

Emerald Publishing Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Emerald Insight / www.emerald.com

Report Date: March 2026

Product Description: Emerald Insight is an academic publishing platform containing Journals, Books, Case Studies and a growing collection of Open Access content. Going beyond the bounds of a traditional publisher, we want to be a facilitator of impact, encouraging equitable, healthy and sustainable research and publishing for all.

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Notes: This report supersedes all previous versions.

Evaluation Methods Used: This digital product has been evaluated using the W3C's Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.2 (WCAG 2.2). The evaluation was done using the WCAG 2.2 Success Criteria for Level A and Level AA conformance, the accessibility standards established in Section 508 of the United States Rehabilitation Act and the EN 301 549 Report.

A team of accessibility evaluators has assessed the product using the following steps:

- Overall analysis of the product to check compliance with Meaningful Sequence, Keyboard Operability, Color Contrast, Text Reflow and Text Magnification criteria
- Automated testing using Powermapper’s Sortsite software (<https://www.powermapper.com/products/sortsite/checks/accessibility-checks/>) which flags non-compliant issues in the code via a full website scan
- Manual verification of the issues found in automated scanning and re-testing using Chrome Lighthouse, keyboard navigation and the Mac OS Voiceover screenreader
- Manual testing of multimedia content to check for compliance with Alternative to Time-Based Media, Captions, and Audio Description criteria

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 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: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>Most non-text content has a text alternative that serves the equivalent purpose; however, we are aware of the following issues:</p> <ul style="list-style-type: none"> ● A button is visible on all pages (when page styling is turned off) that does not contain descriptive text ● Some images contain empty or meaningless alternative text (on Collection pages) ● On Citation Manager, the form control text label is associated properly ● On Register, the form label is missing for the Register button <p>On the Sign In drop down, the form label is missing on the ICE Member button.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	The site does not contain prerecorded audio-only or prerecorded video-only media.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Prerecorded synchronized media (in Research Services) is played through video player Cadmore which offers always-visible captions, closed captions and transcripts.

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	All media is accompanied by meaningful transcripts and the intent of the information relayed in the video is not dependent upon watching the video.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>Information, structure, and relationships conveyed through presentation can mostly be programmatically determined or are available in text, however some pages were flagged for the following issues:</p> <ul style="list-style-type: none"> ● On the homepage and some gateway pages, there are skipped heading levels (H1-H3; H2-H4) ● On the collections page, H1 is missing <p>There is a broken ARIA reference on the PDF tool icon on the article page Use semantic markup like strong instead of using the CSS font-weight property.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	A correct reading sequence can be programmatically determined.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The site’s content does not rely solely on sensory characteristics.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Partially Supports	Color is mostly not used as the only visual means of conveying information, however some pages were flagged for the following issues:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Indicating links using only a text color change does not work for color-blind users.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Audio content does not play automatically.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	For all components that receive keyboard focus, focus can be moved away from that component using the keyboard.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Feature not used in product.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	The website does not include any moving, blinking, scrolling or auto updating information.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	Not Applicable	The website does not include content that flashes.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Partially supports	A “Skip to Main Content” link is available to bypass blocks of content that are repeated on multiple Web page however, please see 1.3.1 for known exceptions.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Web pages have titles that describe topic or purpose.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Components can be focused in an order that preserves meaning and operability.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	The purpose of each link can be determined for the most part, however some pages were flagged for the following issues: <ul style="list-style-type: none"> ● Some links use general text like with no surrounding text explaining link purpose i.e. Altmetrics badges with no score. ● Several links on a page share the same link text and surrounding context but go to different places.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Several links on a page share the same link text and surrounding context and go to the same place. • Some links contain no text so the purpose is not presented to screenreaders or keyboard users. <p>Links will be reviewed, and purpose of links will be resolved where possible. (Some of these cannot be remedied i.e. references within articles; latest/most read/most cited articles; links to figures within articles etc.)</p>
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The default human language of each Web page can be programmatically determined.
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Focused components do not change context.
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changing component settings do not change context.
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Input errors are described to the user.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Labels or instructions are provided when content requires user input, with some exceptions. These include:</p> <ul style="list-style-type: none"> Citation Manager check box form controls are missing individual labels, relying on placeholder text alone to label the field
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.</p>
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The name and role of user interface components can be programmatically determined; however, some pages were flagged for the following issues:</p> <ul style="list-style-type: none"> An element with aria-hidden=true contains focusable content. There is a broken ARIA reference on the PDF button on the tool bar in-article.

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: Revised Section 508</p>	Not Applicable	Live media not used in product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does not support	Prerecorded synchronized media contains equivalent transcripts that do not infer any less meaning than the video media portrays.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	<p>The visual presentation of most text and images of text has a contrast ratio of at least 4.5:1, however some pages were flagged for the following issues:</p> <ul style="list-style-type: none"> ● Cart basket with number of items is not accessible ● Author names on recommended content and collection pages do not meet contrast ratio ● HTML – Accessible text in green does not meet the contrast ratio
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Text can be resized by browsers.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	<p>Text is used to convey information rather than images of text with some exceptions:</p> <ul style="list-style-type: none"> ● Journal names, Book titles and gateway names on the landing pages are SVG images
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Partially supports	Most pages can be located in more than one way, however the Figure View Large pages can only be located in one way (via article content).

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	Most headings and labels appropriately describe the topic or purpose of their related content. Please see 1.3.1 for more detail.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The keyboard focus indicator is visible when the user interface is operated by keyboard.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The human language of each passage or phrase can be programmatically determined.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Navigations that are repeated on multiple pages appear in the same order
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Components that have the same functionality are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Suggestions are provided to the user for secure input errors.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<p>1.2.9 Audio-only (Live) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<p>1.4.6 Contrast (Enhanced) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<p>1.4.7 Low or No Background Audio (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<p>1.4.8 Visual Presentation (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.2.3 No Timing</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.2.4 Interruptions</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.2.5 Re-authenticating</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.3.2 Three Flashes</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.4.8 Location</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>2.4.10 Section Headings</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>3.1.3 Unusual Words</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>3.1.4 Abbreviations</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>3.1.5 Reading Level</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>3.1.6 Pronunciation</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>3.2.5 Change on Request</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>3.3.5 Help</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance
<u>3.3.6 Error Prevention (All)</u> (Level AAA) Revised Section 508 – Does not apply	N/A	Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Use of screen reader narrator to provide audio using standard screen reading tools such as NVDA which are assisted by our standard use of HTML and WAI-ARIA attributes to describe the user interface to assistive technologies. Please refer to the success criteria 1.1.1, 1.3.1, 2.4.4, 3.3.1, 4.1.2, 4.1.3, 3.3.2 for exceptions.
302.2 With Limited Vision	Partially supports	Supports standard browser magnification and provides sufficient colour contrast. Please refer to the success criteria 1.4.1, 1.4.3, 1.4.4, 2.4.4 for exceptions.
302.3 Without Perception of Color	Partially supports	Color is only used as a decorative or supplemental attribute of user interface elements. Please refer to the success criteria 1.4.1 for exceptions.
302.4 Without Hearing	Supports	Emerald Insight is usable by those without Hearing.
302.5 With Limited Hearing	Supports	Emerald Insight is usable by those with Limited. Hearing
302.6 Without Speech	Not applicable	Emerald Insight does not require speech input.
302.7 With Limited Manipulation	Supports	Emerald Insight is usable by those with Limited Manipulation as described in the success criteria 2.1.1, 2.1.2, 2.4.3, 2.4.7.
302.8 With Limited Reach and Strength	Supports	Emerald Insight is usable by those with Limited Reach and Strength as described in the success criteria 2.1.1, 2.1.2, 2.4.3, 2.4.7.

302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Semantically correct markup and logical focus order are used so that information, structure, and relationships understood independently of presentation. Please refer to the success criteria 1.3.1, 1.3.3, 2.4.3 for exceptions.
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Chapter 4: [Hardware](#)

Notes: Emerald Insight is a website and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: Emerald Insight is a website and is not subject to the requirements of this section.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Insight has an accessibility statement which can be found at https://www.emeraldgroupublishing.com/emerald-accessibility-statement
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation in alternate formats usable by individuals with disabilities shall be provided upon

Criteria	Conformance Level	Remarks and Explanations
		request. The accessibility help page can be printed in any browser.
<i>603 Support Services</i>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Insight has an accessibility statement which can be found at https://www.emeraldgrouppublishing.com/emerald-accessibility-statement
603.3 Accommodation of Communication Needs	Supports	Communication with users is easily accessed by visiting https://www.emeraldgrouppublishing.com/contact-us

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