 Usage with limited reach	Supports	The application is operable without requiring extended reach or two-handed interaction.
4.2.9 Minimize photosensitive seizure triggers	Supports	The application does not contain flashing content or animations that exceed seizure safety thresholds.
4.2.10 Usage with limited cognition,	Supports	The application uses clear language, step-

language or learning		by-step flows, and standard input validation. It supports assistive technologies such as iOS text-to-speech.
4.2.11 Privacy	Supports	Accessibility features are implemented without compromising privacy. Audio output can be used via personal headsets, and authentication fields are masked appropriately.

Clause 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	

5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Partially Supports	
5.1.5 Visual output for auditory information	Not Applicable	

5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	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	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Supports	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Supports	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Clause 6: ICT with Two-Way Voice Communication

Notes: These requirements apply to real-time video conferencing or communication systems. Mi Store iOS App contains only non-interactive pre-

recorded video content (e.g. product promotions), and does not provide video calling or conferencing functionality.

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

6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Clause 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	The app contains limited pre-recorded video content. Where captions are provided, they are rendered through the native video player. Some videos do not include captions.
7.1.2 Captioning synchronization	Supports	For videos that include captions, synchronization between audio and text is

		handled by the native iOS video framework and maintains proper alignment.
7.1.3 Preservation of captioning	Supports	When present, captions are preserved throughout video playback, including when paused, resumed, or scrubbed.
7.1.4 Captions characteristics	Partially Supports	The iOS native player supports user customization to some extent, but not all captions in the app provide full control over font size, color, or background contrast.
7.1.5 Spoken subtitles	Does Not Support	The application does not provide spoken subtitles (text-to-speech for captions), and this functionality is not currently implemented.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not provided for the limited video content within the app.
7.2.2 Audio description	Does Not Support	Audio descriptions are

synchronization		not implemented, so synchronization does not apply.
7.2.3 Preservation of audio description	Does Not Support	As audio description is not available, preservation is not applicable.
7.3 User controls for captions and audio description	Partially Supports	The app uses the system video player, which offers basic subtitle toggling. However, there are no additional in-app controls for managing caption style or audio description.

Clause 8: Hardware

Notes: The Mi Store application is standalone software and not a hardware product. Clause 8: Hardware does not apply to this product.

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	Not Applicable	
8.1.3 Colour	Not Applicable	
<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	
8.2.1.2 Incremental volume control	Not Applicable	

8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	
8.3.3.2 Unobstructed low side reach	Not Applicable	
8.3.3.3.1 Obstructed (\leq 255 mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed (\leq 610 mm) side reach	Not Applicable	
8.3.4.1 Change in level	Not Applicable	
8.3.4.2 Clear floor or ground space	Not Applicable	

8.3.4.3.2 Forward approach	Not Applicable	
8.3.4.3.3 Parallel approach	Not Applicable	
8.3.5 Visibility	Not Applicable	
8.3.6 Installation instructions	Not Applicable	
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

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

Notes: See WCAG 2.1 Table 1 and Table 2

Clause 10: Non-web Documents

Notes: Non-web documents provided in the application are evaluated against WCAG 2.1 success criteria where applicable. See Table 1 and Table 2 for details.

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	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 Applicable	
10.6 Audio description timing	Not Applicable	

Clause 11: Software

Notes: The Mi Store iOS application supports native platform accessibility services and interoperates with VoiceOver and other assistive technologies. Some minor limitations exist in hybrid web content, which are under review for improvement.

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	Supports	The app supports standard assistive technologies

		provided by iOS, such as VoiceOver, Switch Control, and Speak Screen.
11.5.2.5 Object information	Partially Supports	Most native iOS controls expose names, roles, and states to VoiceOver. Some hybrid WebView content lacks complete labeling or ARIA role support.
11.5.2.6 Row, column, and headers	Partially Supports	Native tables generally provide row/column info, but some tabular data in embedded HTML lacks ARIA attributes.
11.5.2.7 Values	Supports	UI elements expose current values when applicable (e.g., selected item in dropdown).
11.5.2.8 Label relationships	Partially Supports	Most form fields are labeled correctly, but some hybrid components lack <code><label for></code> or <code>accessibilityLabel</code> linkage.
11.5.2.9 Parent-child relationships	Supports	The native UI correctly groups elements

		hierarchically.
11.5.2.10 Text	Supports	Text content is programmatically exposed to assistive tech and VoiceOver.
11.5.2.11 List of available actions	Supports	Available actions (e.g., double-tap to activate) are exposed to assistive tech.
11.5.2.12 Execution of available actions	Supports	Actions can be triggered via VoiceOver gestures or external input (keyboard/switch).
11.5.2.13 Tracking of focus and selection attributes	Supports	The application tracks and updates focus and selection states consistently.
11.5.2.14 Modification of focus and selection attributes	Supports	Focus can be programmatically set and changed by assistive technologies.
11.5.2.15 Change notification	Partially Supports	Most dynamic updates are announced via accessibility notifications, but not all web content dynamically announces changes.

11.5.2.16 Modifications of states and properties	Supports	Users can modify values via accessible widgets or alternative input methods.
11.5.2.17 Modifications of values and text	Supports	Input controls support full text entry/modification by assistive technology.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	Accessibility is handled via iOS system settings. The app does not override user accessibility preferences.
11.6.2 No disruption of accessibility features	Supports	The app does not interfere with any native iOS accessibility feature.
11.7 User preferences	Partially Supports	System-wide settings like font size and contrast are partially respected. Full dynamic text scaling is not implemented in all views.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no	Heading cell – no

	response required	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	Not Applicable	Not an authoring tool; no content transformations occur.
11.8.4 Repair assistance	Not Applicable	Same as above.
11.8.5 Templates	Not Applicable	Same as above.

Clause 12: Documentation and Support Services

Notes:

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	Partially Supports	The product documentation includes basic descriptions of accessibility features supported by iOS, such as VoiceOver compatibility, but may lack detailed instructions for assistive technology users.
12.1.2 Accessible documentation	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section

12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Partially Supports	Some accessibility-related guidance is provided through online help and FAQs. However, detailed guidance for screen reader users is limited.
12.2.3 Effective communication	Supports	Customer support channels support written communication via email or chat. For users with speech or hearing disabilities, alternative communication modes are available.
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:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Supports	The application provides user documentation

		through in-app help and official websites, accessible to users regardless of ability. Text-based support channels such as chat or email can be used by individuals relying on text relay services.
13.1.3 Sign relay services	Partially Supports	While no direct sign relay integration exists, users may use external sign relay services to interact with customer support through supported written channels. No dedicated sign language service is provided.
13.1.4 Lip-reading relay services	Not Applicable	The application does not include voice or video communication functions that would support or require lip-reading.
13.1.5 Captioned telephony services	Not Applicable	The application does not offer telephony or real-time voice interaction services.

13.1.6 Speech to speech relay services	Not Applicable	The application does not require or rely on voice-only interaction and does not integrate with speech relay services.
13.2 Access to relay services	Not Applicable	The application does not include relay service access or telecommunication features.
13.3 Access to emergency services	Not Applicable	The application is not a telecommunications product and does not provide access to emergency calling features.

Legal Disclaimer (Company)

The WCAG 2.1 and EN 301 549 standard will continue to release new draft versions. We have the right to continuously update the content and explanations of the VPAT report.