

Emerald Publishing Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

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

Report Date: June 2025

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 standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND	(Yes)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	

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 be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	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 • On the Sign In drop down, the form label is missing on the ICE Member button.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	The site does not contain prerecorded audio-only or prerecorded video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Prerecorded synchronized media (in Research Services) is played through video player Cadmore which offers always-visible captions, closed captions and transcripts.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	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.
1.3.1 Info and Relationships (Level A)	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 • 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.
1.3.2 Meaningful Sequence (Level A)	Supports	A correct reading sequence can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	The site’s content does not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A)	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"> • Indicating links using only a text color change does not work for color-blind users.
1.4.2 Audio Control (Level A)	Supports	Audio content does not play automatically.
2.1.1 Keyboard (Level A)	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.1.2 No Keyboard Trap (Level A)	Supports	For all components that receive keyboard focus, focus can be moved away from that component using the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	Feature not used in product.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Feature not used in product.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The website does not include any moving, blinking, scrolling or auto updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The website does not include content that flashes.
2.4.1 Bypass Blocks (Level A)	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.
2.4.2 Page Titled (Level A)	Supports	Web pages have titles that describe topic or purpose.
2.4.3 Focus Order (Level A)	Supports	Components can be focused in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<p>The purpose of each link can be determined for the most part, however some pages were flagged for the following issues:</p> <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. • 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>

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	The website does not require multipoint/path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Not Applicable	Feature not used in product.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	For user interface components with labels that include text, the label name contains the text that is presented visually, however some pages were flagged for the following issue: <ul style="list-style-type: none"> The visual label must appear in the accessible name of links and controls.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Feature not used in product.
3.1.1 Language of Page (Level A)	Supports	The default human language of each Web page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	Focused components do not change context.
3.2.2 On Input (Level A)	Supports	Changing component settings do not change context.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Links to help mechanisms are consistently located in the footer of microsites.
3.3.1 Error Identification (Level A)	Supports	Input errors are described to the user.
3.3.2 Labels or Instructions (Level A)	Supports	Labels or instructions are provided when content requires user input, with some exceptions. These include: <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
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Information previously entered by or provided to the user that is required to be entered again in the same process is auto-populated or available for the user to select.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Not Applicable	For WCAG 2.0 and 2.1, 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 .
4.1.2 Name, Role, Value (Level A)	Partially Supports	The name and role of user interface components can be programmatically determined; however, some pages were flagged for the following issues:

Criteria	Conformance Level	Remarks and Explanations
		<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
1.2.4 Captions (Live) (Level AA)	Not Applicable	Live media not used in product.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does not support	Prerecorded synchronized media contains equivalent transcripts that do not infer any less meaning than the video media portrays.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content is not restricted to a specific display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The purpose of each input field collecting information about the user can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	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
1.4.4 Resize text (Level AA)	Supports	Text can be resized by browsers.
1.4.5 Images of Text (Level AA)	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
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content is presented without loss of functionality at mobile viewports.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Some pages were flagged for containing user interface controls that have a contrast ratio below 3:1 against adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	There's no loss of content or functionality with text spacing settings.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content triggered by hover and focus states is dismissable, hoverable and persistent.
2.4.5 Multiple Ways (Level AA)	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).
2.4.6 Headings and Labels (Level AA)	Partially supports	Most headings and labels appropriately describe the topic or purpose of their related content. Please see 1.3.1 for more detail.
2.4.7 Focus Visible (Level AA)	Supports	The keyboard focus indicator is visible when the user interface is operated by keyboard.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	Feature not used in product.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The size of the target for pointer inputs is at least 24 by 24 CSS pixels.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigations that are repeated on multiple pages appear in the same order
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	Suggestions are provided to the user for secure input errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	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.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is required for an authentication process, however a reset password mechanism is available to assist the user in completing the cognitive function test.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not	Status messages do not use the role=status or role=alert attributes, so cannot

Criteria	Conformance Level	Remarks and Explanations
	Support	be programmatically determined such that they can be presented to the user by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Emerald Insight was not evaluated for WCAG 2.1 Level AAA conformance

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

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, 3.3.3, 4.1.2, 4.1.3, 3.3.2, 2.5.3 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, 1.4.10, 1.4.11, 1.4.12, 1.4.4, 2.4.4, 2.5.3 for exceptions.
302.3 Without Perception of Color	Partially supports	Color is only used as a decorative or supplemental attribute of user interface

Criteria	Conformance Level	Remarks and Explanations
		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, 1.4.13, 2.4.11
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, 1.4.13, 2.4.11
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, 1.3.5 for exceptions.

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](#)

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	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.emeraldgrouppublishing.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 request. The accessibility help page can be printed in any browser.
<u>603 Support Services</u>	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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Chapter [4: Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	Emerald Insight supports use of screen reader narrator to provide audio using standard screen reading tools such as NVDA. This is 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, 3.3.3, 4.1.2, 4.1.3, 3.3.2, 2.5.3 for exceptions.
4.2.2 Usage 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, 1.4.10, 1.4.11, 1.4.12, 1.4.4, 2.4.4, 2.5.3 for exceptions.
4.2.3 Usage without perception of colour	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.
4.2.4 Usage without hearing	Supports	Emerald Insight is usable by those without Hearing.
4.2.5 Usage with limited hearing	Supports	Emerald Insight is usable by those with Limited. Hearing
4.2.6 Usage with no or limited vocal capability	Not applicable	Emerald Insight does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Emerald Insight is usable by those with Limited Manipulation or Strength as

Criteria	Conformance Level	Remarks and Explanations
		described in the success criteria 2.1.1, 2.1.2, 2.4.3, 2.4.7, 1.4.13, 2.4.11
4.2.8 Usage with limited reach	Supports	Emerald Insight is usable by those with Limited Reach as described in the success criteria 2.1.1, 2.1.2, 2.4.3, 2.4.7, 1.4.13, 2.4.11
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	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, 1.3.5 for exceptions.
4.2.11 Privacy	Supports	The product does not impede usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Chapter [5: Generic Requirements](#)

Notes: The product supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: The product does not offer two-way voice communication and is therefore not subject to the requirements of this section.

Chapter [7: ICT with Video Capabilities](#)

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
7.1.1 Captioning playback	Not applicable	
7.1.2 Captioning synchronization	Not applicable	
7.1.3 Preservation of captioning	Not applicable	
7.1.4 Captions characteristics	Not applicable	
7.1.5 Spoken subtitles	Not applicable	
7.2.1 Audio description playback	Not applicable	
7.2.2 Audio description synchronization	Not applicable	
7.2.3 Preservation of audio description	Not applicable	
7.3 User controls for captions and audio description	Not applicable	

Chapter [8: Hardware](#)

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

Chapter [9: Web \(see *WCAG 2.x section*\)](#)

Notes: It is intended that sites that conform to WCAG 2.2 also conform to WCAG 2.1.

Chapter [10: Non-Web Documents](#)

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

Chapter [11: Software](#)

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

Chapter [12: Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Insight has an accessibility statement and list of accessibility features specific to user types which can

Criteria	Conformance Level	Remarks and Explanations
		be found at https://www.emeraldgrouppublishing.com/emerald-accessibility-statement
12.1.2 Accessible documentation	See WCAG 2.x 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	Supports	Insight has an accessibility statement which can be found at https://www.emeraldgrouppublishing.com/emerald-accessibility-statement
12.2.3 Effective communication	Supports	Communication with users is easily accessed by visiting https://www.emeraldgrouppublishing.com/contact-us or by email.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not applicable. Emerald Publishing is not an ICT that provides relay or emergency service access.

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