



# BlackBerry Limited Accessibility Conformance Report

VPAT® Version 2.0 – October 2017

**Name of Product/Version:** BlackBerry® Work

**Product Description:** BlackBerry® Work delivers an all-in-one, secure collaborative business experience on iOS and Android devices that combines enterprise email, calendar, contacts, presence, and document access.

**Platform:** iOS, Android

**Date:** Jan 15, 2018

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**Notes:**

**Evaluation Methods Used:** Manual application testing was conducted with a smartphone utilizing the integrated screen reader and virtual device keyboard on the smartphone where applicable. Testing is based on general product knowledge.

# 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	(No)

## 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.
- **Supports with Exceptions:** 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.

## Web Content Accessibility Guidelines (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, and 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-Supports ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A & Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in <a href="#">WCAG 2.0 1.1.1</a>.</p>	Supports	There are very few non-text icon images utilized within the application, and where these are present, they co-exist with the text equivalent description automatically on the screen, or by holding down the icon, a tool tip will appear to explain the icon.
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> <li>• <a href="#">Prerecorded Audio-only</a>: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</li> <li>• <a href="#">Prerecorded Video-only</a>: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>	Not Applicable	
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA) Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.2.5 Audio Description (Prerecorded)</a></b> (Level AA) Audio description is provided for all prerecorded video content in synchronized media.</p>	Not Applicable	
<p><b><a href="#">1.3.1 Info and Relationships</a></b> (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Supports with Exceptions	In the BlackBerry Work calendar application, the “Month” view is not fully accessible given the graphical bars depicting the number of meetings for a particular day are not programmatically determinable by a screen reader.
<p><b><a href="#">1.3.2 Meaningful Sequence</a></b> (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Supports	
<p><b><a href="#">1.3.3 Sensory Characteristics</a></b> (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Supports	
<p><b><a href="#">1.4.1 Use of Color</a></b> (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports with Exceptions	In the BlackBerry Work email application, color is utilized in the Inbox as a means to differentiate between unread and read emails, however, the Inbox can be filtered for unread emails.
<p><b><a href="#">1.4.2 Audio Control</a></b> (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable	
<p><b><a href="#">1.4.3 Contrast (Minimum)</a></b> (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for situations listed in <a href="#">WCAG 2.0 1.4.3</a>.</p>	Supports	
<p><b><a href="#">1.4.4 Resize text</a></b> (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Supports	
<p><b><a href="#">1.4.5 Images of Text</a></b> (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>following:</p> <ul style="list-style-type: none"> <li>• <b>Customizable:</b> The image of text can be visually customized to the user's requirements;</li> <li>• <b>Essential:</b> A particular presentation of text is essential to the information being conveyed.</li> </ul>		
<p><b>2.1.1 Keyboard</b> (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Supports	
<p><b>2.1.2 No Keyboard Trap</b> (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Supports	
<p><b>2.2.1 Timing Adjustable</b> (Level A) For each time limit that is set by the content, at least one of the instances in <a href="#">WCAG 2.0 2.2.1</a> is true.</p>	Supports	
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</li> <li>• <b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">2.3.1 Three Flashes or Below Threshold</a></b> (Level A)  Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Supports	
<p><b><a href="#">2.4.1 Bypass Blocks</a></b> (Level A)  A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Not Applicable	
<p><b><a href="#">2.4.2 Page Titled</a></b> (Level A)  Web pages have titles that describe topic or purpose.</p>	Supports	
<p><b><a href="#">2.4.3 Focus Order</a></b> (Level A)  If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Supports	
<p><b><a href="#">2.4.4 Link Purpose (In Context)</a></b> (Level A)  The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Supports	
<p><b><a href="#">2.4.5 Multiple Ways</a></b> (Level AA)  More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	Supports	
<p><b><a href="#">2.4.6 Headings and Labels</a></b> (Level AA)  Headings and labels describe topic or purpose.</p>	Supports	
<p><b><a href="#">2.4.7 Focus Visible</a></b> (Level AA)  Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Supports	
<p><b><a href="#">3.1.1 Language of Page</a></b> (Level A)  The default human language of each Web page can be programmatically determined.</p>	Supports	Language of each page is automatically defined by the language selected in the global settings for the device and requires support of that particular language by the screen reader being utilized on the device.
<p><b><a href="#">3.1.2 Language of Parts</a></b> (Level AA)  The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	Language of parts is automatically defined by the language selected in the global settings for the device and requires support of that particular language by the screen reader being utilized on the device.

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A) When any component receives focus, it does not initiate a change of context.</p>	Supports	
<p><b>3.2.2 On Input</b> (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	Supports	
<p><b>3.2.3 Consistent Navigation</b> (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports	
<p><b>3.2.4 Consistent Identification</b> (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.</p>	Supports	
<p><b>3.3.1 Error Identification</b> (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Supports	
<p><b>3.3.2 Labels or Instructions</b> (Level A) Labels or instructions are provided when content requires user input.</p>	Supports	
<p><b>3.3.3 Error Suggestion</b> (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) 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, at least one of the following is true:</p> <ol style="list-style-type: none"> <li>1. Reversible: Submissions are reversible.</li> <li>2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ol>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (Level A)            In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	Supports	
<p><b>4.1.2 Name, Role, Value</b> (Level A)            For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p>	Supports	

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports with Exceptions	As described above in 1.4.1
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	



## Chapter 4: Hardware

Notes: Not Applicable – Section Removed.

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope – Incorporation of WCAG 2.0 AA</b>	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
<b>502.2.1 User Control of Accessibility Features</b> Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	
<b>502.2.2 No Disruption of Accessibility Features</b> Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	BlackBerry Work leverages the mobile device platform features inherent from either iOS or Android.
<b>502.3 Accessibility Services</b> Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.	Heading cell – no response required	Heading cell – no response required
<b>502.3.1 Object Information</b> The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	
<b>502.3.2 Modification of Object Information</b> States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
<b>502.3.3 Row, Column, and Headers</b> If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Supports with Exceptions	In the BlackBerry Work Calendar application, the “Month” view is not fully accessible given the graphical bars depicting the number of meetings for a particular day are not programmatically

Criteria	Conformance Level	Remarks and Explanations
		determinable by a screen reader.
<b>502.3.4 Values</b> Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	
<b>502.3.5 Modification of Values</b> Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
<b>502.3.6 Label Relationships</b> Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supports	
<b>502.3.7 Hierarchical Relationships</b> Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supports	
<b>502.3.8 Text</b> The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	
<b>502.3.9 Modification of Text</b> Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
<b>502.3.10 List of Actions</b> A list of all actions that can be executed on an object shall be programmatically determinable.	Supports	
<b>502.3.11 Actions on Objects</b> Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports	
<b>502.3.12 Focus Cursor</b> Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	
<b>502.3.13 Modification of Focus Cursor</b> Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports	

Criteria	Conformance Level	Remarks and Explanations
<b>502.3.14 Event Notification</b> Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supports	
<b>502.4 Platform Accessibility Features</b> Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Not Applicable	
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
<b>503.2 User Preferences</b> Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.	Supports	BlackBerry Work leverages the mobile device platform features inherent from either iOS or Android.
<b>503.3 Alternative User Interfaces</b> Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Supports	
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
<b>503.4.1 Caption Controls</b> Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	
<b>503.4.2 Audio Description Controls</b>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.		
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
<p><b>504.2 Content Creation or Editing</b> (if not authoring tool, enter “not applicable”)</p> <p>Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all Supports features and, as applicable, to file formats Supports by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p>	Not Applicable	
<p><b>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion</b></p> <p>Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is Supports by the destination format.</p>	Not Applicable	
<p><b>504.2.2 PDF Export</b></p> <p>Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).</p>	Not Applicable	
<p><b>504.3 Prompts</b></p> <p>Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for Supports features and, as applicable, to file formats Supports by the authoring tool.</p>	Not Applicable	
<p><b>504.4 Templates</b></p> <p>Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
shall be provided for a range of template uses for Supports features and, as applicable, to file formats Supports by the authoring tool.		

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features</b> Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports	
<b>602.3 Electronic Support Documentation</b> Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>602.4 Alternate Formats for Non-Electronic Support Documentation</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Contact <a href="mailto:Accessibility@blackberry.com">Accessibility@blackberry.com</a>
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
<b>603.2 Information on Accessibility and Compatibility Features</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	
<b>603.3 Accommodation of Communication Needs</b> Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Contact <a href="mailto:Accessibility@blackberry.com">Accessibility@blackberry.com</a>

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